

SG LEARNING & DEVELOPMENT  
PROVIDING A SOLID  
GROUNDING FOR  
YOUR FUTURE

# Certificate IV in Leadership and Management- BSB42015



Frontline Managers - our supervisors and team leaders - are an important and practical link in every organisation. They translate the vision, thoughts and plans into the reality of getting the job done. They must be able to think innovatively, solve problems and work with a team of people to accomplish tasks in a safe, organised workplace.

## Equipping Supervisors and Team Leaders for Success

SG Learning & Development offers a customised, flexible and nationally recognised Frontline Management course that focuses on developing the following skills:

- Self Management
- People Management
- Resources Management

Our aim is to create a learning environment within your organisation where your Frontline Managers are able to learn, experiment, research, network and share their experiences and knowledge with their colleagues and team. Our team of experienced facilitators use current texts, reference materials, learning resources and Behavioural Profiling to assist students gain a better understanding of their own leadership strengths, identify gaps and set themselves measurable developmental goals.

We focus on strengthening the individual and adding value to the organisation through improving processes and productivity and encouraging an environment that embraces change and innovation.



SG Learning  
& Development



NATIONALLY RECOGNISED  
TRAINING

## Learning & Assessment Strategy

Every program is tailored to suit the group or individual, and we consult to ensure the integration of organisational strategic objectives, as well as team and individual performance outcomes. Our strategy takes a performance improvement focus that can be applied for immediate effect. It may include all, or some of the following:

- Attendance at workshops/coaching sessions
- SG Virtual Learning Centre
- 360 Degree Feedback Analysis
- Hogan Leadership Inventories
- Self Evaluation- Personality/Behavioural Profiling
- Setting professional developmental goals
- Conducting research, analysing and presenting information
- Evaluating work processes and best practice
- Planning and implementing a work based project
- Reflecting on work applied experiences to highlight opportunities to further refine skills, knowledge and application.

Students are provided with a current textbook and course materials. Our facilitators/assessors are both qualified and experienced in best management practices, which enables them to take a hands on coaching approach throughout the program.

## SG Virtual Learning Centre

Our Virtual Learning Centre offers students and their workplace sponsor/manager an online coaching facility throughout the course. Extra learning resources, discussion forums and the ability for managers to remain connected with progress means program outcomes are maximised on the job, which means a better return on investment for both the student and their organisation.

This qualification can also be completed completely on line in our VLC. This is not an "off the rack" e-learning activity where students have to read and answer questions on their own. Ours is a facilitated on line coaching experience with everyday access to both your learning and assessment materials and your coach to help you solve real work management issues. Call us for a demonstration of our approach.

Offering a customised program that brings 'real' results for you and your work place.

## Delivery/Assessment Options

- Group Training/Coaching
- Facilitated On Line Learning – SG Virtual Learning Centre
- RPL

A Blended workshop/online Learning option is available and may be discussed at the initial consultation.

## Our Value

- Full Group training option includes up to 10 workshops
- Qualified experienced facilitators/coaches for full group training, fully online and blended delivery options
- Delivery and assessment strategies contextualised so you can apply skills immediately to maximise your return on investment
- Text, learning resources and VLC access included

### Note:

Fees do not include venue hire, travel & accommodation or associated expenses.

Information in this brochure applies as at the issue date 1 June 2015.

SG Learning & Development reserves the right to refuse any application if we believe we do not have the appropriate resources, or cannot provide the required service to the client.

## Contact

For registration or further information about our services please contact:

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## Certificate IV in Leadership and Management-BSB42015

### Course Requirements

Successful completion of 12 units is required - 4 core units plus 8 elective units from the lists below. (4 units must be from Group A –other units from other packages may be available. Please call to discuss your specific requirements )

### Core Units

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

### Group A

BSBINN301	Promote innovation in a team environment
BSBMGT403	Implement continuous improvement
BSBRSK401	Identify risk and apply risk management processes
BSBWOR404	Develop work priorities
TAEDEL404A	Mentor in the workplace
BSBWS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### Group B

BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBINM401	Implement workplace information system
BSBCMM401	Make a presentation
BSBLED401	Develop teams and individuals
BSBPMG522	Undertake project work
BSBMGT401	Show leadership in the workplace

## Delivery & Assessment Strategy

We provide group training, individual coaching, and online options in our delivery and assessment approach so qualifications can be gained to suit the workflow of the organisation, and the work/life balance of participants. Our VLC enables participants, managers and dedicated and qualified coaches to be in daily contact for a co-ordinated approach to solving problems on the job.

### Group Training (minimum of 5 participants)

Candidates attend up to 10 x 1 day workshops (dependent on numbers and experience of participants) that are highly interactive and include group activities, individual exercises and practical discussions.

### Coaching

We offer coaching programs for individuals or small groups (1-4 participants). The time involved and course structure will be customised to suit the group/individual.

### Facilitated On Line Learning – SG Virtual Learning Centre

Our VLC offers candidates an online coaching option for all or some of the units in their course. They participate in weekly discussion forums with their coach, and complete weekly assessment activities that are designed to break down assignments into manageable sized chunks. This option can be discussed at the initial consultation, and can be tailored to suit both groups working together, and individuals working on their own.

### Time Frame

The course usually takes 12 - 24 months to complete while working full time. The schedule can be adapted to suit individuals depending on previous experience, the amount of time the candidate has to achieve required competencies, and taking into consideration work/life balance and organisational priorities.

### Recognition of Prior Learning (RPL)

We offer RPL to experienced candidates and provide a comprehensive package that their RPL coach will use to guide them through the RPL process

### Assessment

Our focus is the application and integration of competencies on the job, so that our students have the opportunity to practice key skills with the guidance of their coach and in collaboration with their workplace sponsor/manager. Assessments are practical and include group/written exercises and discussions, self-assessments, workplace research, reviews, activities and projects.