

NDA

Business Skills
IT Solutions
Qualifications



BSB42015

Certificate IV in Leadership and Management

NDA TASMANIA

Hobart | Launceston | Ulverstone

03 6334 4910

www.nda.com.au

NDA Computing Pty Ltd - RTO Provider 60034

About NDA

NDA is a registered training organisation (provider number 60034) offering training and assessment in a wide range of areas. NDA has been in operation for over 30 years and is 100% locally owned and operated.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- Provides a quality outcome for learners,
- Meets the requirements of the Standards for Registered Training Organisations (2015), and
- Provides AQF certification documentation.

Training results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice. Before enrolling in any training and assessment services, you need to consider if it is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are right for you. The following information is provided to assist with your decision making. If you have any further questions about this qualification, please contact NDA on (03) 6334 4910.

Why choose us?

NDA provides FREE access to all relevant NDA training courses that align to units on the training plan. No other RTO provides this service and few provide face-to-face training with qualifications.

An NDA assessor will visit both the trainee and the trainee's supervisor regularly and provide progress reports after each assessment visit. Trainees receive FREE phone support from the NDA Help Desk.

A full-time NDA assessor will be assigned to your staff member and will provide support through the entire qualification. Many other RTOs use contract assessors who often change during a qualification.

NDA offers flexible training options to suit the needs of both the business and the individual, including face-to-face training and assessment, self-paced learning resources, and access to online services.

NDA has professionally equipped training centres in Hobart, Launceston and Ulverstone providing a consistent service state-wide.

Support available for learners

NDA provide support in accessing the following services:

- Learning support
- Travel and allowance subsidy for training
- Counselling
- Housing assistance
- Financial management assistance

Course overview: BSB42015 - Certificate IV in Leadership and Management

The BSB42015 Certificate IV in Leadership and Management 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.

Entry Requirements

Although there are no official entry requirements for the Certificate IV in Leadership and Management, NDA strongly recommends learners to have the following requirements outlined below:

- Have access to a computer (with Adobe Reader, Microsoft Word and Google)
- Have a reasonable level of language, literacy and numeracy skills
- Have an intermediate level of technology skills

Examples of job roles for learners wanting to undertake this qualification may include, but are not limited to: Frontline Sales Manager, Freight Administrative Supervisor, Team Leader, Production Supervisor, Leading Hand, Distribution Centre Supervisor, Supervisor, Warehouse Team Leader, Sales Team Manager, Line Manager, Coordinator (Business Operations).

Volume of learning

The Australian Qualifications Framework (AQF) volume of Learning Indicators, provide a starting point for the amount of training provided for a qualification at an AQF Level (4) Certificate and states the following volume of Learning:

Certificate IV	0.5-2 years	approximately 600-2400 hours
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*This indicator is designed to be a starting point only and many factors can affect the amount of training required.

You are given 24 months to complete the Certificate IV in Leadership and Management qualification. Extensions for qualification completion are available upon request to our RTO Administrator where learners can supply sufficient reasoning or alternatively you may complete the qualification early.

Suspensions, extensions and cancellations

Information on the suspension, extension and cancellation processes and who you should contact can be found in the Student Information Guide which you have also been provided with in this pack.

Training courses

One of the benefits of undertaking a qualification with NDA is the opportunity to attend NDA training courses that are aligned to your qualification at no extra cost. As these are public courses, attendance is always made on a 'waitlist' basis until we can confirm there are enough participants to run the course. You will be notified a week prior to the course if it is not going ahead.

Any cancellation or transfers by the trainee 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a doctor's certificate. For any cancellations or transfers please contact our Client Services Officer directly.

How is the qualification delivered?



Face to Face Classroom Sessions

The face to face classroom sessions are training courses that have been developed to directly align to specific units in the qualification. This delivery method is undertaken in conjunction with self-paced study. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units and provided with training course dates for scheduling with the course co-ordinator.



Online Study

The online study delivery method is completed in your own time through our online eLearning centre and is highly suited to motivated self-learners. With this delivery method you are given access to all the resources and assessment materials for the units you have enrolled in, as well as access to support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Regular administration contact

Upon enrolment you will be provided with a link to the eLearning centre along with a login to access all your resources.



Self-Paced Study

The self-paced study delivery method is completed either in your own time or allocated work time and is highly suited to motivated self-learners. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units.

BSB42015 Certificate IV in Leadership and Management units

The Certificate IV in Leadership and Management is made up of 4 Core and 8 Elective units of competency. The packaging rules for the qualification are:

- 4 units must be selected from Group A
- 4 units may be additional units selected from Group A or Group B
- if not listed below, 1 unit may be from any currently endorsed Training Package or accredited course at Certificate IV level or above

The units and directly aligned training courses that NDA offers are as follows:

	Unit Code	Unit Title	Training Course
Core	BSBLDR401	Communicate effectively as a workplace leader	
	BSBLDR402	Lead effective workplace relationships	Building Relationships
	BSBLDR403	Lead team effectiveness	Effective Supervision Skills
	BSBMGT402	Implement operational plan	Operational Planning
Elective	Group A		
	BSBFIA412	Report on financial activity	MYOB Advanced
	BSBINN301	Promote innovation in a team environment	Managing Change
	BSBMGT403	Implement continuous improvement	
	BSBREL402	Build client relationships and business networks	
	BSBRSK401	Identify risk and apply risk management processes	Managing Successful Projects
	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Workplace Health & Safety
	BSBWOR404	Develop work priorities	Time Management
	Group B		
	BSBADM409	Coordinate business resources	
	BSBCMM401	Make a presentation	Delivering Convincing Presentations
	BSBCUS401	Coordinate implementation of customer service strategies	
	BSBCUS402	Address customer needs	
	BSBCUS403	Implement customer service standards	
	BSBINM401	Implement workplace information system	
	BSBLED401	Develop teams and individuals	
	BSBMGT401	Show leadership in the workplace	
	BSBMGT404	Lead and facilitate off-site staff	
	BSBMKG413	Promote products and services	
	BSBPMG522	Undertake project work	Managing Successful Projects
	BSBRES411	Analyse and present research information	
	BSBSUS401	Implement and monitor environmentally sustainable work practices	
	BSBWRT401	Write complex documents	Business Writing Skills (Advanced)

How is the qualification assessed?

To achieve this qualification learners are required to be found Competent in 12 units of competency. The following methods are used to gather evidence of competence:

NDA training course

- NDA offers training courses that align to some units of competency. Assessment activities completed during these training courses can lead to competency in the aligned unit.

Activities

- Learners are provided with workbook resource material for each of their self-paced study units in the qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor.

Questions and answers

- If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.

Project or workplace evidence

- The projects are designed for the unit of competency. These are generic projects and may not correlate to the learner's industry. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.

Supervisor/assessor/third party report

- This report allows the learner's supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn't have a supervisor, then the assessor or a third party can perform this task.

RPL portfolio

- Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

The training plan completed upon induction outlines the training and assessment methods for each unit of competency. It also outlines the units to be assessed via an assessment visit with you, your supervisor and your NDA assessor. Assessment visits are normally spaced between 3-4 month intervals. Your assessment co-ordinator will arrange a date, time and place for your assessment visit.

Payment

Fees charged by NDA include all resources, training and assessment services *including* attendance at *relevant NDA training courses*.

Total Course Fee: \$3,000

User Choice Funded

Qualifications that are partially funded under the Department of State Growth User Choice Funding scheme may attract an additional employer contribution fee. This is invoiced one month after enrolment.

Fee for Service

The invoicing structure for fee for service clients is as follows:

- **First Instalment – 50%**

This is invoiced the month after enrolment and includes a **\$600** non-refundable enrolment fee.

- **Second Instalment – 25%**

This is invoiced at the halfway point of the qualification (in units or time).

- **Final Instalment – 25%**

This is invoiced one month before the completion of the qualification.

Refunds

NDA's refund policy can be found on our website www.nda.com.au