



COURSE INFORMATION BOOK



Leadership & Management Online Program



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Welcome to CEG's Leadership & Management Online Program

Organisations are always looking for talented people, whether to join them or to learn from them. No matter what the reasons, we intend to offer our students real opportunities to grow and develop as a leader and manager, confident in the experiences they gain will allow them to perform as a new supervisor to the highest standards.

The qualification requirements for this course have been aligned to match as close as possible the work activities, expectations and requirements of a typical organisation. To do this, we have created a fictional company called *CEG Resources*. It has a management structure with several divisions within it operating both in support of other departments and outside clients. As student's begin this course, they will join our fictional company as a new management intern. During their training they will 'move' to different divisions as indicated by the various assessment scenarios. They are being trained to eventually join a new division being formed. There is an expectation to liaise and work with other personnel in preparation for taking up a leadership and management role within this new division. The roles and responsibilities will depend on the 'work' being carried out at that time.

As a new supervisor / manager, our students are at the first level of management, and will be responsible for a group of workers to other levels of management within our fictional organisation. The information, examples and learning experiences we get our students to work through are designed to support them in a safe environment to experiment and apply their learning. Although much of the material we cover is located online, they will be expected to meet with trainers and other staff from time to time. They will communicate with other learners completing the same studies using common formats found in any organisation. Our students may also meet other learners during some of the practical tasks they complete. Our students will be invited to attend presentations of major projects other learners have developed as part of the assessment process demonstrating their knowledge and skills as evidence of successful outcomes.

We not only hope our students value the unique opportunity of learning with us in this manner, but that this experience will give them a firm foundation from which to begin an exciting career leading and managing as one of the talented people at the frontline of business.

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Course Requirements

To achieve the qualification requirements, students will need to build a portfolio of evidence supporting their claims to be ready to function as a leader and manager.

For many, there may already be a significant proportion of the qualification requirements accomplished because of the normal workplace roles and responsibilities they are expected to perform in their day-to-day activities. Even if they are not in employment at present, they may have previous work and life skills experience. We do not under-estimate the value of the roles and responsibilities a person performs as a volunteer, sporting or social club member, church or community group leader and/or participant. We recognise relevant current knowledge, skills and attributes through our Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) policies and activities. If interested in knowing more, it is recommended you ask for a copy of the Course RPL Assessment Manual (TR-LM-CEG-210).

Once a student has enrolled and been given access to the online program, they will be expected to work through the material, participating and completing the requirements and activities outlined. Although the competencies (modules or units) are listed and completed separately, the learning and practical tasks build their portfolio and add elements towards the completion of the final assignment. There is no set order in which a student need complete each competency. We offer a guide to help fulfil certain requirements as a student works towards or on their final assignment but this does not have to be strictly adhered to. As a supervisor / manager, they will need to start making these types of decisions for themselves.

The final assignment is the culmination of all the learning experiences through the development and presentation of a major project designed to improve the effectiveness and efficiency of an organisation. Early in your course, students meet with their trainer (either in person or online) to discuss the requirements of this project to negotiate the initial parameters. These parameters can include undertaking a real project from their own workplace which they can present to their organisation for consideration. Alternatively, a student can prepare a project proposal for *CEG Resources* and submit this to their trainer for approval before completing a project plan ready for implementation. It is expected that many learners will take this option.

The major project is designed to allow our students to demonstrate the knowledge and skills they have gained. If they are to complete a real-life project for their workplace, they will need to negotiate further with their area or line manager. It is anticipated that whether a student prepares a real-life project or for our *CEG Resources* organisation, it will be with definable outcomes (e.g. new equipment installation, process or system improvements).

The following guidelines are used for selecting a suitable major project:

- The project will have a clear, unique and measurable outcome(s) or goal(s);

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- The outcome(s) will represent a tangible opportunity to add value to the business through improvements to process, plant, product, and/or people performance;
- It will have a finite duration (start to end), ideally around three to six months maximum;
- It will require coordination of inter-related activities;
- The project will be agreed to by a line manager (for real-life projects) or a trainer (for *CEG Resources* projects) prior to commencement;
- The line manager / trainer will need to be available to review progress and provide coaching, mentoring and feedback throughout the project;
- The project will require a student to demonstrate skills that can include:
 - Setting and achieving goals;
 - Planning, scheduling and coordination of resources;
 - Risk identification and mitigation;
 - Communication;
 - Team-building;
 - Self-awareness and management;
 - Application of leadership styles according to you and your team's needs;
 - Performance management - task management, motivating, monitoring, providing feedback, coaching and development opportunities;
 - Role modelling the application of an organisation's values, sustainability and people management principles and procedures.

On completion of their project, each student will be given the opportunity to deliver a presentation of the project to an audience comprising other learners, CEG staff, the trainer/assessor and in the case of a real-life project, their company's management team. The presentation forms a component of the assessment for the qualification.

At the end of the presentation, each student will be required to submit their portfolio for assessment.

If a student still has any outstanding course or qualification requirements after the assessment process is complete, an individual counselling and planning meeting will be arranged to give every opportunity to discuss and negotiate a successful outcome.

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BSB42015 – Certificate IV in Leadership & Management

Unit Descriptor

This qualification 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.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Foundation Skills Information

Foundation skills are the non-technical skills that support an individual's participation in the workplace, in the community and in education and training. In this training package, the foundation skills incorporate the learning, language, literacy and numeracy (LLN) skills described in the Australian Core Skills Framework (ACSF), and the employability skills described in the Core Skills for Work Developmental Framework (CSfW).

Foundation skills should be considered as an integrated part of the unit for delivery and assessment purposes.

Pre-Requisites

It is expected that learners will have basic computer skills. This includes using products such as Microsoft Office programs (Word, and Excel). Learners will be required to use internet and social media such as Skype, discussion forums and text messaging on occasion. If you have any concerns, contact your trainer from the Contacts List in this manual (page20).

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Course Competencies

These vary depending on the requirements of individual organisations. In this course you will be covering the following competencies:

Core:

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

Electives (Group A):

BSBLDR404	Lead a diverse workforce
BSBRISK401	Identify risk and apply risk management processes
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR404	Develop work priorities

Electives (Group B):

BSBLED401	Develop teams and individuals
BSBMGT401	Show leadership in the workplace
BSBSUS301	Implement and monitor environmentally sustainable work practices
BSBPMG522	Undertake project work



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Completing an Internship

Completing the internship basically means completing the training tasks and activities each student is expected to complete as part of the training for this qualification. This will require students to download and complete documents from the *CEG Resources* Intranet site. As a manager or supervisor, they will be expected to have good computer skills and office software competence in platforms or programs such as Microsoft Office, attaching documents to emails, participating in phone and/or video conferences, and discussion forums, etc. Additional training and support can be offered if required by discussing concerns with a CEG consultant.

Copies of all task and activity documentation is retained in a portfolio and submitted at the end for assessment. Although the tasks and activities will already have been assessed individually at the time of their completion, the portfolio is to assess skills in recordkeeping and file management processes.

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