

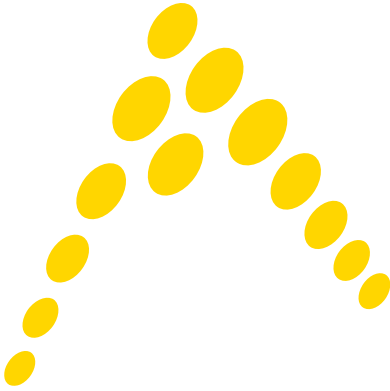
# AVELING

## Course Information

**BSB40520**

Certificate IV in Leadership and  
Management

ACHIEVE MORE™



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# AVELING

## **Jandakot**

(Head office)  
6 Orion Road,  
Jandakot WA 6164

## **Karratha**

Lot 1/975 Orkney Road,  
Karratha WA 6714

**T** +61 8 9379 9999  
**E** [training@aveling.com.au](mailto:training@aveling.com.au)  
**aveling.com.au**

   @AvelingTraining

Information is correct at time of printing and subject to change without notice.  
Please visit [aveling.com.au](http://aveling.com.au) for our latest course information.

RTO: 50503

## Overview

<b><i>BSB40520 Certificate IV in Leadership and Management</i></b>
<b>Cost:</b> \$ 3260 (GST free)
<b>Delivery:</b> Classroom – Jandakot

## The Aveling Approach

Aveling believes in an experiential and practical learning approach where you are able to apply what you learn as you go. This reinforces your learning and ensures you develop knowledge and skills that last when you go back to the workplace.

This course has been designed with a practical and interactive learning approach, where classroom learning is followed up with the opportunity to apply what you have learned in a workplace setting before moving onto the next session. This qualification will help you develop your leadership approach in a role where you are not only responsible for your own performance, but also provide leadership, guidance and support to others.

This program will suit those who are already a manager or leader looking to consolidate and build upon your existing skills and experience or have been recently promoted and need to gain an understanding of the best practice foundation skills needed to be a great leader.

## Course Details

Aveling's *BSB40520 Certificate IV in Leadership and Management* has four sessions, designed to be completed in any order but all four sessions must be successfully completed to achieve the qualification.

Classroom sessions take place at our purpose-built training facility in Jandakot between 8:00am and 4:00pm, You are required to arrive at our training facility by 7:45am for registration. You'll have time to grab a coffee or snack from our café and familiarise yourself with your learning environment prior to the class commencing.

With each classroom learning session, you will be provided with an assessment to complete in your own time. You will have two to three months to complete this assessment, see table in [Assessment](#) section below for further details.

### Session 1 Fundamentals of supervision

Price \$ 725 (GST free)

Days in class: 2 days

This course provides learners with the skills and knowledge for the role of supervisor, including how to establish effective workplace relationships and promote team effectiveness.

#### ***BSBLDR413 Lead effective workplace relationships***

Learn how to promote team cohesion through motivating, mentoring, coaching and developing a team and forming the bridge between the management of the organisation and team members.

#### ***BSBLDR414 Lead team effectiveness***

Learn how to lead the performance of a team while developing team cohesion through planning team outcomes, supervising performance and liaising with management.

### Session 2 Leading a team

Price \$ 725 (GST free)

Days in class: 2 days

This course provides the skills and knowledge to lead a team through identifying requirements, selecting appropriate strategies and understanding communication strategies in the workplace to monitor and support the team.

#### ***BSBLDR411 Demonstrate leadership in the workplace***

Support your transition from team member to team leader by preparing to demonstrate leadership by identifying organisational requirements and qualities for positive management performance, aligning behaviour with organisational values, and modelling leadership behaviour.

#### ***BSBXCM401 Apply communication strategies in the workplace***

Learn how to develop, apply and adapt effective communication strategies to support workplace relationships and achieve team and organisational goals.

### ***BSBXTW401 Lead and facilitate a team***

Learn how to select appropriate strategies to plan team outcomes and contingencies, while coordinating and supporting the team and monitoring team performance to develop opportunities for improvements.

## **Session 3 Operational risk and management**

Price \$ 1085 (GST free)

Days in class: 3 days

This course focuses on how to use operational plans to implement day-to-day activities or small projects and to proactively apply established risk management processes to help navigate uncertainties.

### ***BSBOPS402 Coordinate business operational plans***

Develop your skills and knowledge to implement, monitor and review business operational plans to support efficient workplace practices and achieve organisational objectives.

### ***BSBOPS403 Apply business risk management processes***

Develop your skills to identify, assess and manage business risks in accordance with organisational policies and procedures.

### ***BSBPEF401 Manage personal health and wellbeing***

Learn how to develop and implement physical health and mental wellbeing strategies to enhance your performance in operational and risk management.

### ***BSBWRT411 Write complex documents***

Learn how to plan, develop, review and finalise complex documents, such as reports, proposals and business letters.

## **Session 4 Development as a leader**

Price \$ 725 (GST free)

Days in class: 2 days

This course supports learners to prepare for difficult conversations, develop and use emotional intelligence and prioritise work tasks, while developing skills and knowledge to monitor and obtain feedback on work performance.

### ***BSBPEF502 Develop and use emotional intelligence***

Learn the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and promote development of emotional intelligence in others.

### ***BSBCMM412 Lead difficult conversations***

Develop skills to prepare for, lead and manage challenging workplace conversations to achieve constructive outcomes and maintain effective working relationships.

## ***BSBPEF402 Develop personal work priorities***

Learn how to plan and prioritise your own work tasks as well as addressing the skills and knowledge needed to monitor and obtain feedback on your personal work performance.

## Entry Requirements

There are no specific pre-requisites for this course however, to ensure this course is suitable for you, we ask that you consider the below.

### Course requirements

Ideally you will be in a leadership position or be able to simulate it within your workplace.

It is a requirement that you bring a laptop or tablet with you to enable you to complete classroom learning and assessment.

### Certificate IV learner requirements

It is expected that learners applying to a Certificate IV level course meet the following requirement:

- over 18 years of age
- minimum of 11 yrs of schooling, Certificate III Qualification or equivalent work experience or schooling
- ability to access and use technology to create business documents such as correspondence, plans and reports
- professional working proficiency in English to be able to participate in work meetings, have conversations with clients and carry out most work functions requested of them. A person at this level will be able to work independently, use a range of complex text and analyse and complete complex tasks.

### Language Literacy, Numeracy and Digital skills (LLND) Survey

If this is your first Aveling course, you will be required to complete a Language Literacy, Numeracy and Digital skills (LLND) survey to provide us with an understanding of your level of literacy and numeracy. A link to the LLND survey will be provided on your booking confirmation. Please complete this survey prior to attending your first day of training and advise Aveling of any additional support or assistance you may need.

Learners are required to have foundational to intermediate digital literacy skills, including the ability to navigate digital devices, use communication and collaboration tools and manage file and documents in an online environment with minimal to no guidance.

Based on the outcome of the survey, we may contact you to discuss options that will best suit your individual learning needs. If literacy support is required, additional costs may be incurred.

### Student visa holders

Sorry, this program is not available for international students holding a student visa. Aveling is not registered as a CRICOS provider therefore is unable to provide this training to anyone who holds an Australian Student Visa.

## How to enrol

Aveling offers each of the four sessions throughout the year. These sessions can be completed in any order, but all four must be successfully completed to achieve the qualification.

You can book and pay for the individual sessions, or plan ahead and book all of the sessions at once. We recommend that when you are selecting suitable dates for each of the four sessions, that you ensure you have enough time in between each session to complete the assessments from the previous session before starting the next one.

You can enrol by:

- clicking on 'Book Now' on our [BSB40520 Certificate IV in Leadership and Management](#) webpage
- emailing [training@aveling.com.au](mailto:training@aveling.com.au)
- phoning +61 8 9379 9999

## What to bring?

- **photo ID** to confirm your identity at reception during check-in
- your **USI number** (see below)
- a **laptop or tablet** to enable you to complete classroom learning and activities. Please ensure your device is fully charged at the start of each day. It may not be possible to charge during class times, but you will have the opportunity to charge during breaks.

## What is included?

- comprehensive Learner Guide
- pens & notepad
- learner support
- on classroom learning days:
  - fully catered morning & afternoon tea
  - fully catered lunch
  - free flowing tea, coffee and filtered water
  - complimentary Wi-Fi.

## Unique Student Identifier (USI)

Please ensure you bring your USI number to Aveling for check-in on the first day of your course. AQF certification cannot be issued without a verified USI. Learners can obtain their USI prior to arriving at Aveling by applying online at <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>. Further information on the USI can be obtained at [www.usi.gov.au](http://www.usi.gov.au).

## Recognition of Prior Learning (RPL)

RPL is a process that assesses your skills and knowledge (which may have been acquired through formal and informal learning) to determine if you meet the requirements for a unit of competency.

If you've already received training in a particular area, worked in a position that's enabled you to undertake industry relevant tasks, or simply been trained in-house through your organisation, you may be eligible to apply for RPL for a unit of competency.



Although it is not necessarily a quick or simple process, Aveling aims to provide applicants with a more flexible way of having their abilities, skills and knowledge assessed against the competencies in qualifications and nationally recognised units of competency.

For more information on RPL for one or more of the units in the *BSB40520 Certificate IV in Leadership and Management*, please contact us on +61 8 9379 9999 or email [training@aveling.com.au](mailto:training@aveling.com.au).

## Fees and charges

All courses require payment to be made at time of booking. Payment is made for each session during the booking process. Companies may provide a purchase order number if prior approval has been granted by Aveling.

- All cancellations or variations to course bookings must be received in writing by emailing [training@aveling.com.au](mailto:training@aveling.com.au) within the timeframes specified in the [Cancellation and Refund Policy](#).
- Non-attendance at any public course will incur an administration cost equivalent to the full course cost.
- An alternate person may be substituted prior to the commencement of the course at no additional cost.
- There is no refund to learners who are deemed 'Not Yet Competent' after the assessment.
- Please refer to Aveling's [Cancellation and Refund Policy](#) for cancellation information for specific courses and locations.
- As a learner, you have the right to a refund for services not provided. Aveling reserves the right to cancel any course. Should this occur, the payee is entitled to a full refund or re-schedule of training (if available) at no extra charge. Aveling will not be liable for any claims arising from course cancellation.
- Should Aveling be unable to provide a course or agreed service for any reason, or have to terminate the arrangement early, a refund of fees paid for services not provided will be given to the learner by Aveling. Learners who have already been assessed as competent for some units will be issued a Statement of Attainment for these units and the costs of issuing the Statement(s), including training, assessment and administration fees, will be deducted from the refund total.
- No certification will be issued until relevant fees and charges have been paid in full.
- Re-issuing of transcripts is free of charge is sent electronically.

## Assessment

The assessment is designed to assess your understanding of the skills and knowledge needed to address the key requirements for the qualification and in a workplace. This course includes in-class activities and workplace assessments, designed to solidify your classroom learning. You will complete assessments based on workplace scenarios after each classroom session.

This course includes knowledge questions and workplace assessments for each unit. The questions enable you to provide evidence of your understanding of the knowledge requirements of the associated units of competency, while the workplace assessments provide an opportunity for you to demonstrate your practical skills in a variety of scenarios within the workplace. Workplace Observation Reports completed by your manager or supervisor are to be completed as part of your assessment submission. Aveling Assessors use the information provided in the report together with your other submission items

to make an informed assessment of your competence in the units. Aveling Assessors may contact your manager or supervisor if further evidence is required to deem competence or for verification purposes.

While the timing will vary for each individual learner, we estimate that you will need to spend 5-10 hours per week to complete the assessments between the classroom session.

The below table indicates which assessment methods are used for each unit of competency included in the qualification.

Units of competency	Knowledge questions	Workplace assessment
<b>Session 1 Fundamentals of supervision</b>		
Assessments due 2 months after the last day of the session		
<i>BSBLDR413 Lead effective workplace relationships</i>	✓	✓
<i>BSBLDR414 Lead team effectiveness</i>	✓	✓
<b>Session 2 Leading a team</b>		
Assessments due 2 months after the last day of the session		
<i>BSBLDR411 Demonstrate leadership in the workplace</i>	✓	✓
<i>BSBXCM401 Apply communication strategies in the workplace</i>	✓	✓
<i>BSBXTW401 Lead and facilitate a team</i>	✓	✓
<b>Session 3 Operational and risk management</b>		
Assessments due 3 months after the last day of the session		
<i>BSBOPS402 Coordinate business operational plans</i>	✓	✓
<i>BSBOPS403 Apply business risk management process</i>	✓	✓
<i>BSBPEF401 Manage personal health and wellbeing</i>	✓	✓
<i>BSBWRT411 Write complex documents</i>	✓	✓
<b>Session 4 Development as a leader</b>		
Assessments due 2 months after the last day of the session		
<i>BSBPEF502 Develop and use emotional intelligence</i>	✓	✓
<i>BSBCMM412 Lead difficult conversations</i>	✓	✓
<i>BSBPEF402 Develop personal work priorities</i>	✓	✓

## Assessment attempts

You will have three attempts to achieve competency. Failure to submit by the due date counts as an attempt.

If your first assessment attempt is not satisfactory you may be contacted by your assessor for minor clarifications, or you may receive an email from our assessment team detailing the further work that is needed.

You will only be required to resubmit the part(s) of your assessment that your assessor marked as unsatisfactory. Please contact your assessor to clarify any additional evidence requirements, the feedback provided or to request additional support.

You will be advised of the due date to submit your reassessment / additional evidence at this time. Failure to submit by the advised due date will count as an attempt.

If after three attempts, you are deemed as 'Not Yet Competent', further training may be required.

## Learner support

If you are experiencing any challenges that may impact your learning or progress, we encourage you to contact Aveling as early as possible. Whether you need additional support, are facing personal or study-related difficulties, or wish to discuss circumstances that may affect your training, our team is here to help. We encourage you to disclose any support needs so we can work with you to explore reasonable solutions and assist your learning experience to be positive and successful.

Aveling provides two-hour group support workshops facilitated by an Aveling trainer and assessor, run regularly at our Jandakot venue. Three (3) support workshop sessions are included for free with each Nationally Recognised course you are enrolled in.

Additional support can be arranged, if needed, at a cost of \$120 per hour.

Places on each session are limited so bookings are essential. Call +61 8 9379 9999 to book your place.

## General information

For further information about Aveling, available products and services or our policies please see our [website](#) and learner handbook.