

CERTIFICATE IV IN LEADERSHIP & MANAGEMENT BSB40520

About the course

This qualification is designed for individuals looking to develop their leadership and management skills to effectively lead teams, support workplace performance, and contribute to organisational success. It reflects the skills and knowledge required to take on supervisory or frontline management roles across a wide range of industries.

Participants will build a strong foundation in leadership, communication, team development, operational planning, and workplace problem-solving, enabling them to confidently manage people, priorities, and business objectives in a dynamic work environment.

The course emphasises practical, workplace-focused learning, equipping individuals with the skills to motivate teams, manage day-to-day operations, and respond to real-world leadership challenges. Whether you are stepping into your first leadership position, looking to strengthen your management capabilities, or preparing for greater career opportunities, this qualification provides a solid pathway to success.



CAREER PATH

-  **Team Leader**
-  **Administration Supervisor**
-  **Coordinator**

Who should attend?

Ideal for professionals who are ready to advance their careers, this course provides the depth of knowledge and practical skills needed to excel in the dynamic and demanding field of Leadership and Management

Prerequisites and pathways for the qualification

This qualification has no formal entry requirements. However, it is recommended for individuals who have completed a Certificate III or IV in Business or have relevant vocational experience across various work environments. Upon completion, this qualification serves as a strong foundation for advancing to a Diploma of Business, opening doors to further career growth and opportunities.

Duration

The minimum duration is 6-12 months depending on current skills, and previous experience

Recognition of Prior Learning

RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submission of evidence.

Access and Equity

Integrity Business College is committed to providing equitable access to all education and training services. We welcome participants from diverse backgrounds, including those with disabilities, and support their full participation in our programs. We strive to maintain an inclusive learning environment where no learner is disadvantaged on the basis of gender, age, disability, cultural background, language, or any other personal characteristic. Reasonable adjustments and tailored support services are available to assist learners with individual needs to achieve their goals and successfully complete their training.

Assessment

Assessment is continuous throughout the program and includes workplace-relevant activities.

Assessment methods may include:

- Questioning (Q&A)
- Projects
- Practical tasks
- Observation
- A portion of the assessment will be completed in class, with an expectation of approximately 3 hours of study per week.

Delivery

- *Virtual Classroom* - Learners participate by logging into an interactive virtual classroom platform, where a qualified trainer is present for the full duration of the session. Virtual classes offer flexibility while still maintaining structured, trainer-led learning.

Classes run fortnightly and are delivered in three-hour blocks.

- *In-person Classroom* – Learners attend our campus either for a full day or half day, each student works individually on their own units however at times students may participate in group activities. This option suits learners who prefer in-person support.

Face-to-face classes are held fortnightly at our Docklands Campus.

Traineeships – In addition to choosing one of the options mentioned above, trainees will also participate in up to four progress check-ins over a 12mth period.

Integrity Business College Australasia Pty Ltd (RTO # 21739)

Level 4, Suite 401B, 198 Harbour Esplanade, Docklands VIC 3008

Adelaide: 217 Flinders Street, Adelaide SA 5000

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UNITS DESCRIPTION	
Certificate IV in Leadership and Management consists of 12 units – elective units will be confirmed during enrolment	
BSBLDR411	Demonstrate Leadership in the workplace - CORE This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values. The main assignment is a recording of leading a small team setting KPI or plans within a workplace environment.
BSBXCM401	Apply communication strategies in the workplace – CORE Skills and knowledge required to facilitate and apply communications strategies in the workplace. (E.g., supervising, instructing, or conducting a meeting with the team regarding establishing rapport with new customers).
BSBXTW401	Lead and facilitate a team - CORE This unit focuses on researching, analysing, and applying knowledge of the communications and marketing industries, including their structure, trends, and technological developments. Students will develop and refine communications deliverables while addressing industry issues and exploring emerging opportunities within organisational contexts
BSBLDR413	Lead effective workplace relationships - CORE This unit describes the skills, knowledge and outcomes 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.
BSBOPS402	Coordinate Business operational plans - CORE Equips learners with the skills and knowledge to implement operational plans within a workplace. It covers planning and sourcing the resources required to achieve business objectives, monitoring and adjusting operational performance as needed, and preparing reports to evaluate and communicate performance outcomes.
BSBTWK401	Build and maintain business relationships – Group A Skills and knowledge to establish, develop and maintain effective work relationships and networks, promoting company brand and values. (E.g., cross-selling and referrals to related services or businesses).
BSBPMG430	Undertake Project Work – Group B Skills and knowledge to coordinate and review promotion of products or services, including overall success of promotion. (E.g., setting individual and team KPIs, monitoring/ reporting results to supervisor during and after promotion).
BSBCRT411	Apply critical thinking to work practices – Required Unit Skills and knowledge for advanced-level creative and critical thinking skills to produce and evaluate solutions to workplace problems. (E.g. reviewing or developing a workplace process or procedure, critically evaluating a customer complaint).
BSBOPS403	Apply business risk management processes – Required Unit Skills and knowledge to identify and manage business risks within a defined area of responsibility, involving analysis, evaluation, and application of risk management process. (E.g., a bank teller may identify and report suspicious transactions to a designated team to mitigate financial risks and ensure regulatory compliance).

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BSBPEF402	Develop personal work priorities – Required Unit <i>Professional self-management skills - plan and prioritise own work tasks, obtain feedback on work performance, and identify professional development needs. (E.g., achieving task deadlines autonomously to support team goals).</i>
BSBSTR402	Implement Continuous Improvement – Potential Elective <i>Skills and knowledge to identify and manage business risks within a defined area of responsibility, involving analysis, evaluation, and application of risk management process. (E.g., a bank teller may identify and report suspicious transactions to a designated team to mitigate financial risks and ensure regulatory compliance).</i>
BSBHRM415	Coordinate recruitment and onboarding – Potential Elective Skills and knowledge to create and implement strategies for sourcing candidates and evaluating their suitability for the role. (E.g. creating role description, conducting interviews, choosing candidate, creating onboarding documentation).
POTENTIAL REPLACEMENT ELECTIVES	
BSBWHS411	Implement and monitor WHS policies, procedures and programs - Group A Provides learners with the knowledge and practical skills to implement and monitor workplace health and safety (WHS) policies, procedures and programs. Learners will identify hazards and assess risks, contribute to maintaining a safe work environment, and complete workplace WHS documentation, such as risk assessments, incident reports, safety inspections, consultation records and WHS action plans.
BSBOPS404	Implement customer service strategies - Group B Develop the skills and knowledge to implement and evaluate customer service strategies that effectively meet customer needs and resolve issues. Learners will use effective communication and active listening techniques to identify customer requirements, provide suitable solutions, support informed decision-making, and review the effectiveness of customer service practices.
BSBPEF401	Manage personal health and wellbeing - Group B Develop the skills and knowledge to recognise the signs and causes of workplace stress and implement strategies to manage personal wellbeing and resilience. Learners will identify workplace stressors, explore practical coping techniques, and develop action plans to maintain wellbeing while responding effectively to challenging workplace situations.
BSBCMM412	Lead difficult conversations This unit develops the skills and knowledge required to prepare for, facilitate and lead difficult workplace conversations with confidence and professionalism. Learners will strengthen their communication, conflict resolution and relationship-building skills to effectively manage difficult conversations and achieve positive workplace outcomes
BSBHRM413	Support the learning and development of teams and individuals Learners will develop the skills to identify training needs, collaborate with team members to create learning plans, coordinate development opportunities, provide and receive constructive feedback, and monitor the effectiveness of learning activities to ensure individual and team goals are achieved.

FEES

To view fees, please visit our website at www.integritybusinesscollege.au or contact our Client Relations Team on 1300 731 451 / email customerservice@integritybusinesscollege.com noting the specific details below for each state and territory

VICTORIA	Integrity Business College holds a Victorian Government contract to deliver training under the <i>Skills First</i> program. To view the qualifications currently available through a <i>Skills First</i> funded place, please visit our VIC Fees & Charges page. Please note that not all qualifications are eligible for funding or may not be offered by Integrity through a funded pathway. For detailed information about <i>Skills First</i> funding and eligibility criteria, visit the Victorian Government website: https://www.vic.gov.au/check-your-eligibility-for-skills-first-funding
SOUTH AUSTRALIA	Integrity Business College delivers nationally recognised training through the South Australian Government's <i>WorkReady</i> initiative, including programs supported under the Skilling South Australia project. To view qualifications currently available, please visit our SA Fees & Charges page. Please note that not all qualifications are eligible for funding or may not be offered by Integrity through a funded pathway. For detailed information about <i>WorkReady</i> funding and participant eligibility criteria, visit Skills SA Government website: https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility
TASMANIA	Integrity Business College delivers nationally recognised training which is subsidised by the Department of State Growth, Tasmania To view qualifications currently available, please visit our Tasmania Fees & Charges page. Please note that not all qualifications are eligible for funding or may not be offered by Integrity through a funded pathway. For detailed information about <i>Tasmania</i> funding and participant eligibility criteria, visit TAS Government website: https://laureldw.stategrowth.tas.gov.au/default.aspx
AUSTRALIAN CAPITAL TERRITORY	Integrity Business College delivers nationally recognised training which is subsidised through Skills Canberra ACT Training Initiative Funding Agreement. To view qualifications currently available, please visit our ACT Fees & Charges page. Please note that not all qualifications are eligible for funding or may not be offered by Integrity through a funded pathway. For detailed information about ACT funding and participant eligibility criteria, visit website: https://www.act.gov.au/skills/students
QUEENSLAND NEW SOUTH WALES NORTHERN TERRITORY WESTERN AUSTRALIA	Integrity Business College delivers nationally recognised training to Queensland, New South Wales, Northern Territory and Western Australia via a fee for service rate, please visit our fees available on our website to confirm specific rates.

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