



BSB40520

Certificate IV in
Leadership and
Management



BSB40520 Certificate IV in Leadership and Management

🕒 6-8 months 📍 Live Online 6 intensive clusters, 9 days

The Certificate IV in Leadership and Management is perfect for emerging leaders. Whether aspiring to be or recently promoted to a team leader or supervisory position, you will develop your skills as a front-line manager by looking at the competencies you need to manage yourself, your team, and your business area.

The course is practical and hands on with a direct application to the workplace.

By the end of this course you will have received the essential knowledge to enable you to lead and communicate with your team, implement an operational plan and a model of continuous improvement, and develop your personal effectiveness.



94%

of participants were satisfied with Swinburne Edge's course content.*

* n = 84 (2018-2019), course-specific statistic.

100%

of participants were satisfied with their Swinburne Edge facilitator.*

* n = 84 (2018-2019), course-specific statistic.

Why leadership and management skills are crucial

Innovative and collaborative managers play a central role in achieving C-suite objectives and managing employees. The demand for these front-line managers and team leaders with communication, collaboration, Emotional Intelligence and digital skills is growing.

Positive leadership and management methods help professionals to flourish at work and achieve their highest potential. Organisations also benefit from increased productivity, creativity and effectiveness.

This qualification develops the skills to:

- communicate and manage people effectively.
- implement customer service frameworks.
- implement an operational plan.
- understand work objectives and priorities, including external factors that impact efficiency.

Course inclusions

- access to industry experts who facilitate the workshops
- program materials and manuals used in the workshops, which double as a take-home resource
- templates, tools, and many other resources are provided
- assessment and study support.

Who should attend?

This qualification is suitable for:

- emerging leaders.
- those aspiring to be a manager.
- recently promoted team leaders or supervisors.

Entry requirements

Applicants should have at least 12 months of full-time work experience.

Stand out

Great managers and leaders can find the balance between performance, innovation, communication and people management with the ability to plan strategically.

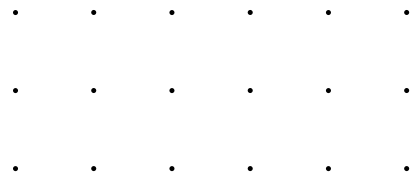
This qualification:

- focuses on real world, relevant global contexts.
- is a practical program with projects you can integrate into your existing role or organisation.
- gives you skills and tools you can use immediately.
- encourages you to think differently.
- fully aligns to future trends in leadership capabilities. leadership capabilities.

Fees

The total fee for the BSB40520 Certificate IV in Leadership and Management is \$5,770. Fees are reviewed each year and are subject to change. *Skills first funding and concessions may apply.*

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When you've successfully completed this qualification, you may be able to apply for BSB50420 Diploma of Leadership and Management, allowing you to continue to develop your skills, experience and career.

The Swinburne Edge difference

Swinburne Edge's accelerated qualifications are designed for working professionals to maximise the learning outcomes and minimise time spent out of the office or away from home.

"I learned a lot of interesting things about my leadership style, and developed new skills in conflict resolution, delegation and 360-degree feedback that I can use immediately in my workplace."

Jamie

Participant, Certificate IV in Leadership and Management

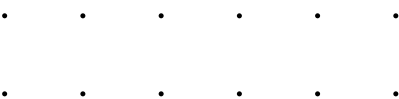


Benefits for individuals

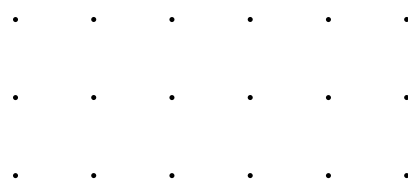
- You can enroll at any time, choose your workshop days, and by accelerating your qualification, learn in focused workshops that get you qualified faster.
- Our Customer Development Advisors and facilitators are on hand to provide advice and answer your questions.
- Participants learn alongside professional peers and enjoy a unique shared experience that fosters new ideas, reflection, diversity and innovation.
- Our expert facilitators deliver our qualifications to ensure our participants enjoy the best learning experience possible.
- Facilitators each have extensive experience across a range of leadership roles and can impart real life case studies and relevant industry know-how.
- Our facilitators are dynamic and engaging professionals with a true passion for teaching, handpicked by us.

Benefits for organisations

- A strong upcoming leadership team delivers a competitive edge in the years to come, and training pays dividends.
- We partner with clients to qualify their Managers and maximise the productivity of their teams.
- Our Consultants work hand-in-hand with clients to roll out the Certificate IV in Leadership and Management to suit you and your team, including customisation for your own projects.
- In addition, clients are allocated their own Swinburne Professional Project Manager, ensuring participants are supported, outcomes are reported, and training is delivered.



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The **Certificate IV in Leadership and Management** is delivered in unit clusters. Each vertical block of clusters and units shows the number of workshop days.

| UNIT CODE | UNIT TITLE | CLUSTER NAME | DURATION |
|-----------|---|---------------------------------|----------|
| BSBLDR414 | Lead team effectiveness | Team leadership and development | 3 days |
| BSBHRM413 | Support the learning and development of teams and individuals | | |
| BSBLDR411 | Demonstrate leadership in the workplace | | |
| BSBXTW401 | Lead and facilitate a team | | |
| BSBLDR412 | Communicate effectively as a workplace leader | Effective communication | 2 days |
| BSBWRT411 | Write complex documents | | |
| BSBXC401 | Apply communication strategies in the workplace | | |
| BSBOPS404 | Implement customer service strategies | Customer service | 1 day |
| BSBOPS402 | Coordinate business operational plans | Operational plans | 1 day |
| BSBOPS403 | Apply business risk management processes | | |
| BSBPEF402 | Develop personal work priorities | Work priorities | 1 day |
| BSBLDR413 | Lead effective workplace relationships | Workplace relationships | 1 day |



NATIONALLY RECOGNISED
TRAINING

Schedule details: Workshop times may vary but are usually 9:00am to 5:00pm; details will be confirmed upon enrolment.

For full unit descriptions, visit <https://training.gov.au> and type the unit code into the search function.



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Cluster overview

Team leadership and development

Duration: 3 days
Location: Online, delivered live

Units:
BSBLDR414 Lead team effectiveness
BSBHRM413 Support the learning and development of teams and individuals
BSBLDR411 Demonstrate leadership in the workplace
BSBXTW401 Lead and facilitate a team

This a multi-faceted three-day workshop that gives you the tools to lead your team effectively to collaborate, innovate, and meet objectives. You will be able to develop your team and you will show leadership in your decisions, business relationships, communication skills and enhancing the organisation's image.

In this workshop we apply a series of structured methodologies to transform you into an all-round leader.

Learning objectives

Participants will be able to:

- collaboratively create a strategy for your team and engage them to be innovative and productive so outcomes are met.
- empower team members to grow, take responsibility for their own work and support each other.
- engineer, communicate, and facilitate team actions that ensure objectives are met.
- communicate effectively with the leadership team.
- determine the development needs of your team members, and instigate, monitor, and evaluate workplace learning.

Effective communication

Duration: 2 days
Location: Online, delivered live

Units:
BSBLDR412 Communicate effectively as a workplace leader
BSBWRT411 Write complex documents
BSBXC401 Apply communication strategies in the workplace

Truly effective communication is a 360-degree process. These units teach participants how to manage professional relationships via effective communication.

We explore how to clarify, question, explore, gain context, and collect and analyse information and ideas, so that when the time comes to communicate, you're in a position to be a factual, inspirational, and collaborative leader. We also teach how to plan, draft and finalise complex documents.

Learning objectives

Participants will be able to:

- identify context for effective communication.
- clarify message, engage, and follow-up communications.
- use appropriate presentation methods to communicate information or instruction based on the requirements of audience.
- determine audience, purpose and requirements of document according to organisation policies and procedures.

Customer service

Duration: 1 day
Location: Online, delivered live

Units:
BSBOPS404 Implement customer service strategies

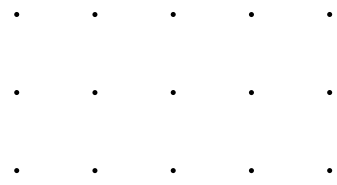
This workshop teaches you how to create a quality customer experience and define customer service standards. Customer service has changed dramatically from the over-simplistic 'customer is always right' ethos and requires strategic thinking, agility, flexibility, and a fresh approach.

Learning objectives

Participants will be able to:

- interpret and contribute to the development and improvement of customer service standards, policies, and processes.
- lead the team to successfully and consistently implement customer service systems.
- identify and resolve customer service resource requirements.
- communicate accurately on customer service needs, including providing strategic advice.
- use business technology to structure and present customer service needs.
- support the implementation of customer service strategies.

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Cluster overview

Operational plans

Duration: 1 day

Location: Online, delivered live

Units:

BSBOPS402 Coordinate business operational plans

BSBOPS403 Apply business risk management processes

Operational plans are at the heart of a business' operations and this workshop teaches you how to successfully implement them.

From KPIs to contingency planning, proposals, resource planning, operations performance and evaluation, you will gain the big-picture operational knowledge necessary to implement an operational plan.

Business risk is also a consideration in any operation, and you'll learn to identify, evaluate, treat and monitor these risks.

Learning objectives

Participants will be able to:

- implement an operational plan, end-to-end, to a successful conclusion.
- manage the required resources to achieve the stated aims.
- monitor and manage operational performance, from budget management, performance, mentoring and systems, to evaluation.
- contribute to assessing risk management outcomes and continuous improvement processes.
- identify and document operational risks.
- analyse and evaluate these risks, and control them.



Work priorities

Duration: 1 day

Location: Online, delivered live

Units:

BSBPEF402 Develop personal work priorities

The time management of today is vastly more complex and enhanced than the 'to-do list' of old. With multiple demands on time, and many communications channels to both absorb and manage, the ability to develop work priorities is key for managers to successfully lead.

Learning objectives

Participants will be able to:

- plan and complete your own work schedule.
- understand work objectives and priorities, including external factors that impact efficiency.
- establish contingencies.
- create work plans that leverage business technology to manage planning, scheduling, and completing tasks.
- monitor your own work performance through self assessment and feedback from others.
- coordinate your own professional development and drive your career forward.

Workplace relationships

Duration: 1 day

Location: Online, delivered live

Units:

BSBLDR413 Lead effective workplace relationships

Innovation and continuous improvement are central to maintaining a competitive edge and keeping team members engaged. Collaboration, communication, positive feedback and ongoing learning are tools that will continue to reinvent skills and attitudes, informing the way your team works and engages with stakeholders.

In this workshop we teach a series of processes and methodologies that will influence your team interactions to foster positive workplace relationships.




Learning objectives

Participants will be able to:

- share ideas and information with relevant internal and external stakeholders according to work task.
- support and guide colleagues, leveraging effective ways of working.
- reflect, promote and celebrate successes and develop fresh ideas for improvement.
- implement systems and processes to achieve continuous improvement.



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