

**BSB42015**

**Certificate IV in  
Leadership and  
Management**



# Australasian Leadership Academy (ALA) Opportunities

## OUR POINT OF DIFFERENCE

We offer a holistic, innovative and customised approach to training and development including but not limited to:

- Key Account Management
- Tailored program solutions to client's needs
- Corporate training nationally & internationally
- Flexible delivery methodologies
- Flexible, Fast>>Track Programs
- High level qualifications / training pathways
- Management and leadership workshops
- Ongoing coaching and mentoring
- Quality partnerships and alliances



## WhystudywithALA?

- We offer customised, flexible delivery options
- You can study where you want, when you want
- We offer global Project Management, Leadership & Management content
- We have developed world class leadership learning material in digestible portions, personalisation to serve content most relevant to you
- Our programs and learning materials have been designed specifically for student centred learning – outcome focused & workplace application
- Our trainers are industry professionals with experience in supporting eLearning participants
- Our dedicated support team is there to help you every step of the way
- Our Training Portal provides you with opportunities to interact with trainers and track your progress
- Our programs are nationally recognised and meet professional licensing or registration requirements (AIPM RegPM & IPMA Industry Certification)



# Certificate IV in Leadership and Management

BSB42015

This program is designed for people who are developing and emerging leaders and managers in a range of enterprise and industry contexts: office coordinator, leading hand or supervisor. It's intended to build on your current expertise and knowledge.

If you're not in a current manager's role, this program will build your skills and knowledge to take on a leadership position by focusing on what you already know and placing it into a modern business framework. This program can give you the confidence to really advance in your career.

This nationally recognised qualification is aimed at giving aspiring supervisors the specialised knowledge to communicate effectively as a workplace leader, implement an operational plan, promote innovation, lead effective workplace relationships & teams and implement customer service strategies.

This program would suit all emerging leaders. It is highly valued by organisations in both the public and private sectors and is delivered online, flexibly, with workplace application and business improvement initiatives meaning that you can continue in your current role as you study.



## PROGRAM DETAILS

Delivery mode	Online Self-paced
Program duration	Maximum 12 months
Assessments	Workplace application, evidence portfolio, workplace project / business improvement, third party report, competency conversation & presentation
Qualification	Certificate IV
Nationally Recognised	Yes
Awarded by	Australasian Leadership Academy

## POTENTIAL JOBS

- team leader
- supervisor
- leading hand
- coordinator



# What you need to know about this program

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## How is the program delivered?

This is an **online self-paced program**. This means that you will complete your knowledge and initial skills development through online learning with specific milestones to complete along the way. You will also receive 2 x 1:1 mentoring sessions with an ALA assessor.

## What is online learning?

The online portal features world class project management learning material in digestible portions, customised to serve content most relevant to your program.

Through **ALA SkillPort** you will:

- access your learning materials and eLearning playlists

Through **ALA Training Portal** you will:

- complete your enrolment & USI
- access your program templates & instructions
- upload identified business improvement documentation
- undertake and upload assessments
- receive feedback from your assessor
- track your progress / access your training plan

## What learning materials are included with this course?

Your learning materials are accessed through ALA Training Portal. These include:

- participant handbook & fact sheets
- instructions / templates
- project requirement

## How is the program assessed?

During the course, you will undertake:

- online research tasks & workplace application
- portfolio of evidence
- workplace project / business improvement
- third party report
- competency conversation / review presentation

Some assessments may include a component for participants to record a video on your smartphone or webcam. The requirements for these videos vary, depending on the assessment. Your assessor may also choose to provide feedback to you via video recording.

## What about Recognition of Prior Learning (RPL)?

We understand that you may already have many skills and areas of expertise that you have obtained in different ways and these are recognised through our Recognition of Prior Learning (RPL) process.

ALA has developed a streamlined, online, self-evaluation RPL process for this course. The Participant Handbook, available on the ALA website and Training Portal, provides more information about our RPL process.

Alternatively, you can contact ALA project officer to discuss your RPL options.

## What is the duration of the course?

The maximum duration for the program is 12 months.



## What will I learn?

You will learn how to communicate effectively as a workplace leader, implement an operational plan, promote innovation, lead effective workplace relationships & teams and implement customer service strategies.

Proficiency in managing projects and developing work priorities will be taught as well as skills for planning and completing your own work on time and on schedule.

## What are the admission requirements for the course?

### Minimum age requirements

You will need to be at least 18 years old.

### Education requirements

While there are no formal education entry requirements, ALA suggests you should have completed schooling to Year 10 and a minimum of one year of vocational experience, or a nationally recognised qualification at the Certificate II level or higher, or at least two years of relevant vocational experience.

### English language requirements

This program requires you to read comprehensive online content, undertake a range of written assessments and engage in online discussion forums. Furthermore, the delivery mode relies on the extensive use of written communication.

As such, entry to the program requires English proficient to Year 10 level or a NRT or Trade qualification at the Certificate II level or higher, or 2 years of work experience in a role that requires the use of written documentation and communication, or the completion of an approved English language test.

## Computing requirements

You will need access to a computer and the internet and you must have basic computing skills.

### Minimum specifications for your computer are:

- Microsoft Office 2013 or equivalent
- broadband internet connection
- 2GB of RAM
- Adobe Reader XI or equivalent
- Adobe Flash Player 10 or higher.
- Latest version of the following browsers: Chrome, Safari, Firefox, or Internet Explorer
- JavaScript and cookies must be enabled

### Specific requirements for Windows users:

- Microsoft Windows XP or higher (Windows 7 or higher is recommended)
- 2 gigahertz (GHz) or faster processor

### Specific requirements for Mac OS users:

- Mac OS X v 10.6.8 or higher
- 2 gigahertz (GHz) or faster Intel processor.

### Recommended settings for mobile

- Default Android browser or Mobile Safari
- Android 2.3+ or iOS 7.0+
- Devices: iPad2+, iPhone 4GSM or iPod touch (5th generation)
- Devices: All android, apple or blackberry phones and tablets
- Android 2.3+
- Win8 app
- Devices: All tablets, laptops and desktops
- Windows 8.1+

## Audio-visual requirements

You will need access to software to view online videos and images. Software such as Adobe Reader, Windows Media Player, Windows Photo Viewer etc. are available as free downloads from You will also need access to a digital video recording device and associated software to save and upload video, audio and image files to ALA Training Portal. Many mobile phones and smartphones include this technology.

## Welcome to your eLearning Portal



## What support services are available?

During your studies with ALA, you will have access to a comprehensive range of support services. These include:

### Academic support

Your experienced trainers are available in ALA Training Portal or via email to answer any questions you may have regarding the learning materials or assessments. Your program coordinator can also provide you with advice and support regarding the overall course.

### Participant support

The Participant support team is your one-stop service centre for all participant administrative issues – including enrolment, change of contact details, ALA Skillport or Training Portal support, assessment results and certificate. You can access the participant support team email or phone.

### Learning support

The learning support team is a dedicated team of specialists that provide you with a comprehensive induction to studying with ALA as well as specific support if you encounter learning difficulties during your studies. Learning support resources, such as writing guides, are available if required. You can access the learning support team via your trainer or the participant support team.

### Peer support

As a participant of ALA you can also access our study buddy system. This enables you to connect with other ALA participants studying your program. Participants find this is a great way to keep motivated and build lasting relationships and networks.

### More information?

The Participant Handbook, available on the ALA website & Training Portal, provides more detailed information on the support services available to participants. We recommend that you read the Participant Handbook prior to enrolling with us.

## What will I obtain on completion of the course?

Upon successful completion of this program you will receive a nationally recognised BSB42015 Certificate IV in Leadership and Management. ALA is a Registered Training Organisation (RTO ID: 41012).

## What funding support options exist?

ALA will work with individuals and organisations to source any available funding for eligible participants (where applicable).



# Themes and Units

Once you are enrolled in this course, you will receive access to ALA Training Portal. This will provide you with your Training Plan and Program Outline to guide you through the Themes, Workplace Project and eLearning Research Tasks & Workplace Activities.

<b>THEME 1 - PEOPLE AND PERFORMANCE</b>	
<b>MODULE</b>	<b>Unit of Competence</b>
Work Priorities	BSBWOR404 Develop work priorities
Leading Teams	BSBLDR403 Lead team effectiveness
Presentations	BSBCMM401 Make a presentation

<b>THEME 2 - BUSINESS PLANNING &amp; NETWORKS</b>	
<b>MODULE</b>	<b>Unit of Competence</b>
Operational Plans	BSBMGT402 Implement operational plan
Relationships & Business Networks	BSBREL402 Build client relationships and business networks

<b>THEME 3 - WORKPLACE RELATIONSHIPS</b>	
<b>MODULE</b>	<b>Unit of Competence</b>
Lead Effectively	BSBLDR402 Lead effective workplace relationships
Workplace Leadership	BSBMGT401 Show leadership in the workplace

<b>THEME 4 - LEADING &amp; INNOVATION</b>	
<b>MODULE</b>	<b>Unit of Competence</b>
Communicate Effectively	BSBLDR401 Communicate effectively as a workplace leader
Leading Diversity	BSBLDR404 Lead a diverse workplace
Leading Innovation	BSBINN301 Promote innovation in a team environment

<b>THEME 5 - FOCUS ON CUSTOMERS</b>	
<b>MODULE</b>	<b>Unit of Competence</b>
Customer Needs	BSBCUS402 Address customer needs
Customer Service Standards	BSBCUS403 Implement customer service standards

For full program competency details visit [www.training.gov.au](http://www.training.gov.au)

# Studying with ALA

**ALA provides you with the flexibility to study wherever and whenever you want. We understand that our participants are constantly juggling multiple priorities, so our unique learning approach has been specifically designed to enable you to fit education and training around your lifestyle.**

After you enrol with ALA you will be provided with access to our cutting edge Training Portal. Here are some of the key features and benefit of ALA Training Portal:



## Access

Access your eLearning materials, assessments and online resources, wherever you have an internet connection. You can also download your eLearning courses, participant guides and templates so that you can study wherever and whenever it suits you.



## Connections

Connect with your trainers, assessors and mentors. Our Blended programs provide you with access to Peer Group Study sessions, links to a 'study buddy' or you can engage with your trainer / assessor / mentor. ALA Training Portal is also where you will submit your assessments and receive your grades.



## Knowledge

ALA SkillPort is your link to Courses, Exec Summaries, Case Studies, Videos, Simulations, Challenger and Business Impact series from around the world.

## Our Partners

Australian Institute of Project Management (AIPM)  
Gravitas Leadership Group  
Edgware Creative Entrepreneurship



Primal Solutions  
Skillsoft Asia Pacific



Access to technical support team using the online enquiry feature – Live Help.

ALA SkillPort also provides a detailed searchable database of Frequently Asked Questions through Quick Links, so that we can provide you with 24/7 responses to many of the common queries.

*Note:* For an introduction to SkillPort, take a guided tour! An animated presentation of SkillPort's features is available on the SkillPort product page, which is accessible from [www.skillsoft.com](http://www.skillsoft.com).

## How to Enrol

### For self-enrol Programs:

Register an expression of Interest with one of our friendly program coordinators on **07 5448 7792** who will assist you to choose the right program to meet your training needs and previous experience.

### For RPL:

You can enrol online through ALA Training Portal at

<http://training.australasianleadership.com/>

Go to "COURSES" tab, select your program and click 'START' to complete the enrolment process and self-evaluation / RPL process.

### Need more information?

We appreciate that choosing the right program is important. If you would like to discuss your career or program options, please do not hesitate to call the ALA team on 07 5448 7792 or email [info@australasianleadership.com](mailto:info@australasianleadership.com) with your questions

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Registered Training Organisation - RTO ID # 41012