

BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

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The **CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT** requires that 12 units be achieved. There are no pre-requisite or co-requisite units for this qualification. All 12 units must be completed to attain the full qualification. Where only some units of competency are achieved, a statement of attainment will be issued. This qualification forms part of the Business Services Training Package BSB.

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.

Preferred pathways for candidates considering this qualification include:

- BSB30115 Certificate III in Business or other relevant qualifications
- OR**
- with vocational experience in a supervisory role but no formal qualification.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

The units of competency that make up this qualification are: **4 core units** from the core units listed below plus **8 elective units**.

Core Units:

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

Elective Units:

At least **4 elective units** must be selected from Group A.

The other **4 elective units** may be selected from Group A or Group B. If not listed below, 1 unit may be from any currently endorsed Training Package or accredited course at Certificate IV level or above.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Group A

National Code	National Title
BSBFIA412	Report on financial activity
BSBINN301	Promote innovation in a team environment
BSBLDR404	Lead a diverse workforce
BSBMGT403	Implement continuous improvement
BSBRELA402	Build client relationships and business networks
BSBRSK401	Identify risk and apply risk management processes
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR404	Develop work priorities
TAEDEL404	Mentor in the workplace

Group B

National Code	National Title
BSBADM409	Coordinate business resources
BSBCMM401	Make a presentation
BSBCOM406	Conduct work within a compliance framework
BSBCRT401	Articulate, present and debate ideas
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBINM401	Implement workplace information system
BSBINT401	Research international business opportunities
BSBIPR401	Use and respect copyright
BSBIPR403	Protect and use brands and business identity
BSBLED401	Develop teams and individuals
BSBMGT401	Show leadership in the workplace

BSBMGT404	Lead and facilitate off-site staff
BSBMGT407	Apply digital solutions to work processes
BSBMKG413	Promote products and services
BSBPMG522	Undertake project work
BSBRES411	Analyse and present research information
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents

It is highly recommended that participants view www.training.gov.au for detailed information on packaging arrangements.

The Australian Qualifications Framework (AQF) provides a guide to the volume of learning for each qualification. It describes how long a student may take to complete a qualification and is dependent on a number of factors such as; experience, current skill level, knowledge and job role. Without any prior experience, skill or knowledge it is anticipated a student would take 6 – 24 months to complete this qualification.

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