



Certificate IV in Leadership and Management

BSB42015



Study anytime, anywhere.



Proteus Education & Training
Registered Training Organisation
Provider Number: 21518

About The Certificate IV in Leadership and Management

Certificate IV in Leadership and Management BSB42015

Units of Competency:

BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan
BSBMGT401	Show leadership in the workplace
BSBWOR404	Develop workplace priorities
BSBINN301	Promote innovation in a team environment
BSBCMM401	Make a presentation
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirement
BSBRISK401	Identify risk and apply risk management processes

The Course

Proteus Education and training has worked with industry and clients to offer this course to meet the rising need to develop frontline management, supervisors and rising leaders within organisations.

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

Pathways

Proteus Education and Training will offer the following programs to support the further enhancement of pathways for students:

- Diploma of Leadership and Management BSB51915
- Advance Diploma of Leadership and Management BSB61015

Recognition of Qualifications

Proteus Education & Training is a Registered Training Organisation and recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations.

Recognition of Prior Learning

The Recognition of Prior Learning (RPL) process allows a learner to apply for a competency assessment without attending formal training. This is conditional that the person has suitable experience or has completed equivalent learning. Applicants must provide evidence of skills by demonstrating all competencies relevant to the certification.

About Proteus Leadership

Welcome to Proteus Leadership! Operating under Proteus Enterprises Pty Ltd, Proteus Leadership is Australia's premier training and leadership development company.

Proteus Leadership provides leadership training and education programs to a range of industries and assists organisations to build positive workplace cultures, implement change and **Create Great Leaders**.

Organisation History

Proteus Leadership has been providing management and cultural change programs for individuals and organisations right across Australia since April 1993.

Since 2004 Proteus Leadership has been delivering accredited training programs as an RTO under the banner 'Proteus Education & Training' (provider number 21518).

VET Quality Framework

Proteus Education and Training is regulated by ASQA (Australian Skills Quality Authority), the national VET Regulator. Proteus is committed to ensure its management, operations and delivery assessment of its qualifications adhere to the requirements set out in the VET Quality Framework.

The VET Quality Framework is comprised of the following:

- Standards for NVR Registered Training Organisations 2011 - Essential standards for continuing registration
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

Program Accreditation

Please refer to our scope of registration for a list of accredited programs.

Scope Of Registration

BSB42015	Certificate IV in Leadership and Management
BSB51915	Diploma of Leadership and Management
BSB61015	Advance Diploma of Leadership and Management

About The Team

To be able to create world-class leadership centres across Australia and to assist our clients to **"Create Great Leaders"** we need a great team.

In each centre we are blessed with positive and professional teams who are passionate about what they do and the clients they serve. It is this commitment to excellence, combined with our sense of fun and irreverence that makes us different from the rest.

We do not have contract trainers as it is important to us that all of our facilitators are a part of our team and understand and live the underpinning Proteus Leadership philosophies that make our programs so powerful.

This also guarantees our clients they receive the quality of delivery, engagement and professionalism they expect from Proteus Leadership every time.

- We facilitate & tailor to the needs of the audience, not our own
- We do not just deliver programs, we build long-term relationships with organisations
- Our facilitators also run their own departments and have to operate as leaders on a daily basis – not just professional educators

Proteus Education & Training provides students with an Online Coach throughout their Online Training and Assessment. All Trainers and Assessors are required to hold the required qualifications (or equivalent) in training, assessment and the subject matter. Proteus is committed to life long learning and all Trainers and Assessors must participate in ongoing training and development.



The Training

Training for this course takes place online only and a fully qualified Proteus coach will support all training and assessments.

What Makes Learning Effective?

At Proteus we believe that there are four clear cornerstones of learning. Unless all four are met, people will not have a complete learning experience and as a provider we have a responsibility to ensure that they are.

The Cornerstones Of Learning

There are 12 Units of Competencies in total. Each unit contains an introductory video explaining what you will learn from the unit, followed by 3 - 5 topics.

Knowledge

This is the What, Why, Who and How. It is the skills templates and the new information that people receive to assist them in making more informed decisions about work and life. It is information that expands their horizons and creates the foundation for new thinking and new opportunities.

Inspiration

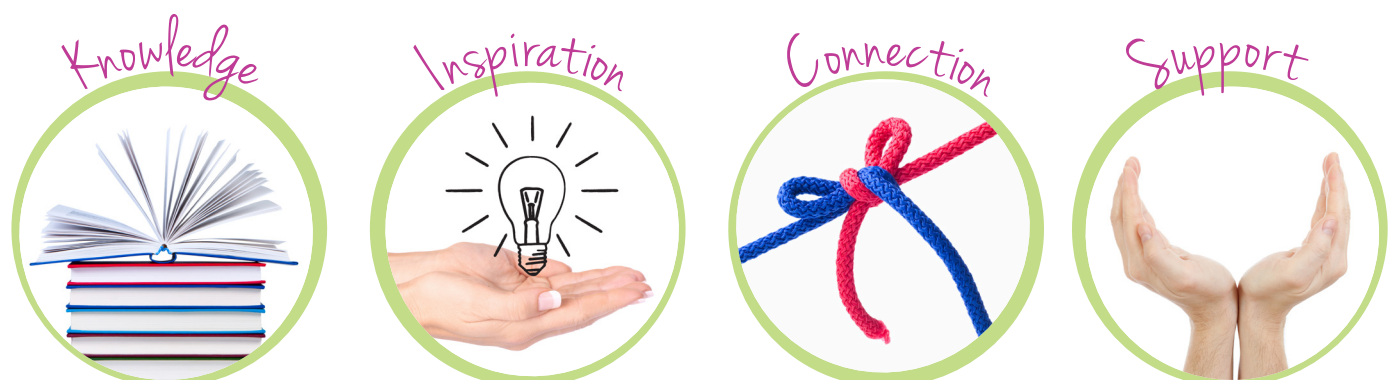
This is what stirs up the emotions within people to believe they can do better and reach their full potential. It is a series of stories and experiences that help create a desire to take the next steps in their life journey. It also provides the confidence to keep going.

Support

This is all about knowing you are not alone. Someone else is/has experienced the same things as you. It provides the opportunity for people to bounce ideas off others, share ideas and information and to support each other in taking new and brave steps.

Connection

This is a fundamental need that everyone has. It's about feeling a part of something bigger than just themselves – being a part of a tribe. It is about learning and communicating with 'like-minded' people, all working together for a common cause.



The Assessment

There are 4 types of assessments as part of the Certificate IV in Leadership and Management.

1. Short Answer Questions
2. Workplace Assessments
3. Knowledge Evidence
4. Final Reflection

Short Answer Questions - Throughout the 12 units of this course you will be asked to complete short answer questions, which serve as knowledge checks along the way.

Workplace Assessments - Assesses your ability to apply the skills you have learnt back into the workplace. For these assessments you are required to download workbooks from the system, complete them using Microsoft Word, get sign off by your manager and then submit (upload) back to us.

It is advised that you speak to your line manager or HR personnel before commencing the course to notify them of the sign off process and the assistance you will require from them.

Please note, if you can't get your Line Manager to sign you off for this Unit, other options are available including:

- Making an appointment with your Proteus Coach or
- Booking into our Proteus Implementation Day

Knowledge Evidence - At the end of each unit we ask you to answer specific knowledge questions. The purpose of this exercise is to assess the knowledge you have gained from the course.

These written responses are to be prepared in the Online Learning system and are usually between 200-500 words.

Final Reflection - 1 x 1000-1500 word paper. The final assessment asks you to tie together the key learning from the course for you in your role. You will be asked to reflect on the changes to behaviour you have made in your workplace and leadership journey.

All assessment submissions must be entirely your own work.

The Units of Competency outlined on page 3 are woven across the assessments and modules delivered as part of this course. Completion of an individual assessment or module will not indicate successful completion of a Unit of Competency.

Extensions

Should the student require additional time to complete their course beyond the 24 months originally allocated. An application for extension can be obtained from their course coach. Please note, there will be fees associated with all extension requests.

Grading

All assessments are marked as Competent or Not Yet Competent. If marked Not Yet Competent you will be given an opportunity to resubmit.

Feedback

You will be provided relevant and constructive feedback on each of your assessment submissions. Your Online Coach will not only help you correct your work if need be, but be able to provide encouragement and advice on all assessments.

Timeframe

Students are given 24 months from commencement. The course commences when the student is granted access to the Online Learning System. Students will be coached and guided through this 24-month period. Students are provided with information before starting each section of the module as to how long it should be.



Support Services

Online Coach

Throughout the period of study with Proteus Education & Training you will be assigned a qualified Online Coach. This Coach will take you through the course, providing feedback, assistance and even a little motivation along the way. They are always at the end of the phone line.

Technical Support Team

Our Technical Support team pride themselves on being patient, understanding and most importantly – useful! The technical support team will find solutions quickly and explain what needs to be done – without the jargon.

Student Administration Team

This team is all about communication. We want to get you all the information you need in a timely and clear manner.

RTO Committee

Overseeing all of this is the RTO Committee at Proteus. If ever you need to ask a really tricky question or need the next level of support you can contact the RTO Committee at Proteus Education & Training who are across all aspects of your study.



Support Services

Welcome And Getting Started

The very first thing we ask students to do is to complete an orientation of our online system. This 15-minute activity helps you to know where everything is and how to get started. This section will help you get familiar with the course structure, the online terminology and will teach you how to navigate through the course.



The HUB

The Proteus Leadership HUB is an online social community website featuring the latest leadership resources and an interactive community for students. As a member of the HUB you will have exclusive access to all of the templates, tools, resources and learning materials within it.

You will also receive regular updates and bulletins from Proteus with additional leadership insights and tips. As well as interacting with other delegates, you will have the opportunity to participate in thought provoking and practical workplace activities and scenario simulations.

External Support

All Proteus programs are conducted in the English language. Students will be asked to complete a Language, Literacy and Numeracy test before they begin where any needs will be assessed by Proteus Staff.

There may be some instances where Proteus is unable to provide the required support for example in Language, Literacy and Numeracy, in such instances Proteus will refer you to an Adult and Community Education Provider for support.

What You Need

Entry Requirements

There are no entry requirements for this qualification.

Online Learning Special requirements

Internet Browser

All you need is an up-to-date Internet browser installed on your computer. These include programs such as:

- Internet Explorer
- Safari (Mac)
- Google Chrome
- Mozilla Firefox

In the settings of your browser it is advisable to turn off any 'pop up blockers' if possible.

Microsoft Word

To complete the course you will also require a word processor program. Microsoft Word (for a PC or a Mac) is the preferred platform, as other programs may display the templates differently.

Email

The email address you provided is not only your username but it will be used by us to send you notifications that your assessments have been marked and provide you with feedback.

Regardless of whether you provide a work or home email address you will be able to log on from anywhere, anytime.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Your Access

At any time during your course you can access records to view and correct any errors.

Also at any time during your course you can access your course progress including grades, feedback, drafted and completed assessment submissions.



Policies And Procedures

Health And Safety

We value your health and safety throughout this training course. At Proteus Leadership, we ensure that all selected venues and training locations for public programs meet current Australian Standards and regulations for:

Emergency Evacuation

In the case of evacuation please follow the instructions of a Venue Staff Member. All Proteus Staff are briefed on relevant evacuation procedures, by a venue representative, prior to the commencement of the course.

WHS

Proteus Leadership works closely with all venues to ensure the environment remains safe and risks are eliminated, following the venue's internal WHS guidelines.

Food And Beverage

Each venue is responsible for providing clean and hygienic food and beverages. If at any time you are not satisfied please alert Proteus Staff. Please also make Proteus Leadership aware of any special dietary requirements two weeks prior to the course commencement.

Continuous Improvement Policy

Proteus Education & Training improves the quality of training via internal audits and evaluating participant feedback.

Competency Certification Policy

A Proteus Education & Training recognised educator and/or assessor has the right to request the issue of a Statement of Attainment for students who have met the assessment requirements for a unit of competency.

Complaint And Appeals Policy

All complaints must be in writing to the RTO Manager of Proteus Education & Training. Complaints will be reviewed by a panel of experienced Educators and the Directors of Proteus Education & Training.

Refer to RTO Policies and Procedures document found on our website for more details.



Individual Payment Plan

If you are self-funding the Certificate IV in Leadership and Management then you are eligible for a payment plan using your credit card.

Payment Authorisation Form

In order to complete your enrolment into the program we will require credit card authorisation for the four payments outlined below:

Payment	Amount	Direct Debit Date
Deposit	\$1500	Immediate
Installment 1	\$1500	30 Days
Installment 2	\$1000	60 Days
Installment 3	\$1000	90 Days

Please complete the following form and return it to us at your earliest convenience.

I _____ authorise for Proteus Leadership to direct debit the payments outlined above through the following credit card.

PAYMENT: ☐ VISA ☐ MASTERCARD

CARD NUMBER:

NAME ON CARD: _____

SIGNATURE: _____

EXPIRY DATE: / CSC:

NAME: _____ SIGNATURE: _____

DATE: _____

Please note, you will receive a payment receipt upon confirmation of each payment.

Terms & Conditions

- Proteus Leadership will process payments on the dates listed above unless notified prior.
- Refund & Cancellation policy – Refunds will not be available once online access has been granted.
- Access to your online learning course will be removed should the payment fail.

Policies And Procedures

Privacy Policy

Proteus Education & Training appreciates and highly values the relationship we have with our students. As an important part of this relationship, we are committed to protecting the personal information that you entrust to us.

Proteus Education & Training seeks to observe the privacy safeguards laid down by the Australian Privacy Principles 2014 when collecting, storing, using and disclosing personal information. We also give individuals access and correction rights in relation to their personal information in compliance with the Privacy Amendment Act 2012.

Equity & Access Policy

Proteus Education & Training strives to provide equity and access to all students without discrimination.

Proteus Education & Training is committed to the principle of equal opportunity in education, training and employment and welfare for staff, students and prospective students of Proteus Education & Training and will continue to develop equal opportunity practices and programs compatible with its overall goals and responsibilities. This commitment is consistent with the principles of justice, equity and the pursuit of excellence which should apply in a training organisation and conforms to the spirit and intent of equal opportunity and anti-discrimination legislation. The policy is designed to support the principle that staff are selected or promoted according to merit.

Proteus Education & Training accepts that it has a responsibility to create an educational and employment environment free of discrimination.

Cheating & Plagiarism Policy

Cheating means to act dishonestly in any way so that the assessor of the work accepts a your submission as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to present assessment submissions as your own without acknowledging the source of the content or idea.

Proteus Education and Training is responsible for monitoring student assessments to ensure that there is no cheating or plagiarism. The student administration team is responsible for conducting monthly periodic spot checks to ensure student assessments are authentic.

If you are suspected of cheating or plagiarism, the student administration team will notify the RTO Manager who will then arrange a time to discuss the matter. You will have the opportunity to respond to the allegation made against you.

Should you be found guilty of cheating and plagiarism, the assessment will be marked as not yet satisfactory, a formal written warning will be issued and you will be asked to re-submit you assessment. Your employer may also be notified if they are funding the course. For serious and repeated breaches they can be withdrawn from the course.

Legislation that affects your participation in Vocational Education and Training:

VET Quality Framework:

Proteus Education and Training will ensure delivery and administration of vocational education and training through compliance with

- National Vocational Education and Training Regulator Act 2011:
<http://www.comlaw.gov.au/Details/C2013C00307>

The objects of this Act are:

- (a) to provide for national consistency in the regulation of vocational education and training (VET); and
- (b) to regulate VET using:
 - (i) a standards-based quality framework; and
 - (ii) risk assessments, where appropriate; and
- (c) to protect and enhance:
 - (i) quality, flexibility and innovation in VET; and
 - (ii) Australia's reputation for VET nationally and internationally; and

Policies And Procedures

(d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and

(e) to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and

(f) to facilitate access to accurate information relating to the quality of VET

Proteus Education and training must comply at all times with the VET Quality Framework which comprises:

- Standards for NVR Registered Training Organisations 2012

The standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

- Australian Qualifications Framework (AQF),

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

- Data Provision Requirements 2012

This outlines the requirements for RTOs to capture and provide data to regulators.

- Fit and Proper Person Requirements 2011

Key personnel within the organisation have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates

- Financial Viability Risk Assessment Requirements 2011

The RTO has the necessary financial resources to operate as an ongoing concern and deliver quality training and/or assessment services throughout the registration period.

Health and Safety

Proteus Education and Training values the health, safety and wellbeing of all its students and staff. As such all training venues are evaluated before use to ensure they create a positive learning environment and ensure they meet the minimum standards of the below legislation:

- Work Health and Safety Act 2011
- VIC: Occupational Health and Safety Act 2004
- WA: Occupational Safety and Health Act 1984

Human Rights and Equal Opportunity:

Proteus Education and Training adheres to the anti discrimination and equal opportunity legislations listed below by providing a working and learning environment where:

- Staff and students are treated with dignity and respect
- All staff have equal access to jobs, opportunities and careers based on their knowledge skills and abilities
- All selection is based on merit
- Diversity in staff and students is valued
- Discrimination against staff or students by staff or students based on sex, marital status, parental status, age, race/culture, disability, religious beliefs etc. will not be tolerated.

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Age Discrimination Act 2004
- Commonwealth: The Equal Employment Opportunity Act 1987.
- VIC: Equal Opportunity Act 2010
- WA: Equal Opportunity Act 1984

Australian Consumer Law

Proteus Education and Training values its relationship with its consumers – individual students and employers. As such under the legislation it is committed to not communicate about products and services in a misleading deceptive or unfair manner.

- Competition and Consumer Act 2010

Privacy

In adhering to the legislation Proteus Education and training will not divulge a students private information unless that person gives permission to do so. Privacy legislation embraces concepts including the expectation that information collected is kept private, a persons communications will be kept private and that information a person provides about themselves will not be passed on to a third party. Proteus Education and Training may pass information to regulatory bodies and in some instances employers should the student agree to this. Students can access their records to view and correct any errors.

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012



Proteus Education & Training
Registered Training Organisation
Provider Number: 21518



For more information including, videos, testimonials and program resources, visit:

www.proteusleadership.com

1300 219 903 | info@proteusleadership.com

Adelaide | Brisbane | Melbourne | Perth | Sydney