



**BUILDING CAPABILITY IN
COMPLEX ENVIRONMENTS**

ADELAIDE PERTH SYDNEY MELBOURNE BRISBANE HOBART CANBERRA

Certificate IV in Responding to Organisational Complexity

**INTERNATIONAL
CENTRE FOR
COMPLEX PROJECT
MANAGEMENT**

National Course Code:10195NA

Course Name: Certificate IV in Responding to Organisational Complexity

Be perfectly positioned for a project management or leadership role within the world of complexity with this programme, designed to provide sound theoretical knowledge of complexity theories, frameworks and tools, and a broad range of skills to identify, assess and treat complexity in organisations and evaluate and implement alternative approaches and strategies for responding effectively.

The programme is highly interactive and includes group activities as well as discussions about learner's current workplace projects and organisational situations. Many activities and a workplace project have been included to allow learners opportunities to practice applying the approaches covered and to demonstrate their knowledge and skills to their own organisational situation.

This is a specialised qualification that builds on the skills and knowledge of existing workers who have experience in the field of people management or project/programme management and/or an awareness of complexities that exist in organisations.

ICCPM is the course owner and the only nationally recognised provider of this accredited course.



Delivery

7 Days face-to-face; delivered over 3 - 6 months, plus self paced study and assessments. Students have 12 months to complete the course.

Locations

We recognise that your time is valuable so we have scheduled courses in major capital cities to ensure easy access to this significant professional development opportunity.



Recognition

ICCPM is licensed as a Registered Training Organisation (RTO number 41394) under the Australian Skills Quality Authority (ASQA), which is an Australian government statutory body regulating nationally recognised training.

This course is endorsed by ASQA and is a nationally recognised qualification registered under the Australian Qualifications Framework (AQF).

Assessments

ICCPM have carefully structured its assessments to include a variety of styles to cater for the learner needs of a broad range of students.

Students will be assessed via a combination of:

- group work and role-plays
- activities/scenarios,
- quizzes
- case studies/workplace project



COURSE COMPONENTS

UNIT OF COMPETENCY ASSESSED

Complexity in Project Management
(3 days)

ROCCPE401
Identify and respond to complexity in project environments

Risk and Decision Making in Complex Environments
(2 days)

ROCDEC401
Apply decision-making concepts and tools in complex environments

ROCRSK401
Apply risk management principles and tools in complex environments

Lead through Complexity
(2 days)

ROCLEA401
Lead through organisational complexity

Accreditation

On successfully completing the training and assessment, learners will obtain an AQF qualification for 10195NAT - Certificate IV in Responding to Organisation Complexity.

Training Calendar

Visit our website to view the national training calendar or contact the ICCPM team to discuss your training needs.

<https://iccpm.com/content/training-calendar>

Learning Outcomes

The following learning outcomes describe the knowledge, skills, and attitudes that learners will have after successfully completing the Certificate IV in Responding to Organisational Complexity.

1. work with managers and team members as appropriate to deal with situations where complexity is present across a range of organisational contexts
2. provide guidance to managers and teams as to the tools, methods and approaches that may be used to deal with complex situations present in organisations
3. take responsibility for own role as appropriate in applying complexity theories, approaches and systems concepts to allocated tasks
4. manage self and supervise others in the efficient use of complexity management techniques at an organisational or operational level
5. facilitate effective problem-solving techniques for effective risk management and decision making in complex environments
6. demonstrate effective leadership required in environments where complexity is present
7. facilitate an environment orientated to high performance in the workplace



Prerequisites

Entrants to the Certificate IV in Responding to Organisational Complexity are expected to:

- have successfully completed an appropriate senior secondary certificate of education or its equivalent. This will demonstrate the participant's capacity to achieve competency in this course.
- be able to use a personal computer, including basic word processing, spreadsheet and electronic communication platforms and internet search engines
- possess high level language, literacy and numeracy levels – sufficient to interpret complex documents and prepare written reports

It is recommended that entrants into this qualification have recent exposure to complex organisational environments and possess at least some prior experience in the field of people and project/program management and/or working in or being aware of complexities that exist in organisations. Possessing such attributes will contribute to successful completion of the course.

ICCPM is committed to supporting all of its students in successfully completing this course and our desire is to understand any need that you, as a student, may have in regards to Language Literacy and Numeracy (LLN). To assist you in this area when you enroll, we ask you to either opt in or opt out of an LLN assessment, which will assist both you and us in ensuring the best outcomes possible for you.

Units of Competency

ROCCPE401 - Identify and respond to complexity in project environments

Students will learn how to recognise when complexity is present in project environments and they will develop the skills to evaluate and implement alternative approaches and strategies for responding effectively.

Unit outcomes:

- Recognise and report presence of complexity
- Analyse impact of complexity
- Develop, finalise, communicate and monitor strategies to respond to identified complexity

ROCCDEC401 - Apply decision-making concepts and tools in complex environments

This unit describes the knowledge and skills required to identify, assess and plan the treatment of various aspects of complexity when making decisions in organisational contexts characterised by uncertainty. Students will apply principles, processes and strategies for making effective decisions and proposing solutions to problems that align to organisational strategy and goals.

Unit outcomes:

- Analyse complexities present in decision-making environment
- Decide decision making model/s to use
- Gather and analyse data required to inform decision making
- Evaluate options and select outcome
- Contribute to building organisational decision making capacity

ROCRSK401 - Apply risk management principles and tools in complex environments

Students will learn to identify, analyse and apply principles for risk management in complex environments to determine options for responding to identified risks that will maximise likelihood of organisational success. It includes the ability to effectively engage with stakeholders to identify risks, understand the interrelationships between identified risks and to evaluate risk treatment options.

Unit outcomes:

- Define risk context
- Source and collect risk data
- Analyse and respond to identified risks
- Contribute to building organisational capacity to manage risk

ROCLEA401 - Lead in complex organisational environments

This unit describes the knowledge and skills required to identify and apply complexity leadership and techniques for leading through complexity and how to adapt leadership styles to suit a range of organisational situations and contexts.

Unit outcomes:

- Establish team member preferences and team profile
- Maximise team performance in a complex environment
- Evaluate and develop leadership capabilities

Study Mode

A combination of supervised and unsupervised study has been incorporated into the course. Supervised study involves structured learning, including seven (7) face to face workshops, conducted in a facilitated environment. The workshops provide a structured and engaging format to learn and understand concepts and a great opportunity to network with other students and people in the industry. Learners are fully supported in between workshop days through phone, email and online access to facilitators to ensure learning occurs across the continuum of their studies.

Workshop days are merely one component of the learner's overall study programme.

Unsupervised study – includes:

- private study to revise, reinforce and fully absorb the required knowledge
- consulting with organisation and subject matter experts
- workplace practice – applying skills and knowledge acquired through learning activities in order to develop skills over time in the different contexts learners would experience in the workplace
- conducting research to gain up to date industry information and completing written assignments/projects

The time required to undertake these activities will vary between learners based on their experience. On average, the supervised activities will equate to 265 hours and the unsupervised activities listed above will equate to 340 hours.

PLEASE NOTE:

The seven (7) face-to-face workshops is not indicative of how long it takes to complete this qualification and the time taken to complete this qualification is dependent on an individual student's professional experience, educational background, and personal competencies.

It is a requirement that all learners complete the pre-reading prior to each workshop. Learners are provided with a structured outline of the required pre-reading for each workshop day. The workshop programme is a facilitated environment to help students understand and clarify the theories, concepts, frameworks and tools covered in the course. Access to industry experienced facilitators is crucial in gaining a more in-depth level of knowledge and appreciation of the content, and the workshop days 'deepen' the learning outcomes for the student.

Why Study with ICCPM

ICCPM is a not-for-profit organisation that seeks to translate contemporary research on the effective management of complexity into practical solutions for organisations facing the responsibility of delivering complex projects internationally.

We are the only Australian provider of the Certificate IV in Responding to Organisational Complexity and we have designed and developed this qualification using the latest in scientific research and practitioner application to show learners how an understanding of complexity can enable them to work more effectively, especially in situations of increasing uncertainty and instability.

All of our workshop facilitators are experienced complexity practitioners, who enjoy imparting knowledge and guidance to aspiring complexity leaders to ensure they hold the knowledge and skills required to recognise and respond to complexity in organisations.

Price

Course	Corporate Course	Public Course
Certificate IV in Responding to Organisational Complexity	\$4,000.00	\$5,000.00
Respond to Complexity in Project Environments ROCCPE401 (must be completed prior to attendance on any other course)	\$2,000.00	\$2,500.00
Manage Risk and Decision Making in Complex Environments ROCRSK401 and ROCDEC401	\$1,000.00	\$1,250.00
Lead Through Complexity ROCLEA401	\$1,000.00	\$1,250.00

Course fees must be paid in full prior to workshop attendance via credit card or bank transfer.



What's included in the Course

Course fees include:

- face-to-face course delivery and ongoing learner support
- access to ICCPM's online forum
- study guides
- course resources
- assessment
- certification certificates (only issued if you complete all assessment competently)

To Enrol

To enrol on a public course visit our website (<https://iccpm.com/content/accredited-courses>) and complete the registration form for the location nearest you. We will then send you an enrolment form and student information handbook.

Alternatively you can contact ICCPM on 02 6120 5110 and speak with one of the team about your training needs.



To find out more or book today
call +61 2 6120 5110, email admin@iccpm.com or
visit our website iccpm.com
RTO: 41394