



BSB42015 Certificate IV in Leadership and Management (Release 4)



Team leaders and frontline managers are a vital link between employees and senior management in every organisation. This program holistically develops your skills as a frontline 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. This course will provide you with skills and knowledge to enable you to lead and communicate with your team, to implement both an operational plan and a model of continuous improvement, and to develop your personal effectiveness.

QUALIFICATION 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.

We achieve results by ensuring that our training programs are:

- Flexible, innovative, current practice, interesting and engaging
- Driven by workplace outcomes

DELIVERY & DURATION:

- Workplace-based delivery over 12 months
- Practical hands on application to support learning
- Our Trainer/Assessor is in the workplace
- Observation, Questioning, Third Party Reports, Workplace Evidence

COURSE FEES:

Please contact David Pinnock for course cost and further details on 0409 040 620



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TRAINING

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CORE UNITS:

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

ELECTIVES: (Elective units may vary according to individual workplace requirements)

- BSBREL402 Build client relationships and business networks
- BSBWOR404 Develop work priorities
- TAEDEL404 Mentor in the workplace
- BSBLED401 Develop teams and individuals
- BSBMGT407 Apply digital solutions to work processes
- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

