

# BSB40520 Certificate IV Leadership and Management



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RTO No 40467

Course Brochure



## BSB40520 Certificate IV in Leadership and Management Course Overview

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

### Key Outcomes

- Leading teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.
- Using leadership to promote team cohesion including motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.
- Implementing operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance, as required.
- Facilitating and applying communication strategies in the workplace within any industry.
- Effectively leading and facilitating a team in a workplace within any industry.
- Communicating effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.
- Leading the performance of a team and to develop team cohesion.
- Advising, carrying out and evaluating customer service strategies.
- Implementing continuous improvement of systems and processes of an organisation including using systems and strategies to encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
- Identifying business risks and applying established risk management processes to a defined area of operations that are within the responsibilities and obligations of the work role.
- Implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.
- Planning and prioritising own work tasks. It also addresses the skills and knowledge to monitor and obtain feedback on personal work performance.

### Career Opportunities

- Coordinator
- Leading Hand
- Supervisor
- Team Leader
- Manager

### Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).





For detailed information on your course, fees and charges, eligibility for any Federal or State funding, relevant student policies and procedures and to view the student handbook, please visit our website at [www.dynamiclearningservices.com.au](http://www.dynamiclearningservices.com.au) or contact Dynamic Learning Services on 02 4365 0040.



There are 12 units in the BSB40520 Certificate IV in Leadership and Management. These are divided into 5 core unit and 7 electives units. The units in the Dynamic Learning Services program are listed below:

#### **Core Units**

- BSBLDR411 Demonstrate leadership in the workplace
- BSBLDR413 Lead effective workplace relationships
- BSBOPS402 Coordinate business operational plans
- BSBXCM401 Apply communication strategies in the workplace
- BSBXTW401 Lead and facilitate a team

#### **Elective Units**

- BSBLDR412 Communicate effectively as a workplace leader
- BSBLDR414 Lead team effectiveness
- BSBOPS404 Implement customer service strategies
- BSBSTR402 Implement continuous improvement
- BSBOPS403 Apply business risk management processes
- BSBWHS411 Implement and monitor WHS policies, procedures and programs
- BSBPEF402 Develop personal work priorities

#### **Assessment**

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

#### **Entry Requirements**

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

#### **Volume of Learning**

Learners should expect a duration between 6 months to 2 years to meet the requirements of BSB40520 Certificate IV in Leadership and Management which is consistent with the AQF volume of learning indicators for a Certificate IV qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

#### **Pathways**

Qualifications that may be considered after successful completion include:

- BSB50420 Diploma of Leadership and Management