



BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

COURSE CONTENT

Today's leaders and managers are under huge pressure to achieve more with less. The ability to inspire, communicate with, direct and support team members is the only way to achieve this challenging goal. Proactive's Leadership Program is designed to help individuals and organisations, regardless of their industry, address real-world business challenges and foster a performance based culture that accelerates results.

This qualification is targeted at workers currently employed, or have been offered employment in a variety of customer service, administration, marketing, project management, communication, financial and business planning, team building and workplace operations roles. Suitable candidates seeking to enter these areas for the first time will also be considered.

JOB ROLES

This qualification suits workers, already working and wishing to advance their careers or to new supervisors and team leaders wanting build the requisite skills.

Job Roles Include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

DELIVERY AND ASSESSMENT

Proactive programs are designed to be flexible, interactive and engaging. Face to face classroom training is complimented with relevant and current theory and practical hands on experience at the workplace or simulated environments.

ORGANISATION

The program combines face to face trainer led theory classes, practical sessions involving small groups, individual activities and 'on the job' delivery and assessment.

STANDARD UNIT OUTLINE

CORE UNITS

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

ELECTIVE UNITS

BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBMGT403	Implement continuous improvement
BSBWOR404	Develop work priorities
BSBREL402	Build client relationships and business networks
BSBCUS403	Implement customer service standards
BSBLED401	Develop teams and individuals
BSBLDR404	Lead a diverse workforce
BSBMGT401	Show leadership in the workplace

STUDENT COMMITMENT

Components of this program will require students to have access to a computer and internet access, and possess digital literacy to enable the completion of several online learning activities.

Please refer to our website for more details.

<http://www.proactivetraining.com.au/leadership.html>

*This training is delivered with Victorian and Commonwealth Government funding
People with disabilities are encouraged to apply*

PROACTIVETRAINING RTO ID 22295



187 Greville St Prahran 3181
03 9521 2553

info@proactivetraining.com.au
proactivetraining.com.au

