Program Guide

BSB42015 Certificate IV in Leadership and Management
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**Delivery Site Address**
South Western Sydney LHD
Centre for Education and Workforce Development
Liverpool Hospital Eastern Campus
Scrivener Street (Boom gate entrance to Eastern Campus of Liverpool Hospital)
Warwick Farm NSW 2170
Or
Centre for Education and Workforce Development
Locked Bag 7279
Liverpool BC 1871
Telephone: (02) 9828 5920

**Delivery Site Administration Office:**
South Western Sydney LHD
Centre for Education and Workforce Development
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# Table of Contents

- Introduction .................................................................................................................. 4
- Target Group .................................................................................................................. 4
- Program Learning Outcomes ....................................................................................... 4
- Program Entry Requirements ....................................................................................... 5
- Language, Literacy and Numeracy Requirements ....................................................... 5
- Program Application and Selection Process .............................................................. 6
- Enrolment Process ......................................................................................................... 6
- Program Duration .......................................................................................................... 6
- Delivery Mode ................................................................................................................ 7
- Program Content ........................................................................................................... 8
- Program Structure ......................................................................................................... 9
- Program Scheduling/Timetable ..................................................................................... 10
- Training Location .......................................................................................................... 11
- Assessment Requirements ........................................................................................... 11
- Assessment Methods .................................................................................................... 11
- Assessment Plan ........................................................................................................... 12
- Submission of Assessments ......................................................................................... 12
- Requesting an Extension .............................................................................................. 13
- Reasonable Adjustment ............................................................................................... 13
- Credit Transfer ............................................................................................................. 14
- Qualification Pathway .................................................................................................. 14
- Exit Pathway ................................................................................................................ 14
- Withdrawal .................................................................................................................... 14
- Academic Misconduct .................................................................................................. 14
- Academic Progress ....................................................................................................... 15
- Referencing Guidelines ............................................................................................... 15
- Specific Resources ....................................................................................................... 15
- Materials and Equipment ............................................................................................. 15
- General Resources ....................................................................................................... 15
- Access and Equity Arrangements ............................................................................... 17
- NSW Government Funding Subsidy .......................................................................... 17
- Program Fees, Refunds and Payment Options ............................................................ 17
Introduction

Welcome to the BSB42015 Certificate IV in Leadership and Management to be delivered at South Western Sydney Local Health District. This qualification will enable you to develop your skills in leadership and management.

Certificate IV in Leadership and Management is suitable for staff who provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes. This is an opportunity for aspiring and emerging managers to develop the required skills and knowledge to manage workflow, lead people and contribute to improving workplace culture.

This document will inform interested applicants of the essential elements of the BSB42015 Certificate IV in Leadership and Management Program. The focus of this program is on learning through workplace experiences and change initiatives. Students will explore leadership and management concepts and principles to ensure successful application of these practices in the workplace.

For further information, prospective students should refer to the NSW Health RTO Student Handbook, which can be found by following this link: https://www.slhd.nsw.gov.au/services/rto/students_policies.html

Target Group

The BSB42015 Certificate IV in Leadership and Management program is targeted at existing, aspiring and emerging leaders who may have a variety of academic, work and life experiences. Students will be drawn from the LHD and who may be required to provide leadership to health staff in clinical and non-clinical roles.

It is envisaged that the student characteristics of the target group as a whole, will not have any specific support needs. Individual support will be provided on an as needs basis.

Program Learning Outcomes

At the end of this program, you will have the knowledge and skills to:

- Communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.
- Monitor and obtain feedback on own work performance and access learning opportunities for professional development.
- Implement the organisation’s continuous improvement systems and processes by undertaking a continuous improvement project.
- Demonstrate leadership to promote team cohesion by leading teams and individuals. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.
- Implement and monitor the organisation’s Work Health and Safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.
- Prepare, deliver and review a presentation to a target audience.
- Manage ongoing relationships with customers
- Identify risks and apply established risk management processes when implementing an operational plan.
- Understand how to deal with conflict in the workplace.

No licensing, legislative or certification requirements apply to this qualification.
Program Entry Requirements

Students must be NSW Health Staff and are required to be currently working for SWSLHD at the time of enrolment.

Enrolment into the program has a 2 tier approval process. Students must enrol in the BSB42015 Certificate IV in Leadership and Management program via the My Health Learning (MHL) website.

Tier 1 approval must be obtained from the Managers. This approval indicates that the Manager is willing to support and guide the student during the program, enabling workplace experiences relevant to their learning.

Tier 2 approval occurs through the submission of an Expression of Interest (EOI) process. The EOI is reviewed and assessed by the Program Coordinator to ensure the student will be able to complete the program requirements. This final approval is granted by South Western Sydney Centre for Education and Workforce Development (SWSCEWD).

The specific program entry requirements are:

- Students will have a good command of written and spoken English along with basic mathematical skills.
- Students have to complete an Expression of Interest (EOI) form as part of the application process. The submission will be reviewed prior to acceptance into the program.
- Students must undertake a workplace project that will support them through the qualification. They must hold a team leader or project manager role in this project.

The project sponsor/manager must provide support and agreement for relevant workplace arrangements to enable the student to successfully meet the requirements of the project and the qualification.

Pre-Requisites
There are no pre-requisites for this program.

Language, Literacy and Numeracy Requirements

All NSW Health RTO programs require you to meet minimum English language levels before you enrol. To get the most from your program, you should be able to read online material and textbooks, complete written assignments and conduct research independently. Your study will include online assessments, text-based discussions and collaboration.

Some programs require prospective students to complete a LLN assessment to determine if they have the required LLN skills to participate in the program. Where the student is deemed not to have the required level of LLN skills, NSW Health RTO will plan a program of support to enable the student to develop the required levels of skills prior to enrolling in the program or refer the student to an external provider to develop these skills.

Students will need to have a good command of written and spoken English along with basic mathematical skills. If students would like to complete an online assessment of their language, literacy and numeracy skills, they can contact the Program Coordinators for further details. An online self-assessment tool will be provided to students who may be interested. This tool can help students determine their learning level and help plan for future studies.
Program Application and Selection Process

Students must be NSW Health Staff and are required to be currently working for SWSLHD at time of enrolment.

Enrolment into the program has a 2 tier approval process. Students must enrol in the BSB42015 Certificate IV in Leadership and Management program via the My Health Learning (MHL) website.

Tier 1 approval must be obtained from their managers. This approval indicates that their Manager is willing to support and guide the student during the program enabling workplace experiences relevant to their learning.

Tier 2 approval occurs through the submission of an Expression of Interest (EOI) process. The EOI is reviewed and assessed by the Program Coordinator to ensure the student will be able to complete the program requirements. This final approval is granted by South Western Sydney Centre for Education and Workforce Development (SWSCEWD).

Expression of Interest (EOI)

All EOIs will be assessed and a decision will be made by the Program Coordinator on the most suitable applicants. If further information is required, an interview may also be conducted. Successful applicants will be notified of their acceptance into the program as soon as practicable after the EOI closing date.

Selection

Successful applicants into the program will be provided with a formal offer to commence the program. Once the offer of acceptance is completed and returned to the Program Coordinator, you will then be required to complete your enrolment by following the NSW Health RTO Enrolment Requirements indicated below.

Enrolment Process

Successful applicants will be required to complete the following NSW Health RTO enrolment requirements before program commencement:

1. Unique Student Identifier (USI) – Easily obtained online
2. AVETMISS
3. RTO Participant Declaration
4. RTO Enrolment Data Collection Form
5. Any other related forms required

The delivery site administration office will contact the successful applicants with guidelines on how to complete these requirements.

Program Duration

This program is delivered over a Twelve (12) months period, commencing in March 2020 and finishing in March 2021.

During this period students will:

- Attend eight (8) full face to face days
- Undertake:
  - E Learning activities
  - Workplace activities including implementation of a workplace project
  - Workplace observation reports
- Workplace evidence
- Complete and submit all assessment requirements by the due dates, these include 12 Student Assessment Workbooks (SAW)
- Complete a Workplace project

**Delivery Mode**

This qualification is delivered over 12 months, through a combination of internal, external and workplace-based delivery.

**Internal Delivery** - Consisting of 8 classroom-based sessions (face to face), conducted in 3 blocks over 8 months. Each block builds on the previous block.

The eight (8) full-day sessions are conducted from March 2020 to October 2020. These sessions are designed to help enhance your knowledge and skills in relation to the units of competency covered under this qualification.

**External Delivery** – The workshops are supported by online My Health Learning (MHL) programs where additional training materials are available to the students. Students are encouraged to obtain a copy of the recommended program textbook and can undertake pre reading prior to the commencement of each unit of competency.

**Workplace-based** – Students in the BSB42015 Certificate IV in Leadership and Management are required to undertake structured workplace training in order to put into practice skills and theories that they have learnt in the workshops. There are specified workplace training tasks to be undertaken within certain units. This is supported by submission of workplace portfolio of evidence or third-party reports by the Manager or Educator.

**E Learning on My Health Learning (MHL)**

Students are required to complete the following e-learning programs on MHL prior to the commencement of the first face to face session.

- Code of Conduct  Program Code: 39962644
- Conflict Resolution Program Code: 39964199
- Teamwork and Team Processes Program Code: 39966583
- Building Effective Teams Program Code: 39831483
- Effective Workplace Conversations Program Code: 39832364
- Introduction to WHS for Managers Program Code: 39980660
- Privacy - Know your Boundaries Program Code: 39966648

**Instructions to access E Learning programs**

To access these units, you need to log into My Health Learning, Place the program code into the search and press enter

The program will appear under sort by program name, click on the program.
Then click on the play button and complete the module. Once completed print and attach your certificate to the appropriate workbook.

The units of competence (UOC) will be covered in the study days as per timetable outlined on the next page. If you have any issues with accessing, the units on My Health Learning please contact Fariha Ali for assistance.

You will be targeted to a pathway in MHL specifically for the BSB42015 Certificate IV in Leadership and Management learning units; these modules will provide great information and insight as part of the BSB42015 Certificate IV in Leadership and Management. Evidence of completion for these units may be used within the relevant Student Assessment Workbook (SAW).

**Workplace based learning**

Workplace-based learning is what you actually do in practice and is predominantly carried out in the workplace itself. Workplace-based assessment is gathering information about aspects of your work, which is then used in assessments. The collection of workplace-based assessments is usually in the form of a portfolio of evidence, third party reports, which assist in informing judgments about your overall progress within the program.

Most will have an estimated minimum of 8 hours of personal study time per week, with some of these activities being able to be undertaken as part of daily work activities.

**Program Content**

Total number of units required for this qualification = 12

- 4 core units plus
- 8 elective units

Elective units selected are relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

The electives outlined below have been selected after district wide consultation in order to meet local business needs and to meet qualification requirements. All elective units have been chosen from the elective units as shown in the qualification packaging in the Training Package. Electives for this qualification have been chosen to ensure that students achieve a well-balanced knowledge and skill set in a range of business areas.

**Core Units**

1. BSBldr401 Communicate effectively as a workplace leader
2. BSBMGT402 Implement operational plan
3. BSBldr402 Lead effective workplace relationships
4. BSBldr403 Lead team effectiveness
Elective Units
5. BSBWOR404   Develop work priorities
6. BSBRSK401   Identify risk and apply risk management processes
7. BSBWHS401   Implement and monitor WHS policies, procedures and programs to meet legislative requirements
8. BSBMGT403   Implement continuous improvement
9. BSBCUS402   Address customer needs
10. BSBMGT401  Make a presentation
11. BSBMGT401  Show leadership in the workplace
12. PSPGEN032   Deal with conflict

Program Structure

The qualification is delivered over 12 months including 8 full day face to face sessions. The structure of the course and delivery of units of competence are detailed in the course timetable below.

Student must attend all 8 days as each day focuses on different Units of Competence.

It is expected that you will complete all assessment workbooks and projects outside of the face to face sessions. This will require a substantial time commitment from you. Assessment activities will have an estimated minimum of 8 hours of personal study time per week, with some of these activities being able to be undertaken as part of daily work activities. Workbook submission dates and expectations for assessment tasks are outlined in the Assessment Plan and will be discussed during the first face to face session.

Face to Face Sessions

You must attend eight (8) full-day sessions conducted in three (3) blocks from March 2020 to October 2020. These sessions are designed to help enhance your knowledge and skills in relation to the unit/s of competency covered under this qualification.

Workplace based learning

Workplace-based learning is what you actually do in practice and is predominantly carried out in the workplace itself. Workplace-based assessment is gathering information about aspects of your work, which is then used as assessments. The collection of workplace-based assessment is usually in the form of a portfolio of evidence, third party reports, which assist in informing judgments about your overall progress within the program.
# Program Scheduling/Timetable

The Certificate IV in Leadership and Management will be delivered over 8 days from March 2020 to October 2020.

Workshops begin at 8:30AM and are scheduled to finish at 4:30PM. Each workshop will deliver one unit of competency as per the following schedule.

<table>
<thead>
<tr>
<th>Study Day and time</th>
<th>Units of Competence (UOC)</th>
<th>C/E</th>
<th>Recommended reading</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Block 1</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26 Mar 2020</td>
<td>Introduction to Cert IV &amp; program requirements and MBTI</td>
<td>E</td>
<td>Chapter 8, Chapter 5, Chapter 5, 9</td>
</tr>
<tr>
<td>0830 - 1630</td>
<td>BSBWOR404 Develop work priorities</td>
<td>C</td>
<td>Chapter 17</td>
</tr>
<tr>
<td>9 Apr 2020</td>
<td>BSBMGT402 Implement operational plan</td>
<td></td>
<td>Chapter 17, Chapter 20</td>
</tr>
<tr>
<td>0830 - 1230</td>
<td>BSBRSK401 Identify risk and apply risk management processes</td>
<td>E</td>
<td>Chapter 22, Chapter 22</td>
</tr>
<tr>
<td>1300 – 1630</td>
<td>BSBMGT403 Implement continuous improvement</td>
<td>E</td>
<td>Chapter 20, Chapter 13, 19, Chapter 19, 24</td>
</tr>
<tr>
<td>30 Apr 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 19, Chapter 20</td>
</tr>
<tr>
<td>0830 – 1230</td>
<td><strong>Block 2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14 May 2020</td>
<td>BSBWH501 Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</td>
<td>E</td>
<td>Chapter 28, Chapter 29, Chapter 30</td>
</tr>
<tr>
<td>0830 – 1630</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 5, Chapter 6, 15, Chapter 6, 15</td>
</tr>
<tr>
<td>4 Jun 2020</td>
<td>BSBMGT401 Make a presentation</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 6, 15</td>
</tr>
<tr>
<td>0830 – 1230</td>
<td>BSBUS402 Address customer needs</td>
<td>E</td>
<td>Chapter 8, Chapter 7</td>
</tr>
<tr>
<td>13 Aug 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 7, Chapter 8</td>
</tr>
<tr>
<td>0830 – 1230</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 7, Chapter 8</td>
</tr>
<tr>
<td>10 Sep 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td>0830 – 1230</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td>1300 – 1630</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td>1 Oct 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td><strong>Block 3</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 Aug 2020</td>
<td>PSPGEN032 Deal with conflict</td>
<td>E</td>
<td>Chapter 8, Chapter 7</td>
</tr>
<tr>
<td>0830 – 1230</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 7, Chapter 8</td>
</tr>
<tr>
<td>1300 – 1630</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 7, Chapter 8</td>
</tr>
<tr>
<td>10 Sep 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td>1300 – 1630</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
<tr>
<td>1 Oct 2020</td>
<td>BSBUS402 Address customer needs</td>
<td>C</td>
<td>Chapter 6, 15, Chapter 13, 14, Chapter 14</td>
</tr>
</tbody>
</table>

**Note:** Program timetable is subject to change. Please consult with the Program Coordinator for any clarification.
Training Location

The face to face training is conducted at South Western Sydney LHD, Centre for Education and Workforce Development in the Ngara Education Centre on the Liverpool Hospital Eastern Campus.

Online training is accessed on a computer via My Health Learning (MHL) link.

Workplace based learning is carried out in the students’ workplace within SWSLHD.

Assessment Requirements

To receive the *BSB420145 Certificate IV in Leadership and Management* qualification, you must successfully undertake and complete all the assessment requirements for the twelve (12) units of competency (UOC) as outlined in the Assessment Plan.

You will be provided with a Student Assessment Workbook for each UOC. These workbooks contain detailed information relating to the assessment requirements and outline the tasks which require completion.

Students may choose to exit before completion of a full qualification. However, to receive a Statement of Attainment, students must complete all assessment requirements for each UOC.

Assessment Methods

To receive the *BSB42015 Certificate IV in Leadership and Management* qualification, you must successfully complete all the assessment requirements for the twelve (12) units of competency as outlined in the program content and timetable.

You will be provided with a Student Assessment Workbook for each unit of competency. These workbooks contain detailed information relating to the assessment requirements and outline the tasks which require completion.

The following assessment methods have been adopted for the qualification:

- Written Activities
- Case Studies
- Workplace Activities
- Portfolio of evidence e.g. MHL course certificates
- Research Reports
- Third party reports from your manager
- Workplace Project
- Presentation

Workplace Project

You are required to complete a workplace project as part of your assessment.

The Workplace Project must be:

- A continuous important initiative for your unit, department or ward.
- **Approved by your manager** for implementation in the near future and signed off, as required during the different stages of the project.
- Applicants cannot use projects that have been completed recently as part of a qualification.
This assessment has **three sections**, which need to be approved by your manager before submission. The sections are:

- Project discussion report and project plan (initial meeting with manager report and project plan)
- Project implementation report (what you did during the project)
- Final project report (review of project)

**Assessment Plan**

The assessment due dates for the program are as per the following schedule:

**BSB42015 – Certificate IV in Leadership and Management**

<table>
<thead>
<tr>
<th>Blocks</th>
<th>UOC Code and Title</th>
<th>UOC No</th>
<th>Face to Face Date/s</th>
<th>Assessment Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Program Orientation</td>
<td></td>
<td>26 Mar 2020</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSBWOR404 - Develop Work Priorities MBTI (training only)</td>
<td>1.</td>
<td>26 Mar 2020</td>
<td>30 Apr 2020</td>
</tr>
<tr>
<td></td>
<td>BSBMGT402 – Implement operational plan</td>
<td>2.</td>
<td>9 Apr 2020</td>
<td>14 May 2020</td>
</tr>
<tr>
<td></td>
<td>BSBRSK401 – Identify risk and apply risk management processes</td>
<td>3.</td>
<td>9 Apr 2020</td>
<td>21 May 2020</td>
</tr>
<tr>
<td></td>
<td>BSBMGT403 – Implement continuous improvement</td>
<td>4.</td>
<td>30 Apr 2020</td>
<td>9 Jul 2020</td>
</tr>
<tr>
<td></td>
<td>BSBCUS402 – Address customer needs</td>
<td>5.</td>
<td>30 Apr 2020</td>
<td>11 Jun 2020</td>
</tr>
<tr>
<td>2</td>
<td>BSBWH501 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
<td>6.</td>
<td>14 May 2020</td>
<td>25 Jun 2020</td>
</tr>
<tr>
<td></td>
<td>BSBCCM401 - Make a presentation</td>
<td>7.</td>
<td>4 Jun 2020</td>
<td>8 Oct 2020</td>
</tr>
<tr>
<td></td>
<td>BSBLDR401 - Communicate effectively as a workplace leader</td>
<td>8.</td>
<td>4 Jun 2020</td>
<td>16 Jul 2020</td>
</tr>
<tr>
<td>3</td>
<td>PSPGEN032 - Deal with conflict</td>
<td>9.</td>
<td>13 Aug 2020</td>
<td>17 Sep 2020</td>
</tr>
<tr>
<td></td>
<td>BSBLDR402 - Lead effective workplace relationships</td>
<td>10.</td>
<td>13 Aug 2020</td>
<td>24 Sep 2020</td>
</tr>
<tr>
<td></td>
<td>BSBMGT401 - Show leadership in the workplace</td>
<td>11.</td>
<td>10 Sep 2020</td>
<td>29 Oct 2020</td>
</tr>
<tr>
<td></td>
<td>BSBLDR403 - Lead team effectiveness</td>
<td>12.</td>
<td>10 Sep 2020</td>
<td>5 Nov 2020</td>
</tr>
</tbody>
</table>

**Submission of Assessments**

If you are unable to complete the assessment tasks by the due date, you must contact the facilitator, prior to the due date, to negotiate a date for submitting the work and discuss any support needs.

The Academic Progress Procedure will be triggered and your Manager/School notified if you:
- Fail to submit your assessment on time, without prior approval

All assessment workbooks must be typed. Hand written submissions will not be accepted.

All Submission of assessments **must be by email** to the program coordinator unless stated otherwise by the Program Coordinator.

Each workbook must be completed within the actual SAW. Do **not remove the first section** of the SAW.
Answers must be in full sentences and in plain English. You must use paragraphs and use the glossary if unsure of the description, i.e. describe, outline, discuss.

It is strongly recommended that you have your manager or another staff member proof read your SAW prior to submission for assessment.

You must **keep a backup copy** of your submitted work until the end of the program. This will assist in the event your assessment is not received and you can resubmit if necessary. Please also keep the email that you used to submit the assessment with, as this can be utilised if the backup is lost or destroyed.

**Requesting an Extension**

An extension is a request for additional time to complete program assessment requirements. To be granted an extension you must apply in writing to the program coordinators prior to the assessment due date (except in circumstances that prevent you from doing so). You must include the following information in your request for extension:

1. Reasons for your inability to complete the assessment by the original due date
2. An extended due date that you will be able to submit the assessment.

The program coordinators will assess the request and grant extension on case by case basis. Only extenuating circumstances will be considered for extension.

**Reasonable Adjustment**

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as those without a disability. The adjustment must be ‘reasonable’ in that it must not impose unjustifiable hardship on the person or the NSW Health RTO and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include: providing support to individual students, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment.

Make sure you discuss your assessment needs with your Program Coordinator/assessor prior to the assessment.

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a full or part qualification by producing evidence of what they already know, can do, and have done.

NSW Health RTO encourages all applicants to consider applying for recognition when they enrol in a qualification/program, if they think they may be eligible so that their learning pathway is identified early and training delivery is efficient and appropriate.

Applicants interested in claiming recognition for one or more units of competence for this program should refer to the NSW Health RTO Student Handbook and contact the Program Coordinator to discuss eligibility and process requirements.
Credit Transfer

Credit Transfer will be granted for any Unit(s) of Competency (UOCs) that you have previously attained from other RTOs or education providers, and which directly match or deemed equivalent to UOCs within the program you have enrolled in.

To apply for credit transfer, or to find out more, refer to the NSW Health RTO Student Handbook and contact your Program Coordinator prior to or on enrolment to discuss arrangements.

Qualification Pathway

After completing the Certificate IV in Leadership and Management, you may undertake:

- BSB51918 Diploma of Leadership and Management
- BSB51415 Diploma of Project Management

This may include higher VET qualifications (if available) and/or degree qualifications.

Exit Pathway

Students who complete all requirements of the BSB42015 Certificate IV in Leadership and Management will be awarded the full certificate.

A Statement of Attainment will be awarded to students who may withdraw from the program and have completed one or more UOCs. This is called partial completion.

Students who choose to exit before completion of a full qualification, must complete all assessment requirements for each UOC. In other words, a Statement of Attainment will not be issued if all requirements of the UOC are not met.

Withdrawal

It is recommended that students, who wish to withdraw, must discuss this with the Program Coordinators prior to withdrawing from the program. In exceptional cases, after discussion with the Program Coordinator, the option to defer may be granted.

Students must also complete an Application to Withdraw. The form must be signed and returned to your Program Coordinator or your Delivery Site Administration Office.

The application to Withdraw / Defer Studies is available from your Program Coordinator.

Academic Misconduct

All NSW Health RTO staff and students are bound by the NSW Health Code of Conduct.

Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community. Examples include, but not limited to, cheating, collusion, plagiarism.

NSW Health RTO has no tolerance for academic misconduct. These actions are not permitted and will be penalised. Substantial misconduct will result in dismissal.
NSW Health RTO Student Handbook provide further details on Academic Misconduct. All students should become familiar with this.

**Academic Progress**

All students enrolled in NSW Health RTO Programs are required to meet academic progress requirements as specified in the NSW Health RTO Student Handbook and any additional requirements outlined in this Program Guide.

**Referencing Guidelines**

Participants are expected to use Harvard Referencing when answering their assessment tasks.

For assistance on how to reference please see:


**Specific Resources**

South Western Sydney Centre for Education and Workforce Development (SWSCEWD) will provide relevant material to participants in the face to face sessions. You will be provided with an electronic copy of all Student Assessment Workbooks (SAW).

**Materials and Equipment**

NSW Health RTO ensures that all facilities are equipped with the necessary equipment and resources for training to be conducted.

NSW Health will ensure that students have access to the required physical workplace facilities and equipment including:

- Training rooms, student study rooms, etc.
- Access to Managers and Supervisors to provide opportunities for skill and knowledge development and application
- Computers and up to date software (via the workplace)
- Access to the internet and libraries within the district
- Telephones within the district
- Television and DVD recorder
- Tables and chairs
- Students can borrow SWSCEWD laptops for the day from the front desk at the training venue. The laptop must be returned to the front desk at the end of the day.

**General Resources**

SWS CEWD have provided a recommended reading list, however it is encouraged that any relevant textbooks/literature can be sourced on the proviso that it is referenced appropriately. Resources may be available from your facility library.

**Recommended textbook**


Cole, K 2016, *Management Theory and Practice* 6th Edition by Publisher Cengage Learning. There are also copies in the SWSLHD Libraries that you may borrow. The earlier 5th edition is also available in the Library and if you have a copy of the 5th edition you can still complete the recommended readings as outlined above in the program timetable.

**Websites and links:**


Access and Equity Arrangements

The needs of students are identified upon enrolment in their chosen program of study. During training you may decide that you need additional support or your Trainer/Assessor may identify that you might benefit from additional support.

NSW Health RTO is committed to ensuring that all its students are supported to successfully complete their program. If you believe you require additional support, please do not hesitate to discuss this with your Trainer/Assessor or Program Coordinator.

Information on the student’s support needs is gathered through one or more of the following methods:
- Information provided by the student on the application and/or enrolment forms.
- Completion of a formal language, literacy and numeracy skills test and assessment of the results to determine level of student and therefore suitability for program.
- Discussion with the student during their program orientation.
- Gathering information about each students’ prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

NSW Government Funding Subsidy

Places in this program may be subsidised by the NSW Government. If you are successful in receiving a subsidised place you will be notified by the delivery site administration office. You will be provided with:

- Appropriate information about the Consent Forms and Declarations that need to be signed
- Information about fees and refunds, and
- Any additional information.

You will need to provide identification such as a Drivers Licence or Passport.

Smart and Skilled Student fees for SWSLHD employees will be paid by SWSLHD Learning and Development.

For more information regarding government subsidy please contact your program Coordinator.

For further information on Smart and Skilled, refer to www.smartandskilled.nsw.gov.au

Program Fees, Refunds and Payment Options

All Smart and Skilled Funded students may be required to pay a Student Contribution Fee. Students will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the student’s behalf. Students will be advised of this on confirmation of their place.
Program Enquiries

If you require any further information, please contact the following program co-ordinators for details:

**Delivery Site Address**
South Western Sydney LHD
Centre for Education and Workforce Development
Liverpool Hospital Eastern Campus
Scrivener Street (Boom gate entrance to Eastern Campus of Liverpool Hospital)
Warwick Farm NSW 2170

Or
Centre for Education and Workforce Development
Locked Bag 7279
Liverpool BC 1871
Telephone: (02) 9828 5920

**Program Coordinator**
Name: Heath Burton
Title: Workforce Educator (L&M)
Telephone: 02 8738 5901
Email: heath.burton@health.nsw.gov.au

**Administration**
Telephone: 02 8738 5920
Email: CEWD>SWSLHD@health.nsw.gov.au
# Training Plan

**This Training Plan:**
- Specifies the necessary training and assessment activities that will be provided to the Student
- Must be prepared by the Program Coordinator prior to program commencement
- Must be completed in collaboration with the student enrolled in each program
- Is customised and amended to individual student needs
- Can cover a group of Enrolled Students where the training and assessment is similar, subject to individual student requirements
- Will be maintained and kept up to date by the Program Coordinators and a copy is provided to the student
- Please see the timetable in this Program Guide for the scheduled hours of delivery.

## Student Personal Details (not work details) – Student to Complete this Section

<table>
<thead>
<tr>
<th>Full Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Personal Address</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>Mobile</td>
</tr>
<tr>
<td>Email</td>
<td></td>
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</tbody>
</table>

**Student Declaration:**
- I the undersigned, agree that:
  - a. I have been given the opportunity for input into the development of this Training Plan
  - b. I am aware of, and agree to, my responsibilities as outlined in this Training Plan.
  - c. I will make every effort to successfully complete the training outlined in this Training Plan.
  - d. I have received a Program Guide for the training I am undertaking
  - e. I have received and/or have access to an electronic/online copy of this training plan
  - f. I will notify the program staff with any changes to my details

<table>
<thead>
<tr>
<th>Student Signature</th>
<th>Date signed</th>
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## BSB42015 Certificate IV in Leadership and Management – Program Coordinator to Complete

<table>
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<tr>
<th>Qualification Code</th>
<th>BSB42015</th>
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<tbody>
<tr>
<td>Qualification Title</td>
<td>Certificate IV in Leadership and Management</td>
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<tr>
<td>Training Start Date</td>
<td>26 March 2020</td>
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<tr>
<td>Training Completion Date</td>
<td>25 March 2021</td>
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## Delivery Site Contact Details – Program Coordinator to Complete

<table>
<thead>
<tr>
<th>Program Coordinator Name</th>
<th>Heath Burton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Workforce Educator</td>
</tr>
<tr>
<td>Phone</td>
<td>Mobile: 0457 101 373</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:Heath.burton@health.nsw.gov.au">Heath.burton@health.nsw.gov.au</a></td>
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</table>

<table>
<thead>
<tr>
<th>Program Coordinator Signature</th>
<th>Date signed</th>
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</table>

## Customisation Details – Program Coordinator to Complete with the Student

- Does the Student need additional support to achieve the qualification? If yes, indicate the issue/s identified and what support and assistance will be provided?
  - ☐ Yes
  - ☐ No

<table>
<thead>
<tr>
<th>Issue/s identified:</th>
<th>Support and assistance:</th>
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<tbody>
<tr>
<td>NSW Health RTO Student Handbook; Course Guide; Student Assessment Workbook for each UOC; Student Resource Manual for each UOC; Handouts of PowerPoint presentations and activities; Textbook (“Management Strategies and Skills” by Judith Dwyer and Nicole Hopwood)</td>
<td></td>
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<tr>
<td>Student Name:</td>
<td>Version No:</td>
</tr>
<tr>
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### Units of Competency

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<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
<th>* Unit Type</th>
<th>Δ RPL, CT</th>
<th>Start Date</th>
<th>End Date</th>
<th># Delivery Modes</th>
<th>Name of trainer/ assessor</th>
<th>^ Assessment Methods</th>
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</thead>
<tbody>
<tr>
<td>BSBWOR404</td>
<td>Develop work priorities</td>
<td>E</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, WP, WE,</td>
<td></td>
<td></td>
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<tr>
<td>BSBMGT402</td>
<td>Implement operational plan</td>
<td>C</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, WE, CA</td>
<td></td>
<td></td>
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<tr>
<td>BSBRSH401</td>
<td>Identify risk and apply risk management processes</td>
<td>E</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, WE, CA</td>
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<td></td>
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<tr>
<td>BSBMGT403</td>
<td>Implement continuous improvement</td>
<td>E</td>
<td></td>
<td>4</td>
<td>J Khanvilkar</td>
<td>Q, WP, WE</td>
<td></td>
<td></td>
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<tr>
<td>BSBCUS402</td>
<td>Address customer needs</td>
<td>E</td>
<td></td>
<td>4</td>
<td>L Mitchell</td>
<td>Q, WE,</td>
<td></td>
<td></td>
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<tr>
<td>BSBWH401</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
<td>E</td>
<td></td>
<td>4</td>
<td>R Gilmour</td>
<td>Q, WE, TPV</td>
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<tr>
<td>BSBMM401</td>
<td>Make a presentation</td>
<td>E</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, OB</td>
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<tr>
<td>BSBLDR401</td>
<td>Communicate effectively as a workplace leader</td>
<td>C</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, WE, TPV</td>
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<tr>
<td>PSPGEN032</td>
<td>Deal with conflict</td>
<td>E</td>
<td></td>
<td>4</td>
<td>H Burton</td>
<td>Q, WE</td>
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<tr>
<td>BSBLDR402</td>
<td>Lead effective workplace relationships</td>
<td>C</td>
<td></td>
<td>4</td>
<td>M Gina</td>
<td>Q, WE, TPV</td>
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<tr>
<td>BSBMGT403</td>
<td>Show leadership in the workplace</td>
<td>E</td>
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<td>4</td>
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<tr>
<td>BSBLDR403</td>
<td>Lead team effectiveness</td>
<td>C</td>
<td></td>
<td>4</td>
<td>M Gina</td>
<td>Q, TPV, WE</td>
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β Ensure that the Version number is changed each time the Training Plan is changed.

<table>
<thead>
<tr>
<th>*Unit type</th>
<th>Δ Skills Recognition</th>
<th># Delivery Modes</th>
<th>^ Assessment Methods</th>
</tr>
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<tbody>
<tr>
<td>C: Core</td>
<td>RPL = Recognition of Prior Learning</td>
<td>Q = Written Questions (Activities, Exam, test, oral questions, quiz, short answer questions, scenarios, etc.)</td>
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<tr>
<td>E: Elective</td>
<td>CT = Credit Transfer</td>
<td>S = Simulations (simulated activities, clinical simulations)</td>
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</tbody>
</table>

TPV = Third Party Validation
OB = Observation (Workplace and/or Simulated Environment Observation)
WE = Workplace Evidence (samples of work, etc.)
O = Other (Specify)