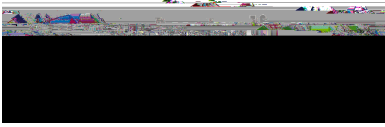


Certificate IV in Leadership and Management

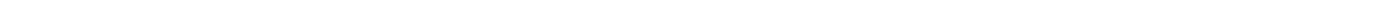
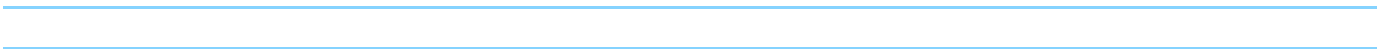
BSB40520

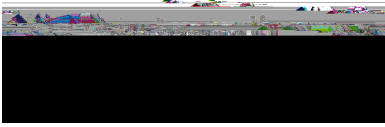


DEVELOP NEW SKILLS IN HANDS-ON
LEADERSHIP AND OPERATIONAL
MANAGEMENT



-
- Building Effective Teams
 - Making and Communicating Good Business Decisions
 - Maximising Team Outcomes and Performance
 - Mid Course Survey
 - Exercising Good Leadership
 - Manage Work Priorities and Personal Development
 - Implementing Effective Safety Procedures (E)
 - Building Strong Customer Relationships (E)





Past Work Experience

For this qualification you should have completed a Certificate III or have relevant work experience.

Digital Literacy Skills

You must be able to:

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for both short and long answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:

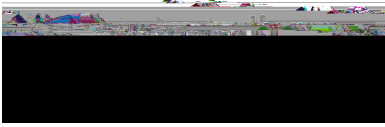
Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.



Core Subjects:

Building Effective Teams

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):

BSBLDR413 - Lead effective workplace relationships

BSBXTW401 - Lead and facilitate a team

BSBLDR412 - Communicate effectively as a workplace leader

BSBLDR414 - Lead team effectiveness

Making and Communicating Good Business Decisions

This subject focuses on the skills required to make and communicate sound business decisions. Active listening, critical and creative thinking, problem solving and using workplace data lead directly into how to best communicate results to your stakeholders.

Unit(s):

BSBXCM401 - Apply communication strategies in the workplace

BSBTEC404 - Use digital technologies to collaborate in a work environment

BSBCRT411 - Apply critical thinking to work practices

Maximising Team Outcomes and Performance

Long term success in business is a direct result of sound operational planning. This subject teaches how to set realistic operational goals, effectively plan activities and prepare for contingencies while creating sound monitoring stages to improve operational performance throughout the execution phase.

Unit(s):

BSBOPS402 - Coordinate business operational plans

Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning effective teams
