

# BSB42015 Certificate IV in Leadership and Management

## Packaging Rules: 4 Core Units PLUS 8 Elective Units

(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.)

Core Unit Codes	Core Unit Title	Task Types	Available
BSBLDR401	Communicate effectively as a workplace leader	Task 1 – Theory: Short Answer Questions Task 2 – Role Play: Identify Context for Communication Task 3 – Practical: Complete Follow Up Actions Task 4 – Evidence Record	✓
BSBLDR402	Lead effective workplace relationships	Task 1 – Theory: Short Answer Questions Task 2 – Project: Collect, Analyse and Communicate Information and Ideas Task 3 – Theory: Develop Trust and Confidence as a Leader Task 4 – Theory: Develop and Maintain Networks Task 5 – Practical: Manage Difficulties into Positive Outcomes Task 6 – Role Play Task 7 – Evidence Record	✓
BSBLDR403	Lead team effectiveness	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Developing the Team Plan Task 3 – Evidence Record	✓
BSBMGT402	Implement operational plan	Task 1 – Project Task 2 – Role play Task 3 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
<b>Group A</b>			
BSBFIA402	Report on financial activity	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Exercises Task 3 – Practical: Financial Calculations and Analysis Task 4 – Evidence Record	✓
BSBINN301	Promote innovation in a team environment	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Create Opportunities to Maximise Innovation within the Team Task 3 – Practical: Organise and Agree Effective Ways of Working Task 4 – Practical: Support and Guide Colleagues Task 5 – Practical: Reflect on How the Team Worked Task 6 – Evidence Record	✓

## Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBMGT403	Implement continuous improvement	Task 1 – Practical: Implement Continuous Improvement Task 2 – Theory: Monitor and Review Performance Task 3 – Theory: Provide Opportunities for Further Improvements Task 4 – Role Play: Coaching and Communicating with the Team Task 5 – Evidence Record	✓
BSBRISK401	Identify risk and apply risk management processes	Task 1 – Practical: Risk Identification Task 2 – Practical: Risk Assessment Task 3 – Practical: Risk Control Task 4 – Evidence Record	✓
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Task 1 – Theory: Policy and Legislation Task 2 – Theory: Participative Arrangements Task 3 – Practical: Planning Training Task 4 – Practical: Managing Hazards and Risks Task 5 – Presentation: Provision of Information to the Team Task 6 – Evidence Record	✓
BSBWOR404	Develop work priorities	Task 1 – Practical: Planning Own Work Schedule Task 2 – Theory: Monitor Own Work Performance Task 3 – Practical: Coordinate Professional Development Task 4 – Evidence Record	✓
<b>Group B</b>			
BSBADM409	Coordinate business resources	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Coordinate Business Resources Task 3 – Evidence Records	✓
BSBCMM401	Make a presentation	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Presentation 1 Task 3 – Practical: Deliver Presentation 1 Task 4 – Practical: Review Task 5 – Theory: Presentation 2 Task 6 – Practical: Deliver Presentation 2	✓
BSBCUS401	Coordinate implementation of customer service strategies	Task 1 – Theory: Coordinating the Initiative Task 2 – Theory: Supporting the Implementation Task 3 – Theory: Evaluating the Implementation Task 4 – Practical: Presentation, Complaints, and Recommendations Task 5 – Evidence Record	✓
BSBCUS402	Address customer needs	Task 1 – Theory: Short Answer Questions Task 2 – Skills Practice: Customer Service Task 3 – Theory: Networks and Relationship Building Task 4 – Evidence Record	✓

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBCUS403	Implement customer service standards	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Contribute to Quality Customer Service Standards Task 3 – Theory: Implement Customer Service Systems Task 4 – Theory: Implement Customer Service Task 5 – Evidence Record	✓
BSBINM401	Implement workplace information system	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Plan the System Task 3 – Oral Questions Task 4 – Evidence Record	✓
BSBLED401	Develop teams and individuals	Task 1 – Practical: Develop a Learning Plan Task 2 – Role Play: Communication Skills Task 3 – Evidence Record	✓
BSBMGT404	Lead and facilitate off-site staff	Task 1 – Practical: Facilitate Off-site Work Outcomes Task 2 – Theoretical: Support Off-site Staff Task 3 – Theoretical: Manage Off-site Staff Performance Task 4 – Theory: Short Answer Questions Task 5 – Evidence Record	✓
BSBMKG413	Promote products and services	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Design and Planning Task 3 – Presentation: Coordinating Activities Task 4 – Practical: Review and Report on Activities Task 5 – Oral Questions Task 6 – Evidence Record	✓
BSBPMG522	Undertake project work	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Project Research Task 3 – Practical: Develop Plan Task 4 – Theory: Administer and Monitor the Project Task 5 – Theory: Finalise the Project Task 6 – Evidence Record	✓
BSBRES401	Analyse and present research information	Task 1 – Project: Gather, Organise, and Present Information Task 2 – Evidence Record	✓
BSBSUS401	Implement and monitor environmentally sustainable work practices	Task 1 – Practical: Investigate Current Practices in Relation to Resource Usage Task 2 – Practical: Set Targets for Improvements Task 3 – Practical: Implement Performance Improvement Strategies Task 4 – Practical: Monitor Performance Task 5 – Evidence Record	✓

Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBWRT401	Write complex documents	Task 1 – Practical: Report Conveying High Level Information Task 2 – Practical: Report for Centre Managers' Information Task 3 – Practical: PowerPoint Presentation for Each Centre Team Information Task 4 – Evidence Record	✓