

Certificate IV in Leadership and Management Program



Program Overview

This program reflects the roles of managers who are to display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

The units outlined below have been chosen specifically for an operational management job role in a hospitality environment.

Benefits

The program will provide you with more confidence in your management role and provide added leadership skills and knowledge. On successful completion of all the required training and assessment you will receive a nationally recognised qualification (BSB40520 – Certificate IV in Leadership and Management) that recognises your strong leadership and management skills and knowledge. This qualification will be issued by Oz Skills Careers College and can be used across any industry where middle management skills are required.

There are 12 units to be completed to obtain the qualification

Communicate effectively as a workplace leader – You will gain the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

Lead effective workplace relationships – The content in this unit includes what is required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

Lead and facilitate a team – You will learn how to effectively lead and facilitate a team in a workplace. This unit will focus on teamwork skills required for a team leader.

Facilitate continuous improvement – You will gain the skills and knowledge required to implement the organisation's continuous improvement systems and processes.

Implement and monitor WHS policies, procedures and programs– WHS is impeccable in the Hospitality industry this unit will teach you what is required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements

Demonstrate leadership in the workplace – This unit will provide you with the skills and confidence to lead your teams and individuals by modelling high standards of conduct to reflect the Sushi Sushi's standards and values. You will learn how to build on the work culture, values and ethics of the business.

Implement customer service strategies – You will gain more of an insight to what is required to contribute to quality customer service standards within an organisation. You will also learn how to advise, carry out and evaluate customer service strategies.

Promote innovation in team environments – You will be learn how to be able to demonstrate, encourage or support innovation in a team environment.

Coordinate business operational plans – You will learn how to implement operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance.

Apply communication strategies in the workplace – You will learn the skills and knowledge required to facilitate and apply communication strategies in the workplace. This unit has a specific focus on the communication skills required to be an effective manager.

Support the learning and development of teams and individuals - This unit will teach you how to determine individual and team development needs and to facilitate the development of the workgroup. Provide you with the skills in addressing development needs to meet team objectives.

Manage finances in a budget – This unit describes the skills and knowledge required to take responsibility for budget management where others may have developed the budget. It will teach you how to interpret budgetary requirements, allocate resources, monitor actual income and expenditure and report on budgetary deviations.

Incentive to participate

Your employer will be paying for the training fee. There will be no homework, but the major assessment is to occur back on the job. The course normally takes 2 years at TAFE & you can finish in 18 months on the job. You will gain skills to support your management position at your employer while gaining a Nationally Recognised Qualification.

Duration

The expected duration for this program is 18 months. Students will attend a fortnightly training session onsite at their employer..

What is the next step.....

This is a great opportunity, your employer and Oz Skills Careers College will be in contact soon to conduct an enrolment and induction into the qualification.

