



## **BSB42015 Certificate IV in Leadership and Management**

The must-have qualification for all aspiring supervisors and team leaders

This qualification develops the skills to lead small teams and supervise business/operational units. Our qualification is targeted at people working in the seniors and community services sectors.

Frontline Managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

**Learn from our expert team!**



**Talk to us about this exciting opportunity today!**

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Registered Provider Number: 90456

## Course Description

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 provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

## Entry Requirements

There are no entry requirements or pre-requisites for this course.

## Course Delivery/Duration

The course will be delivered over a 12 month period including:

- Five x 1 day face to face trainer led workshops alternating with;
- Six x 2 hour webinars/teleconferences
- Trainer supported, self directed learning activities
- Web resources
- Workplace based learning activities

Students will be provided with:

- Textbook
- Student guides
- Online learning portal access

Due to the blended delivery approach, students are required to have access to a computer and have basic computer skills.

Please feel free to talk to us about flexible delivery options

## Course Structure

### Core units

BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan

### Elective units

BSBFIA402	Report on financial activity
BSBMGT403	Implement continuous improvement
BSBRISK401	Identify risk and apply risk management process
BSBADM409	Coordinate business resources
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBLED401	Develop teams and individuals
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Please note: Electives may change, depending on a particular organisational need. This selection of electives represents a job that encompasses customer service/organisational learning.

## Talk to us today!

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