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# Program Guide

## BSB40520 Certificate IV in Leadership and Management



**Health**  
Registered Training  
Organisation

RTO Number 90198



**HEALTH  
EDUCATION  
& TRAINING  
INSTITUTE**

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# Table of Contents

Introduction.....	4
Target Group .....	4
Program Learning Outcomes .....	4
Program Entry and Eligibility Requirements .....	5
Language, Literacy and Numeracy Requirements.....	5
Program Application and Selection Process.....	6
Program Duration.....	6
Delivery Mode .....	7
Program Content.....	8
Program Structure.....	8
Program Scheduling/Timetable .....	10
Training Location.....	11
Assessment Requirements.....	11
Assessment Methods .....	11
Assessment Plan.....	12
Submission of Assessments .....	12
Requesting an Extension.....	13
Recognition of Prior Learning .....	13
Credit Transfer.....	13
Qualification Pathway.....	14
Exit Pathway.....	14
Withdrawal.....	14
Academic Misconduct .....	14
Academic Progress .....	15
Referencing Guidelines .....	15
Materials and Equipment .....	15
General Resources.....	15
Access and Equity Arrangements .....	16
NSW Government Funding Subsidy.....	16
Program Fees, Refunds and Payment Options.....	17
Program Enquiries.....	17
Training Plan.....	18

## Introduction

Welcome to BSB40520 Certificate IV in Leadership and Management program undertaken at the Centre for Education and Workforce Development, Sydney Local Health District.

This document aims to inform interested applicants of the essential elements of the BSB40520 Certificate IV in Leadership and Management

This qualification will enable you to master the theoretical and practical elements of leadership and management. The focus of this program is on learning through workplace experiences and change initiatives. You 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](https://www.slhd.nsw.gov.au/services/rto/students_policies.html)

## Target Group

The BSB40520 Certificate IV in Leadership and Management 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 who may be required to provide leadership to health staff in clinical and non-clinical roles.

Students:

- may be currently supervising a team of staff
- may aspire to supervise a team of staff
- have actively sought inclusion in the training program

This course is an opportunity for existing, emerging and aspiring managers to develop the required skills and knowledge to manage or lead people and contribute to improving workplace culture.

## Program Learning Outcomes

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

- Demonstrate leadership in the workplace
- Apply communication strategies in the workplace
- Lead effective workplace relationships
- Lead and facilitate a team
- Coordinate business operational plans
- Facilitate continuous improvement
- Apply business risk management processes
- Implement and monitor WHS policies, procedures and programs
- Implement customer service strategies
- Manage Personal Health and Wellbeing
- Develop personal work priorities
- Develop and use emotional intelligence

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

## Program Entry and Eligibility Requirements

Students must be existing, aspiring or emerging leaders in SLHD with a variety of relevant academic, work and life experiences. They:

- May be currently supervising a team of staff
- may aspire and have potential to supervise/manage a team of staff

Students must be NSW Health staff and be nominated by their manager and have completed all pre-enrolment approvals and requirements before enrolment in the BSB40520 Certificate IV in Leadership and Management. Students are required to complete:

- An expression of interest (EOI) application process is completed prior to enrolment.
- An LLN assessment at enrolment to ensure that the student is equipped with the learning, literacy and numeracy skills to effectively engage in the course.
- Application and approval processes to be completed by applicant and their manager via My Health Learning.

## 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 an 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.

This program requires you to sit the LLN assessment using an online tool called LLN Robot. Your course coordinator will send you out a flyer explaining the process.

# Program Application and Selection Process

## Application

All students must apply for this Program via the completion of an Expression of Interest. You must obtain your Manager's approval to undertake the Program.

## Expression of Interest (EOI)

All EOIs will be assessed and a decision will be made by the program coordinators 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
2. AVETMISS
3. RTO Participant Declaration
4. RTO Enrolment Data Collection Form
5. Any other related forms specific to the program

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 an 11 month period, commencing on 11 June 2021 and finishing on 31 May 2022.

During this period students will:

- Attend:
  - 10 face to face full or part day sessions directly related to the units of competency
  - 1 additional face to face full day Conflict Resolution course
- Undertake:
  - Workplace activities including a workplace continuous improvement project, substantial communication activity, WHS inspections, and various other workplace activities as

outlined in the Student Assessment Workbooks.

- Complete and submit all assessment requirements by the due dates
- You must attend all sessions outlined in the table below. These sessions are designed to help enhance your knowledge and skills in relation to the unit/s of competency covered under this qualification.
- You will also be required to undertake a range of self-directed learning such as pre-reading of learning materials, research, undertaking online modules and a range of relevant workplace learning activities. This is estimated to be a **minimum** of four (4) hours of personal study time per week, with some of these activities being able to be undertaken as part of daily work activities.

## Delivery Mode

**This qualification is delivered through:**

- Face-to-face and virtual workshops
- Online learning via the Moodle and My Health Learning eLearning modules
- Workplace on-the-job learning
- Online forums and chats

## Program Content

This qualification requires the completion of 12 Units of Competency made up of 4 Core Units and 8 Elective Units.

Code	Unit title	Core/Elective
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBXTW401	Lead and facilitate a team	Core
BSBOPS402	Coordinate business operational plans	Core
BSBOPS403	Apply Business Risk Management Process	Elective A
BSBSTR502	Facilitate continuous improvement	Elective A
BSBPEF402	Develop personal work priorities	Elective A
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective A
BSBPEF502	Develop and use emotional intelligence	Elective B
BSBOPS404	Implement customer service strategies	Elective B
BSBPEF401	Manage Personal Health and Wellbeing	Elective B

As part of the qualification, you will also receive training in the following two (2) topics:

1. Myers Briggs Type Indicator
2. Conflict Resolution

## Program Structure

You must attend 10 days of workshops conducted from June 2021 to May 2022. These workshops are designed to help enhance your knowledge and skills in relation to the Units of Competency in this qualification.

The Conflict Resolution (1 day face-to-face) course is additional to the Certificate IV in Leadership and Management. This needs to be applied for through My Health Learning and attendance is required at a time suitable to the student, within the training period.

### Online Delivery

Students will be enrolled into our Moodle Learning Management System (LMS) platform to support the delivery of this qualification. In this online space, you will find:

- learning resources,
- your assessments,



- pre-workshop activities and
- online discussion forums for tutorial assistance and to communicate with other students enrolled in the program.

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

Students are required to complete the following e-learning courses on MHL. Each course must be completed prior to the relevant face to face sessions.

- 206764095 Recruitment Module 1 – Pre Selection
- 206764765 Recruitment Module 2 – Selection
- 206767071 Recruitment Module 3 – Post Selection
- 40380774 Implementing Performance Development
- 396662644 Code of Conduct
- 39966648 Privacy – Know Your Boundaries

### **Workplace-on-the-job learning**

The course will provide you with skills and knowledge that you will be able to apply in the workplace. You are expected to actively look for opportunities to do so as well as discussing such opportunities with your manager. Such activities include:

- Chairing meetings
- Writing reports
- Creating strategies
- Writing briefs
- Creating departmental learning plans
- Conducting risk assessments
- Conducting WHS inspections
- Completion of a continuous improvement project for your department
- Presentation of your continuous improvement project to the course coordinator and Certificate IV Leadership and Management students.

## Program Scheduling/Timetable

Block	Day	Date	Time	Content
1	Day 1	11.6.21	0900 - 1630	<ul style="list-style-type: none"> <li>• Program Orientation - Introduction</li> <li>• Moodle</li> <li>• BSBPEF402 Develop Personal Work Priorities (Elective)</li> </ul>
	Day 2	2.7.21	0900 – 1630	<ul style="list-style-type: none"> <li>• Business Writing</li> <li>• BSBSTR502 Facilitate Continuous Improvement (Elective)</li> </ul>
	Day 3	16.7.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBLDR411 Develop leadership in the workplace</li> <li>• BSBLDR413 Lead effective workplace relationships</li> </ul>
<b>Winter Break – Project work and assessment completion for block 1</b>				
2	Day 4	3.9.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBOPS402 Coordinate business operational plan</li> </ul>
	Day 5	1.10.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBXTW401 Lead and facilitate a team</li> <li>• MBTI</li> </ul>
	Day 6	15.10.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBPEF502 Emotional Intelligence</li> </ul>
	Day 7	5.11.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBXCM401 Apply communication strategies in the workplace</li> </ul>
	Day 8	26.11.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBOPS403 Apply business risk management processes</li> </ul>
	Day 9	10.12.21	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBWHS411 Implement &amp; Monitor WHS Policies, Procedures &amp; Programs to meet Legislative Requirements</li> </ul>
<b>Summer break – complete project and assessments due</b>				
	Day 10	4.2.22	0900 – 1630	<ul style="list-style-type: none"> <li>• BSBOPS404 Implement customer service strategies</li> <li>• BSBPEF401 Manage personal health and well being</li> </ul>
<b>Marking and completion</b>				

Program timetable is subject to change. Please consult with the program coordinator for any clarification.

## Training Location

Centre for Education and Workforce Development, Sydney LHD, Rozelle Campus

## Assessment Requirements

To receive the BSB40520 Certificate IV Leadership and management, 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 (UOC). These workbooks contain detailed information relating to the assessment requirements and outline the tasks which require completion.

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

## Assessment Methods

The following assessment methods have been adopted for the program:

- Written Activities (short answer questions, scenarios)
- Workplace Projects and Activities
- Workplace evidence (samples of work, etc.)
- Role Play
- Observation (Workplace and/or Simulated Environment Observation)
- Case Studies
- Supervisor/Manager Reports

## Assessment Plan

UOC Code	UOC Name	Workbook	Due Date
<b>BSBPEF402</b>	Develop Personal Work Priorities	1	12 Sept 2021
<b>BSBSTR502</b>	Facilitate Continuous Improvement	2	28 Feb 2022
<b>BSBLDR411</b>	Develop leadership in the workplace	3	15 Aug 2021
<b>BSBLDR413</b>	Lead effective workplace relationships	4	12 Sept 2021
<b>BSBOPS402</b>	Coordinate business operational plan	5	6 Mar 2022
<b>BSBXTW401</b>	Lead and facilitate a team	6	24 Oct 2021
<b>BSBPEF502</b>	Emotional Intelligence	7	14 Nov 2021
<b>BSBXCM401</b>	Apply communication strategies in the workplace	8	5 Dec 2022
<b>BSBOPS403</b>	Apply business risk management processes	9	2 Jan 2021
<b>BSBWHS411</b>	Implement & Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements	10	6 Feb 2022
<b>BSBOPS404</b>	Implement customer service strategies	12	6 Mar 2022
<b>BSBPEF401</b>	Manage personal health and well being	11	10 Apr 2022

## 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 notified if you:

- Fail to submit your assessment on time, without prior approval

You must include all the submission requirements for each assessment workbook

All assessment submissions must be typed and answered via the Moodle. Hand written submissions will not be accepted.

## 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 your program coordinator 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 coordinator 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 qualification or SOA by producing evidence of what they already know, can do, or have done.

Applicants interested in claiming recognition for one or more units of competence within this Program should contact the Program Coordinator to discuss eligibility and process requirements.

## Credit Transfer

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

To apply for credit transfer, or to find out more, contact your Program Coordinator prior to or on enrolment to discuss arrangements.

## Qualification Pathway

After achieving this qualification, you may undertake:

BSB50420 Diploma of Leadership and Management

BSB0820 Diploma of Project Management

Upon completion of this program you will have the skills and knowledge to apply for supervisory roles, team lead or management positions.

## Exit Pathway

Students who complete all requirements of the BSB40520 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 completing a full qualification will only be granted a Statement of Attainment for UOCs completed and marked competent.

A Statement of Attainment will not be issued if all requirements for at least one 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.

## 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

The Centre for Education and Workforce Development follows the APA Referencing guidelines. This is the most commonly used method of referencing, which uses the Author-Date system. The Referencing Guidelines are provided in the following internet link:

<https://apastyle.apa.org/style-grammar-guidelines/citations>

## Specific Resources

You will be provided with access to the Moodle (ESP) where you will find learning resources, guidelines for the course and assessment tasks.

All funded (smart and skilled) students will be supplied with the following textbook:  
Leadership and Management Theory and Practice 7<sup>th</sup> edition Cole 2019.

## Materials and Equipment

All funded (smart and skilled) students will be supplied with the following textbook:  
Leadership and Management Theory and Practice 7<sup>th</sup> edition Cole 2019.

## General Resources

Sydney Local Health District's Centre for Education and Workforce Development will provide relevant presentations and reference material to students on the 12 face to face workshops. All these can be found on the Moodle.

## 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 Sydney Local Health District employees will be paid by Sydney Local Health District.

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](http://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:

### **Centre for Education and Workforce Development, Sydney Local Health District**

Address: Building 301, Entrance Gate A  
Corner Balmain and Cecily Street  
LILYFIELD NSW 2040

#### **Program Coordinator**

Name: Vicki Nicolaou  
Title: Senior Workforce Development Consultant  
Telephone: 87553518  
Email: [Vicki.nicolaou@health.nsw.gov.au](mailto:Vicki.nicolaou@health.nsw.gov.au)

#### **Administration**

Phone: (02) 8755 3500  
Email: [SLHD-CEWD@health.nsw.gov.au](mailto:SLHD-CEWD@health.nsw.gov.au)  
Intranet: <http://www.slhd.nsw.gov.au/cewd/default.html>  
Internet: <http://www.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

Full Name			
Position			
Personal Address			
Phone	Mobile		Work
Email			
<b>Student Declaration:</b> I the undersigned, agree that: <ol style="list-style-type: none"> <li>I have been given the opportunity for input into the development of this Training Plan</li> <li>I am aware of, and agree to, my responsibilities as outlined in this Training Plan.</li> <li>I will make every effort to successfully complete the training outlined in this Training Plan.</li> <li>I have received a Program Guide for the training I am undertaking</li> <li>I have received and/or have access to an electronic/online copy of this training plan</li> <li>I will notify the program staff with any changes to my details</li> </ol>			
Student Signature		Date signed	

## BSB40520 Certificate IV Leadership and Management - Program Coordinator to Complete

Qualification Code	BSB40520		
Qualification Title	Certificate IV in Leadership and Management		
Training Start Date	11 June 2021	Training Completion Date	31 May 2022

## Delivery Site Contact Details - Program Coordinator to Complete

Program Coordinator Name	Vicki Nicolaou		
Position Title	Senior Workforce Development Consultant		
Phone:	Mobile	-	Work
Email Address	<a href="mailto:Vicki.Nicolaou@health.nsw.gov.au">Vicki.Nicolaou@health.nsw.gov.au</a>		
Program Coordinator Signature		Date signed	

## 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?	Issue/s identified:	Support and assistance:
<input type="checkbox"/> Yes <input type="checkbox"/> No		
What learning materials and resources will be provided to the Student by the RTO?	Leadership & Management: Theory and Practice, 7 <sup>th</sup> ed, Cole 2019	

Student Name:		Version No: β	1	Date:				
Units of Competency				Training Details				^ Assessment Methods * Subject to change
Unit Code	Unit Title	* Unit Type	Δ RPL, CT	Start Date	End Date	# Delivery Modes	Name of trainer/ assessor	
BSBPEF402	Develop Personal Work Priorities	E		11.6.21	12.9.21	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP *
BSBSTR502	Facilitate Continuous Improvement	E		2.7.21	28.2.22	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP, S/MR*
BSBLDR411	Demonstrate leadership in the workplace	C		16.7.21	15.8.21	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP*
BSBLDR413	Lead effective workplace relationships	C		16.7.21	12.9.21	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP*
BSBOPS402	Coordinate business operational plan	C		3.9.21	6.3.22	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP, S/MR*
BSBXTW401	Lead and facilitate a team	C		1.10.21	24.10.21	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP*
BSBPEF502	Emotional Intelligence	E		15.10.21	14.11.21	1	Katy Medd / Vicki Nicolaou	WA, WP*
BSBXC401	Apply communication strategies in the workplace	C		5.11.21	5.12.21	1	Katy Medd / Vicki Nicolaou	WA, WP*
BSBOPS403	Apply business risk management processes	E		26.11.21	2.1.22	1	Vicki Nicolaou / Vicki Nicolaou	WA, WE*
BSBWHS411	Implement & Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements	E		10.12.21	6.2.22	1	Adolfo Beltran-Hernandez / Adolfo Beltran-Hernandez	WA, WE*
BSBOPS404	Implement customer service strategies	E		4.2.22	6.3.22	1	Katy Medd / Vicki Nicolaou	WA, WE*
BSBPEF401	Manage personal health and well being	E		4.2.22	10.4.22	1	Vicki Nicolaou / Vicki Nicolaou	WA, WP*

β Ensure that the Version number is changed each time the Training Plan is changed.

*Unit type	Δ Skills Recognition	# Delivery Modes	^ Assessment Methods	
C: Core E: Elective	RPL = Recognition of Prior Learning CT = Credit Transfer	1 = Face to Face 2 = Electronic/Online 3 = Workplace 4 = Blended 5 = Other, specify	A = Assignment, Essays CA = Case Study OB = Observation (Workplace and/or Simulated Environment Observation) OQ = Oral Questions RP = Role play S = Simulations (simulated activities, clinical and non-clinical simulations)	S/MR = Supervisor/Manager Reports WA = Written Activities (Exam, test, quiz, short answer questions, scenarios, etc.) WE – Workplace Evidence (samples of work, etc.) WP = Workplace projects and activities O = Other (Specify)