



NATIONALLY RECOGNISED  
TRAINING



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Eagle Wing Education and Training Pty Ltd

HEAD OFFICE

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Erina NSW 2250 Australia  
PO Box 1047, Terrigal NSW 2260

RTO #91365

Nationally recognised Courses

Qualified Trainers

Face-to-face training





## BSB40520 Certificate IV in Leadership and Management

The BSB40520 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 are likely to provide leadership, guidance and support to others.

### KEY OUTCOMES

- Leading teams and individuals
- Implementing operational plans.
- Applying communication strategies.
- Advising, carrying out and evaluating customer service strategies.
- Implementing continuous improvement.
- Applying risk management strategies.
- Implementing and monitoring WHS policies and procedures.

### Volume of Learning

Learners should expect a duration between 6 and 24 months to meet the requirements of BSB40520, which is consistent with the AQF volume of learning indicators for a Certificate IV qualification. This may vary depending upon prior experience and study.

Decisions about the duration of this qualification consider the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

### CAREER OPPORTUNITIES

- Coordinator
- Leading Hand
- Supervisor
- Team Leader
- Manager

### MODES OF DELIVERY

Face to face workshops

Online

Recognition of Prior Learning

Blended (uses combinations of the modes described)

### Entry Requirements

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

### Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks, and project work. Participants will be supported by their trainer throughout their journey.

### Course Fees

Your course fee includes the delivery and assessment of your qualification, your study materials (including all resources) and on-going support from our training

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## QUALIFICATION PATHWAYS

- BSB50420 Diploma of Leadership and Management

Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please contact Eagle Wing Education and Training 02 4365 0040 or visit our website at:

[www.eaglewingtraining.com.au](http://www.eaglewingtraining.com.au)

## UNITS OF STUDY

### BSB40520 Certificate IV in Leadership and Management

BSBLDR412	Communicate effectively as a workplace leader	Elective
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBLDR414	Lead team effectiveness	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBOPS402	Coordinate business operational plans	Core
BSBOPS404	Implement customer service strategies	Elective
BSBSTR402	Implement continuous improvement	Elective
BSBOPS403	Apply business risk management processes	Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective
BSBXCM401	Apply communication strategies in the workplace	Core



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## Why study with Eagle Wing Education & Training?

We provide tailored courses that are nationally recognised. They are accredited courses that are aligned to meet your specific requirements of education and training within the areas of leadership and management.

Our trainers and assessors work within industry and continuously develop their professional portfolios.

Our courses are rigorous and easy to implement with our project team conducting face-to-face sessions using appropriate methods of training and assessment that will deliver the best results for you.

We can provide recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).

Industry experience enables our professional trainers and assessors to make courses easier to engage in.

**After-all, training will only get the results if the execution is right!**

**Leadership and Management  
Education and Training right  
across Australia**



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