



Certificate IV Leadership and Management
Course Information Handbook

BSB40520

Table of Contents

Welcome to The Cairnmillar Institute	4
The Cairnmillar Institute	5
Certificate IV Leadership and Management	6
Entry Requirements.....	6
Duration of the Course.....	7
Graduate Learning Outcomes.....	7
Career Opportunities.....	8
Professional Recognition.....	8
Course Structure & Nominal Hours.....	9
Coursework Units.....	9
Enrolment Conditions.....	12
Attendance.....	12
Online Etiquette.....	12
Submission of Written Work.....	12
Referencing & Style Guidelines.....	13
Assessment Grades & Records.....	13
Extensions.....	13
Special Consideration.....	13
Word Limit.....	14
Late Submissions.....	14
Samples of Work.....	14
Recognition of Prior Learning.....	14
Marking Scales & Grade Definitions.....	14
Academic Integrity.....	14
Course Progress.....	15
Policies & Procedures.....	15
Copyright.....	15
Professional Standards.....	15
Student Support, Counselling, & Wellbeing.....	15
Tuition Fees.....	16

Termination of Enrolment	17
Graduation	17
Library Services.....	17
Office 365	17
Student Email	18
Computer & Printer Access	18



Welcome to The Cairnmillar Institute

Congratulations on your success in obtaining a place in the Certificate IV Leadership and Management. This course information handbook addresses many aspects and requirements of the course. It should be read in conjunction with the Institute's Policies and Procedures.

These resources provide all the information you need to successfully navigate your way through the different components of the course. If you find anything missing from these handbooks, please let us know.

The Cairnmillar Institute and staff wish you an enjoyable and rewarding professional experience.



Professor Kathryn von Treuer
CEO and Provost

The Cairnmillar Institute

The vision of the Cairnmillar Institute is to be globally recognised as a centre for psychological treatment, higher education, community education and research in the fields of Psychology, Counselling and Psychotherapy. The Institute is an Australian Health Promotion Charity and non-profit body, as well as a Registered Training Organisation (RTO) that provides Nationally Recognised Training (NRT). This means you can be assured that our training will provide you with a qualification that is recognised and respected across Australia.



As one of our VET students you will receive all the benefits of our higher education and professional training history. You will be taught practical skills by practicing psychologists and professionals, and have access to specially designed and selected learning materials created by experienced learning designers and academics.

Our aim is to offer relevant programs and services tailored to our professional and client community needs. The service growth and regional reach of Cairnmillar is underpinned by our values of respect, integrity and professionalism and a focus on quality and standards. Connection with business partners and community, and a focus on quality is critical to our business development and will directly enhance our client and student experience. We also aim to strengthen our contribution to the body of research that informs community in practice, and education.

Certificate IV 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 are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams. They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

Entry Requirements

Entrants will normally be 18 years of age or older, must be proficient in English and technologically literate, with sound ability using computers and online tools, as well as access to a laptop or home computer for research tasks.

Applicants must complete the online enrolment form through the VET applications portal, and:

- Satisfy academic suitability, by meeting **one** of the following:
 - Provide a copy of your Year 12 certificate from a recognised state or territory authority (not your school), OR
 - Hold a Certificate IV or higher qualification (delivered in English), OR
 - Complete a Language, Literacy and Numeracy (LLN) assessment - this will be provided during your application process.
- Provide a short-written statement (500 words) about why you want to study this course.
- Submit evidence of identity and citizenship status (e.g. passport or birth certificate).

Suitable applications may be invited to attend a 10-minute Study Readiness phone interview with members of the VET team. This interview also provides students the opportunity to discuss any questions they have about the proposed course of study, ensuring their goals for the subject are met.

If you are unsure about your suitability or eligibility for this program, please contact pd@cairnmillar.edu.au to discuss your specific situation in more detail.

Please note: Cairnmillar's courses are subject to minimum and maximum group numbers. Courses may be cancelled or postponed if minimum numbers are not achieved by the start date

of the course. Courses may close prior to the start date if the maximum numbers are reached. In that situation, eligible applicants will be offered a place in the next available intake.

Enrolment Dates

Applications for enrolment will normally close two weeks before the start of teaching, or when the course is full, whichever is sooner. Applications for enrolment are processed through our [Online Application Portal](#).

Once you have submitted the form to enrol in the course, your eligibility for entry will be assessed and you will be sent a formal enrolment acceptance notice, this notice will confirm that you are enrolled in all units and terms as detailed in this Course Handbook. You will have 10 working days to respond to your enrolment acceptance notice and can withdraw from the course without penalty during that time or any time prior to the first 'withdrawal date', whichever is later.

Duration of the Course

Students can enter the course at the beginning of each term – February, April, July and September. The course takes 12 months to complete in total and meets the requirements of a part-time program.

Graduate Learning Outcomes

Graduate learning outcomes for the BSB40520 Certificate IV in Leadership and Management include the ability to lead and manage a team, communicate effectively, coordinate operational plans, make confident decisions, and promote positive team culture within a wide range of industry contexts. These outcomes are focused on developing practical skills for team leadership and management, enabling graduates to drive business success.

- Ability to lead and manage teams, fostering cohesion and motivating individuals to achieve business goals.
- Expertise in using communication for influence, building strong workplace relationships, and enhancing operational efficiency.
- Skills to coordinate and manage operational plans, monitor performance, and contribute to achieving organisational objectives.
- Confidence in making sound decisions and solving problems effectively within the workplace.
- Capacity to demonstrate leadership through professional conduct, taking responsibility, and setting a positive example.

- Knowledge and skills to actively participate in strategic and operational planning processes.
- Ability to identify and manage workplace risks, ensuring a safe and compliant working environment.
- Skills to establish professional networks, opening doors to further studies and enhanced career prospects.

Career Opportunities

Potential career outcomes include team leader, supervisor, leading hand, and coordinator.

Graduates who have successfully completed this qualification can apply for the [Diploma of Leadership and Management](#), allowing them to continue to develop their skills, experience, and career.

Professional Recognition

At the time of publication, this course is not professionally accredited or formally recognised by any external professional body.

Course Structure & Nominal Hours

Course Details: 5 core units and 7 electives.

Part-Time Course Structure:

Year	Term	Unit Code	Unit Title	Nominal Hours
1	1	BSBLDR411	Demonstrate leadership in the workplace	50
1	1	BSBLDR413	Lead effective workplace relationships	50
1	1	BSBOPS402	Coordinate business operational plans	40
1	2	BSBXC401	Apply communication strategies in the workplace	50
1	2	BSBXTW401	Lead and facilitate a team	50
1	2	BSBSTR502	Facilitate continuous improvement	60
1	3	BSBSTR401	Promote innovation in team environments	40
1	3	BSBLDR412	Communicate effectively as a workplace leader	40
1	3	BSBCMM412	Lead difficult conversations	40
1	4	BSBLDR414	Lead team effectiveness	50
1	4	BSBPMG430	Undertake project work	50
1	4	BSBESB407	Manage finances for new business ventures	60

Coursework Units

Each of the units of study are detailed below. Please note students must pass all units before being eligible to graduate.

- **BSBLDR411 Demonstrate leadership in the workplace**
This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

The unit applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These leaders have a strong influence on the work culture, values and ethics of the teams they supervise.

- **BSBLDR413 Lead effective workplace relationships**

This unit describes the skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

The unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context. At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

- BSBOPS402 Coordinate business operational plans

This unit describes the skills and knowledge required to implement operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance, as required.

The unit applies to individuals who plan activities to achieve team and organisational objectives. At this level, work will normally be carried out within routine and non-routine methods and involve procedures that require planning, evaluation, leadership and guidance of others.

- BSBXCM401 Apply communication strategies in the workplace

This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.

This unit has a specific focus on the communication skills required for supervisor level workers with responsibility for other workers.

- BSBXTW401 Lead and facilitate a team

This unit describes the skills and knowledge required to effectively lead and facilitate a team in a workplace within any industry.

This unit has a specific focus on the teamwork skills required for team leader or supervisor level (depending on organisational structure) workers with responsibility for others or teams.

- BSBSTR502 Facilitate continuous improvement

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

The unit applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

- BSBSTR401 Promote innovation in team environments

This unit describes the skills and knowledge required to identify and implement ways of promoting innovation within team environments in the workplace.

The unit applies to individuals who are team participants or team leaders responsible for playing a proactive role in demonstrating innovation in a formal or informal team environment.

- BSBLDR412 Lead difficult conversations

This unit describes the skills and knowledge required to prepare, facilitate and lead difficult conversations.

The unit applies to individuals who may work as managers and leaders, and are required to lead difficult conversations in the workplace. They contribute well developed verbal and relationship building skills in having difficult conversations.

- BSBLDR414 Lead team effectiveness

This unit describes the skills, knowledge and outcomes required to lead the performance of a team and to develop team cohesion.

The unit applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

- BSBPMG430 Undertake project work

This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

The unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

- BSBESB407 Manage finances for new business ventures

This unit describes the skills and knowledge required to implement and review financial management strategies, including by using new and emerging digital technologies and interpreting financial reports and other numerical data.

The unit applies to those establishing a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

Enrolment Conditions

See also: Enrolment Conditions on [the Cairnmillar eLearn](#) for a copy of the current enrolment conditions.

Attendance

It is an expectation that students will attend all classes*. If you anticipate being absent, please advise your Course Coordinator via email. Planned absences of several weeks should also be discussed with your Course Coordinator.

Note: In accordance with national and state recommendations for social distancing due to COVID-19, we consider classes* to include to include synchronous online activities such as tutorials and lectures held in online platforms such as Zoom or Microsoft Teams.

Online Etiquette

Students are expected to comply with the Cairnmillar Institute's policies and regulations concerning etiquette during online classes, webinars, and in their electronic communications including the TLP008 Student Social Media policy and FSP002 Discrimination Bullying Harassment Policy. All Policies and Procedures can be found [here](#).

Submission of Written Work

Each unit of competency has an assessment workbook to help you complete all of the required tasks and evidence for the unit. You may be required to complete workplace observations, in class activities, in class tests, or other scheduled activity which will be detailed in your unit workbooks. Your teacher will talk through these activities with you on the first day of each term.

You have until the end of your enrolment period to finish and submit all of your workbooks for that term, but many activities are completed in class or at suggested times to help keep you on track with your learning.

All written assessment tasks, unless otherwise instructed by a unit coordinator, must be prepared in [Microsoft Word](#) and submitted via [the Cairnmillar eLearn](#). Please refer to the relevant assessment documents within the unit modules on [the Cairnmillar eLearn](#) and the Assessment Style Guides and Formatting guide for more information on written assignment requirements.

Referencing & Style Guidelines

The referencing and format for all assignments must be in APA 7 style. Please see APA Style Referencing. See also Assessment Style Guides and Formatting on [the Cairnmillar eLearn](#).

Assessment Grades & Records

Final results for each unit will be calculated, then published on the [the Cairnmillar eLearn](#) by the relevant results publication date. The marks for your final assessment will be withheld until after the release of your final marks.

Extensions

An extension may be granted for assignments where there is evidence of unexpected disruptions in the student's available work time. Extensions must be applied for and approved in accordance with the Assessment Policy and Procedures and any other published procedures found on the Institute's website.

Applications must be made via the appropriate [form](#) before the due date and submitted to the Course Coordinator. An extension is valid only after it has been approved by the Course Coordinator.

Information about extensions, special considerations and alternative assessments can be found in your [VET Student Handbook](#). See also [the Cairnmillar eLearn](#) for more information on how to apply for an [assignment extension](#).

Special Consideration

Special consideration may be granted in situations where an extension is not possible, such as an exam or in-class work that has been missed. You should first discuss your situation with your Course Coordinator before applying. Please see the Assessment Policy and Procedures found on the Institute website for more information. Please see [the Cairnmillar eLearn](#) for how to apply for special consideration.

Word Limit

Students must adhere to the word limits provided in Unit Outlines and Assessment Guides. Please refer to your unit within [the Cairnmillar eLearn](#) for information regarding word limits for each assessment task.

Late Submissions

Late assessment submissions may impact on your assessment of competency. Please refer to the assessment criteria on [the Cairnmillar eLearn](#).

Samples of Work

Samples of student work may be taken for purposes of course accreditation and benchmarking. In all cases anonymity will be preserved. If you object to your work being copied for this purpose you must advise the Course Coordinator when submitting assignments.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where a student may be granted credit or partial credit towards a qualification in recognition of previous study, skills or experience. RPL can only be granted for units prior to the commencement of your course.

See [the Cairnmillar eLearn](#) and the [Recognition of Prior Learning Policy](#) for more information on how to apply for RPL or credit transfer.

Marking Scales & Grade Definitions

You can view Cairnmillar's grade-mark schema on [the Cairnmillar eLearn](#).

Academic Integrity

Breaches of academic integrity are serious academic offences. It is the responsibility of all students to access, read, and familiarise themselves with the Institute's Academic Integrity and Student Conduct Policy and Procedures. See [the Cairnmillar eLearn](#) for more information about Academic Integrity at Cairnmillar.

All students must complete an Academic Integrity Module and Quiz on [the Cairnmillar eLearn](#) prior to beginning classes at Cairnmillar. Assessment marks are withheld if students have not completed the Academic Integrity Module and Quiz. Please see [the Cairnmillar eLearn](#) for more details.

Course Progress

The Academic Integrity and Progress Committee (AIPC) is a sub-committee of the Academic Board and is normally chaired by the Dean. The AIPC review incidents of possible plagiarism and other breaches of academic or research integrity, such as collusion or cheating in exams.

The AIPC also support students who have poor academic performance or are at risk of failing a course through an academic progress intervention and Student Progress Agreements. Please see Academic Integrity and Progress Review Hearings on [the Cairnmillar eLearn](#) for detailed information.

Policies & Procedures

It is the responsibility of all students to access, read, and familiarise themselves with the Institute's Policies and Procedures. These are published on our [Institute's website](#). Detailed supporting information, guides and forms can be found on [the Cairnmillar eLearn](#).

Copyright

There are copyright laws that we need to be aware of and adhere to. Please see the [Australian Copyright Council's](#) website for full information on this topic.

Professional Standards

When you study at the Institute you are starting your professional career in counselling. It is important that students act appropriately as representatives of both the Institute and the profession more broadly.

Students are expected to show respect for staff, clients, and other students, and our faculty environment at all times and can expect the same in return. Racism, sexism, homophobia, transphobia, ableism, and other forms of prejudice will not be acceptable.

If you feel unsafe at any time, or have concerns about the professional conduct of any member of the Institute's community, you are encouraged to let a staff member know as soon as possible.

Student Support, Counselling, & Wellbeing

For information regarding Student Counselling, Disability, International Student, Academic & Writing, and any other support services for students, please see the [Student Support hub](#) on [the Cairnmillar eLearn](#).

Tuition Fees

Information regarding the payment of fees, including VET Student Loans, can be obtained from our public website, see [Tuition Fees](#).

Course Withdrawals and Refunds

Each term or teaching period will have a 'census/withdrawal date' which is the last date at which you can withdraw from a module or unit without academic or financial penalty. If you withdraw prior to the withdrawal date then all fees paid for that module enrolment will be refunded. The census/withdrawal date is normally 14 days after the first class.

If you withdraw after the withdrawal date then the fees for that enrolment period will not be refunded and an incomplete 'late withdraw fail' result will be recorded against the module and units. Any future enrolment periods for that course will be withdrawn and invoices will not be levelled for those future enrolments.

Completed units will not be refunded.

Check your Course Webpage for specific census/withdrawal dates.

Withdraw from a Course or Program

Submit the [Course Withdrawal or Leave of Absence form](#) if you need to withdraw from one or more units/subjects, apply for a Leave of Absence (LOA), withdraw from your course, or request an early exit.

Late Withdrawals

If you withdraw from a unit after the census date then it is considered a **late withdrawal**. When a course or program withdrawal is processed we will also withdraw you from any current or future units. The census dates will still apply for those units.

You will not normally get a refund for any tuition fees paid either upfront or on VET Student Loans. In some cases, if unforeseen special circumstances have impacted you after the census date you may be able to apply for a [Late Remission of a FEE-HELP Debt for Special Circumstances](#).

Your result will be a "Late Withdraw Fail". This means the grade for the unit enrolment will be LD for 'Late Withdrawal' on your transcript, and the status of the unit attempt will be 'Failed'. This record will remain even if a remission for special circumstances is approved.

It will be clear that this was not a "natural fail" and most institutions, employers and other organisations will understand what is meant by the grade.

Check [the Cairnmillar eLearn](#) for specific withdrawal dates.

Termination of Enrolment

Cairnmillar reserves the right to terminate a person's enrolment in a course if the student:

- fails to meet the complete assessment task requirements or breaches the Institute's privacy and ethical conditions
- exceeds the maximum (3 years) or negotiated time for completion of the course, or
- other conditions as specified in the Enrolment Conditions.

See [the Cairnmillar eLearn](#) for details on the Institute's Academic Progress procedure.

Graduation

To be eligible to have the relevant qualification awarded, a student must:

- comply with all the Institute Policies and Procedures;
- pay all relevant fees and charges;
- complete all requirements prescribed for the course of study at least at a PASS level;
- submit the relevant intention to graduate form by the due date.

The appropriate awards are given on satisfactory completion of the course. These are presented at a special annual ceremony or given (posted) directly to students for a fee.

For more information see: Graduating from your course on [the Cairnmillar eLearn](#).

Library Services

The Library at the Cairnmillar Institute is a specialist library resource, aimed at supporting the work of the Institute, focusing on the curriculum, teaching, research, and clinical requirements of the students, academic staff, clinical staff, and researchers.

Appointments about Library and research skills can be made through the [Library](#).

Please visit the [Library](#) page on [the Cairnmillar eLearn](#) for more information.

Office 365

All students have access to [Office 365](#) while studying at Cairnmillar. Your Office365 account includes free access to Microsoft Word, Excel, PowerPoint, Outlook (student email), and much more.

Students also have access to 1TB of OneDrive storage. Find more information on [Office 365](#) on [the Cairnmillar eLearn](#).

Student Email

Students are provided with a Cairnmillar student email and are required to check this account regularly while enrolled. See [Accessing your Cairnmillar Student Email](#) on [the Cairnmillar eLearn](#).

Computer & Printer Access

Each student has their own personal [OneDrive](#) account which can be accessed across any computer. Please see [Printing/Copying at Cairnmillar](#) on [the Cairnmillar eLearn](#) for more information.

