

# Certificate IV in Leadership and Management

## BSB42015



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.

**Common positions that may be suited with this qualification are:**

- < **Coordinator**
- < **Leading hand**
- < **Supervisor**
- < **Team leader**

**COURSE REQUIREMENTS:**

### DOMESTIC STUDENTS

Training and assessments are conducted in English. A pre training intake interview will be conducted and each learner will undertake a Language, Literacy and Numeracy Assessment.

There are no pre-requisites or any other training package entry requirement to enrol in this course.

### INTERNATIONAL

English requirements:

- must have an IELTS score of 5.5 or
- must have a TOEFL iBT score of 46 or
- must have a PTE Academic score of 42 or
- must have a Cambridge English Advanced (CAE) score of 47 or
- must have an OET score of pass

Completed year 11

### TRAINING DELIVERY:

classroom-based

### DURATION:

- Domestic: 26 weeks
- International: 26 weeks

**Domestic students:** ☎ 13 13 89

**International students:** 📞 +61 3 9450 0500

Please see over for Units of Study



# Units of Study



## Units of study

Students will need to complete 12 Units of Competency, consisting of: 4 Core and 8 Electives  
(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

CORE	
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan
ELECTIVES	
BSBMGT403	Implement continuous improvement
BSBWOR404	Develop Work Priorities
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBRISK401	Identify risk and apply risk management processes
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBCMM401	Make a presentation

## RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply to recognise your prior learning, work experience and course work towards this qualification.

Detailed information is available on the ETEA website [www.etea.edu.au](http://www.etea.edu.au)

## FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements, course duration, assessment methods, how to enrol, RPL, Credit Transfer, pathways etc. please visit our website at [www.etea.edu.au](http://www.etea.edu.au)

## GOVERNMENT FUNDING:

You may be able to access government funding if you meet the eligibility criteria.

To check if you are eligible visit [www.etea.edu.au](http://www.etea.edu.au)



**FURTHER INFORMATION**  
Visit our website or contact your  
closest office for further information.

[www.etea.edu.au](http://www.etea.edu.au)



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