



BSB42015
Certificate IV in Leadership and
Management

Course outline

Course overview

BSB42015 Certificate IV in Leadership and Management is designed to ensure that you develop the foundations and capabilities required for your initial leadership and management role.

Mirroring the three key areas of capability required by those entering management and leadership roles; the BSB42015 Certificate IV in Leadership and Management consists of three (3) subjects with units of competency being assessed across subjects to maximise the development of your skills.

The first subject, *Develop your leadership and management skills*, focuses on developing the foundation skills you need to succeed in leadership and management roles. The second subject, *Support and manage team performance*, focuses on managing and maximising the performance of the people you work with. The third subject, *Implement operational plans and procedures*, focuses on effectively using the limited resources available to assist you in implementing plans, achieving goals, managing risks, and ensuring continuous improvement for your area of the organisation.

BSB42015 Certificate IV in Leadership and Management		
CIVLM1 Develop your leadership and management skills	CIVLM2 Support and manage team performance	CIVLM3 Implement operational plans and procedures

Learning outcomes

On successful completion of this course, students should be able to:

- recognise how to enhance the effectiveness of their communications and motivate others to follow their directions
- identify how to be an effective networker and build capability to consult, collaborate, make good decisions and obtain feedback
- Identify how to use technology to manage information
- explain how to ensure compliance with organisational and external standards
- demonstrate how to set goals that align to those of the organisation
- create work plans and schedule people's time
- apply the process of managing performance, underperformance and provide feedback
- monitor, measure and adjust productivity
- demonstrate the process of assessing, managing and evaluating learning and development
- demonstrate understanding performance expectations for their area of an organization and determine, request and acquire resources to achieve those expectations
- outline how to use those resources effectively and efficiently to maximise performance and productivity, and reduce waste
- apply the processes of assessing and managing risk and managing change
- use project methodologies
- assist and support improved performance of their people, teams and area of the organisation.

Topics

Subject 1: Develop your leadership and management skills

- Topic 1 Leadership foundation
- Topic 2 Leadership skillsets
- Topic 3 Emerging with others
- Topic 4 Networking
- Topic 5 Information and technology
- Topic 6 Consultation
- Topic 7 Collaboration
- Topic 8 Communication 1 (using media and sharing information)
- Topic 9 Communication 2 (two-way communication of decisions)
- Topic 10 Getting feedback
- Topic 11 Compliance
- Topic 12 Following up and subject review

Subject 2: Support and manage team performance

- Topic 1 Clarifying the purpose
- Topic 2 Setting goals and engaging the team
- Topic 3 Work plans
- Topic 4 Scheduling
- Topic 5 Problem solving
- Topic 6 Managing performance
- Topic 7 Giving feedback
- Topic 8 Managing variance
- Topic 9 Learning and development 1 (learning needs analysis)
- Topic 10 Learning and development 2 (developing individuals and teams)
- Topic 11 Learning and development 3 (monitor and evaluate)
- Topic 12 A culture of continuous improvement

Subject 3: Implement operational plans and processes

- Topic 1 Implementing operational plans
- Topic 2 Resource requirements
- Topic 3 Resource acquisition and distribution
- Topic 4 Productivity
- Topic 5 Risk management
- Topic 6 Change management
- Topic 7 Support underperformance
- Topic 8 Operational continuous improvement
- Topic 9 Continuous improvement project (scoping)
- Topic 10 Continuous improvement project (planning)
- Topic 11 Continuous improvement project (implementing)
- Topic 12 Continuous improvement project (finalise and review)

Units of competency

Units of competency		Core or elective	Subject 1	Subject 2	Subject 3	Exam	Written and Oral Assignment
BSBLDR401	Communicate effectively as a workplace leader	Core	Started	Completed		No	Yes
BSBLDR402	Lead effective workplace relationships	Core	Started	Completed		No	Yes
BSBLDR403	Lead team effectiveness	Core	Started	Completed		No	Yes
BSBWOR404	Develop work priorities	Elective	Started	Completed		No	Yes
BSBINN301	Promote innovation in a team environment	Elective	Started	Completed		No	Yes
BSBLED401	Develop teams and individuals	Elective		Started and completed		No	Yes
BSBMGT402	Implement operational plan	Core			Started and completed	No	Yes
BSBMGT403	Implement continuous improvement	Elective		Started	Completed	No	Yes
BSBRISK401	Identify risk and apply risk management processes	Elective			Started and completed	No	Yes
BSBMGT401	Show leadership in the workplace	Elective	Started	Continuing	Completed	No	Yes
BSBADM409	Coordinate business resources	Elective			Started and completed	No	Yes
BSBPMG522	Undertake project work	Elective			Started and completed	No	Yes

The above 12 units of competency are awarded for the successful completion of the BSB42015 Certificate IV in Leadership and Management; four (4) core and eight (8) electives.

Note: The assessment is listed by unit of competency above. The assessments within the course are combined covering multiple units of competency. Refer to 'Assessment tasks' for further information.

Course entry requirements

There are no entry requirements.

Course duration

Students have a total of:

- 36 weeks to complete the learning and assessment requirements for BSB42015 Certificate IV in Leadership and Management, from their initial activation date.
- An additional four (4) weeks resubmission time per subject, which will be granted if all assessment tasks have been attempted and the student has been deemed not yet competent in one or more tasks. This time can be used to resubmit the assignments. There is no fee for this extension.

Therefore, if a student completes the learning and assessment, and the resubmission time in every subject is granted, the duration will be 48 weeks.

The subject breakdown for this course is below:

Subjects in the course	Duration
CIVLM1 – Develop your Leadership and Management Skills	12 weeks course work 4 weeks resubmission time as outlined above
CIVLM2 – Support and Manage Team Performance	12 weeks course work 4 weeks resubmission time as outlined above
CIVLM3 – Implement Operational Plans and Processes	12 weeks course work 4 weeks resubmission time as outlined above

The **amount of training** for this course may be up to 15 hours per week. The amount of training is the hours a student can expect to spend to complete their course work and assessments.

In addition to the amount of training, students who are new to industry or vocational training could need up to 5 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training. **Students working in industry may be able to complete the course requirements in a shorter timeframe or less hours per week.**

If a student applies for extensions beyond the 36 week completion timeframe or is granted special consideration, the maximum period of time to complete this qualification is two years from the qualification activation date. If enrolling in single subjects with the intention of completing a qualification, the two year timeframe is calculated from the initial activation date of the first subject.

Additional study-related fees apply to formal extensions and re-enrolments. Please refer to the Vocational Education Fees schedule found [here](#).

Please also refer to our Vocational Education and Training (VET) *Enrolment Terms and Conditions* [here](#) or our Student Handbook [here](#) for important information on:

- Subject activation and completion timeframes
- Extensions
- Subject re-enrolment

Delivery mode

This course is delivered online.

Kaplan Professional's online learning portal KapLearn enables the provision of innovative, interactive learning resources and support. KapLearn can be accessed anywhere at any time using a computer or mobile device that has internet access.

Readings required for this course are found in the textbook *Management: Theory and practice* by Kris Cole (6th edition), and in online topics, activities and other media.

KapLearn is the access point for the online supplementary learning material, activities, and assessments. KapLearn is also the access point for ongoing support; through it you will have access to the Leadership and Management Community where you are able to meet your peers, share ideas and resources and post any questions you may have to the community.

Online coaching

As part of this course, you will also have access to an online coach. The coach is an experienced professional who will assist and guide your learning.

At week 3, 6, 9 of your studies, you will have access to written feedback from your online coach via Kaplearn on your written assignment up to that point.

Assessment tasks

The assessment tasks for this course are listed below. Units of competency are co-assessed by topic within course as follows. The units of competency are co-assessed as listed earlier in 'Units of competency'.

Subject	Topic	Assessment	Assessment Detail
CIVLM1 Develop your leadership and management skills	Topics 1 - 12	1 Written Assignment	Written assignment – two (2) attempts <ul style="list-style-type: none"> Short answer questions and activities
CIVLM2 Support and manage team performance	Topics 1 - 12	1 Written and Oral Assignment	Written and oral assignment – two (2) attempts <ul style="list-style-type: none"> Written – short answer questions and activities Oral – includes oral questions, role play, presentation. The mode of oral assessment is by phone/Skype
CIVLM3 Implement operational plans and processes	Topics 1 - 12	1 Written and Oral Assignment	Written and oral assignment – two (2) attempts <ul style="list-style-type: none"> Written – short answer questions and activities Oral – includes oral questions and presentation. The mode of oral assessment is by phone/Skype

Students may submit their assignments at any time if they believe they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines. However, it is recommended that students follow the process of submission every 3 weeks to take full advantage of the coaching experience.

Students must be deemed competent in all assessment items in order to be awarded their qualification.



Students who complete the course will receive a qualification certificate.

Recognition of Prior Learning

Individuals may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan Professional award subject based on their previous study and/or work experience. To do this, individuals must submit evidence that demonstrates they have already met the requirements of the subject through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

To find out if you are eligible for RPL, refer to our [Credit Transfer and Recognition of Prior Learning \(RPL\) page](#).

Fees

An updated schedule of fees is available at the Kaplan Professional website: www.kaplanprofessional.edu.au.

Student policies

Students who enrol in a Kaplan Professional course are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies before they enrol by going to the Kaplan Professional website: www.kaplanprofessional.edu.au. The policies also assist students when their study program does not go as planned and they need extra support.