

PERSONAL LEARNING REQUIREMENTS

BSB40520 Certificate IV in Leadership and Management

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Express ideas clearly and concisely in verbal and written formats for team members, managers, and clients.
- Communicate professionally using appropriate language, tone, and respect when interacting with colleagues, stakeholders, and customers.
- Communicate with empathy and respect, valuing diversity and cultural differences.
- Demonstrate empathy and cultural sensitivity in all interactions with diverse teams and clients.
- Listen actively and seek clarification when needed from supervisors, team members, and stakeholders.
- Provide and receive constructive feedback effectively within teams and from managers.
- Build and maintain positive workplace relationships and networks with internal teams and external stakeholders.
- Resolve conflicts and negotiate outcomes using effective communication strategies with team members and clients.
- Motivate and influence teams through clear, and effective communication to staff and project teams.
- Prepare accurate and professional written documents and reports for management and stakeholders.
- Use digital tools and adapt communication for virtual environments when engaging with remote teams and clients.
- Apply effective questioning techniques to gather information and support decisions from team members and customers.

Physical Skills

- Capacity to use computers/smart devices
- Tolerance for working indoors and sitting for long periods of time

Cognitive Skills

- Ability to plan, organise, and manage own workload effectively (e.g., prioritising tasks and meeting deadlines).
- Ability to analyse problems and apply effective solutions using critical thinking.
- Ability to interpret and apply leadership and management terminology, concepts, and frameworks.
- Capacity to reflect on own performance and evaluate team and organisational outcomes.

- Ability to make informed decisions considering organisational goals and stakeholder needs.
- Ability to understand and follow complex instructions and organisational procedures.
- Capacity to maintain focus and attention during planning and decision-making processes.
- Ability to research, interpret, and apply information to workplace requirements.
- Ability to read, understand, and interpret written materials (e.g., operational plans, policies, reports).
- Ability to engage in continuous learning and adapt to new leadership practices and industry trends.
- Ability to use reasoning and judgment to manage unpredictable situations and resolve conflicts.
- Ability to accept responsibility for decisions and seek guidance when required.

Behavioural & Social Skills

- Ability to work collaboratively as part of a team and independently when required.
- Demonstrate professionalism and dependability (e.g., punctuality, reliability, confidentiality, and appropriate personal presentation).
- Exhibit strong time management skills to meet deadlines and manage competing priorities.
- Show initiative and willingness to take on responsibilities and challenges.
- Maintain integrity and ethical behaviour in all workplace interactions.
- Display emotional intelligence, including managing personal emotions and responding calmly under pressure.
- Demonstrate resilience and stress tolerance in demanding or unpredictable situations.
- Build and maintain positive interpersonal relationships with colleagues, clients, and stakeholders.
- Accept responsibility for own work and outcomes and hold self-accountable.
- Remain adaptable and open to feedback and continuous improvement.
- Foster team cohesion and contribute to a positive, inclusive workplace culture.

Technical Skills

- Operational knowledge of computers and smart devices, including the ability to use Microsoft Office Suite (Word, Excel, PowerPoint) and email platforms.
- Ability to use and participate online collaboration tools (e.g., Microsoft Teams, Zoom)
- Competence in preparing and formatting professional documents, reports, and presentations using digital tools.
- Ability to research, gather, and analyse information using internet resources and organisational databases.
- Capacity to use project management tools and templates for planning and monitoring tasks.
- Understanding of cybersecurity awareness and safe digital practices in the workplace.
- Ability to maintain accurate digital records and manage confidential information securely.

- Familiarity with organisational IT policies and procedures for communication and data management.

Digital Skills

- Log in securely using usernames and strong passwords; update passwords when prompted.
- Perform effective internet searches using relevant keywords.
- Create, name, store, and retrieve files and folders accurately.
- Use email functions appropriately (reply, reply all, forward) for professional communication.
- Format text and documents for clarity and professionalism.
- Create and deliver digital presentations (e.g., PowerPoint).
- Download and manage digital resources (e.g., eBooks, templates).
- Apply keyboard shortcuts for efficiency (e.g., Ctrl+C, Ctrl+V).
- Practice safe digital habits, including cybersecurity awareness.

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- Police Check and / or Working with Children Check will likely be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon courses here: <https://www.thegordon.edu.au/courses/all-courses>