

**Career Opportunities:**

Coordinator  
Leading Hand  
Supervisor  
Team Leader

**How do I Enrol?**

- Visit our Training Office  
- Call to make an appointment  
- attend an information and enrolment session  
Visit the [www.agb.edu.au](http://www.agb.edu.au) for more information.

**Payment Options:****Fee for Service Students**

*Deposit of 10% or no less than \$200 whichever is the greater is required prior to commencement of course.*

*Fortnightly or monthly payments must be paid as per direct debit payment schedule. Payment must be made in full eight (8) weeks prior to course completion date.*

**AGB Training currently offers Certificate IV in Leadership and Management.**

This qualification 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 provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

**Mode of Delivery:**

Classroom, Blended, Workplace

**Assessment:**

Methods of assessment may include:

- Knowledge Evidence
- Direct demonstration and observation
- Portfolios
- Projects
- Role plays, case studies and presentations

**Pathways:**

On successful completion students will have the knowledge and skills required for further training in BSB51915 Diploma of Leadership and Management or other relevant qualifications.

**Course Duration:** 26 weeks    **Duration inclusive of Holidays up to:** 39 weeks

**Course Fees:**

**Fee for Service Admin Fee:** \$2,500

**Text Book Fee:** \$104.95

**Entry Requirements:**

There are no AQF Pre Requisites for this qualification. The applicant will be required to successfully complete a Language Literacy and Numeracy (LLN) assessment and a Pre-Training Review.

For current policy, procedures, fees and funding eligibility relating to this course please visit our website [www.agb.edu.au](http://www.agb.edu.au)

**P: 1300 123 242**

[www.agb.edu.au](http://www.agb.edu.au)

**E: [training@agb.edu.au](mailto:training@agb.edu.au)**

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### Packaging Rules:

To achieve this qualification, the candidate must demonstrate a competency in 12 units of competency (4 core units and 8 elective units)

### Course Program

#### WHS

Elective BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

#### Customer Service

Elective BSBCUS401 Coordinate implementation of customer service strategies  
Elective BSBCUS402 Address customer needs

#### Work with others

Core BSBLDR402 Lead effective workplace relationships  
Core BSBLDR403 Lead team effectiveness  
Elective BSBWOR404 Develop work priorities

#### Team Leadership

Elective BSBLED401 Develop teams and individuals  
Elective BSBMGT401 Show leadership in the workplace  
Core BSBMGT402 Implement operational plan

#### Communication and Innovation

Core BSBLDR401 Communicate effectively as a workplace leader  
Elective BSBINN301 Promote innovation in a team environment  
Elective BSBLDR404 Lead a diverse workforce

### RPL and Credit Transfer:

For information about Recognition of Prior Learning (RPL) and/or Credit Transfers please contact AGB Training or visit our website. <http://www.agb.edu.au/local-training-courses/recognition-of-prior-learning>

### Modes of Delivery/Training Locations

Flexible Online Distance Education (FODE)

Extra - These units are above the minimum requirements for this course. They have been selected in consultation with industry to meet needs for industry.

**Disclaimer:** AGB Training has endeavoured to ensure that the information contained in this publication is correct at the time of printing.

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