

## BSB51915 DIPLOMA OF LEADERSHIP AND MANAGEMENT



This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

### ENTRY REQUIREMENTS

Preferred pathways for candidates considering this qualification include:

- BSB42015 Certificate IV in Leadership and Management or other relevant qualification such as BSB40215 Certificate IV in Business

### OR

- with vocational experience but without formal supervision or management qualification.

### OCCUPATIONAL NAMES/EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a wide range of organisational and industry contexts. Some job titles may include:

- |                      |                       |
|----------------------|-----------------------|
| - Project Officer    | - Program Coordinator |
| - Personal Assistant | - Program Consultant  |
| - Executive Officer  | - Team Leader         |
| - Office Manager     | - Administrator       |

### CAREER PATHWAY

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: executive office and program consultant/coordinator

### SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

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## COURSE OUTCOMES

Gain the skills required to:

- Leading, planning & supervising the performance of team members to develop team cohesion & to foster innovative work practices.
- Accessing and assessing information for accuracy and relevance
- Obtaining feedback from colleagues and clients
- Communicating with business contacts to promote the goals and objectives of the business
- Instigating new or different work practices to improve productivity or service delivery
- Prioritising tasks
- Developing strategies for minimizing risk
- Identifying networking opportunities and developing operational strategies to ensure the viability of the business.
- Allocating work time to meet time and budget constraints
- Systematically identifying learning and development needs
- Participating in professional networks and associations to obtain and maintain personal knowledge and skills
- Using business technology to access, organize and monitor information.
- Developing plans and schedules

## DELIVERY ARRANGEMENTS

The Diploma program is typically delivered over a minimum 12 month period using a blend of on and off the job approaches. For group arrangements, we combine workshop sessions with self-directed reading, summative assessment projects and research activities that combined the volume of learning is at least 1200 hours for total volume of learning as appropriate for Diploma level.

The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we recommend a minimum of 36 hours of face-to-face group training sessions for Diploma level, ie. 3hr workshops x 12. In this way learners can learn from each other while being guided by the experienced facilitator.

## PATHWAYS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

### RPL

If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 1200 hours to complete the qualification in this format; however, this is assuming that you are able to provide sufficient and current evidence.

### GROUP SESSIONS

There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Diploma however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

### FLEXIBLE

It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1200 hours for total volume of learning regardless.

### BLENDED APPROACH

You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



Contact us today for more details and assistance with qualifying staff

## COURSE STRUCTURE

The learner will be required to complete **12 units comprising 4 core and 8 electives**. Of the elective units, 4 must be selected from Group A, up to 4 from Group A or B, up to 1 from Group C below, and up to 2 may be selected from BSB50215 Diploma of Business also offered by Target Training.

### CORE UNITS

<b>BSBLDR501</b>	Develop and use emotional intelligence
<b>BSBMGT517</b>	Manage operational plan
<b>BSBLDR502</b>	Lead and manage effective workplace relationships
<b>BSBWOR502</b>	Lead and manage team effectiveness

### ELECTIVE UNITS – GROUP A

<b>BSBCUS501</b>	Manage quality customer service
<b>BSBFIM501</b>	Manage budgets and financial plans
<b>BSBHRM405</b>	Support the recruitment, selection and induction of staff
<b>BSBINN502</b>	Build and sustain an innovative work environment
<b>BSBLDR504</b>	Implement diversity in the workplace
<b>BSBLDR503</b>	Communicate with influence
<b>BSBMGT502</b>	Manage people performance
<b>BSBMGT516</b>	Facilitate continuous improvement
<b>BSBWHS501</b>	Ensure a safe workplace
<b>BSBPMG522</b>	Undertake project work
<b>BSBRSK501</b>	Manage risk
<b>BSBWOR501</b>	Manage personal work priorities and professional development

### ELECTIVE UNITS – GROUP B

<b>BSBFRA502</b>	Manage a franchise operation
<b>BSBINM501</b>	Manage an information or knowledge management system
<b>BSBLED501</b>	Develop a workplace learning environment
<b>BSBSLS501</b>	Develop a sales plan
<b>BSBSLS502</b>	Lead and manage a sales team
<b>BSBSUS501</b>	Develop workplace policy and procedures for sustainability

### ELECTIVE UNITS – GROUP C

<b>BSBCUE601</b>	Optimise customer contact operations
<b>BSBMGT605</b>	Provide leadership across the organisation
<b>FNSBNK503</b>	Provide business advisory services within a financial services context
<b>CSCORG017</b>	Coordinate the implementation of change

### LEARNING OUTCOMES

Here is a selection of units below. For more information on other units please contact us.

### CORE UNITS

#### **BSBLDR501**

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

1. Identify the impact of own emotions on others in the workplace
2. Recognise and address the emotional strengths and weaknesses of others
3. Promote the development of emotional intelligence in others
4. Utilise emotional intelligence to maximise team outcomes



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**BSBMGT517            Manage operational plan**

1. Develop operational plan
2. Plan and manage resource acquisition
3. Monitor and review operational performance

**BSBLDR502            Lead and manage effective workplace relationships**

1. Manage ideas and information
2. Establish systems to develop trust and confidence
3. Manage the development and maintenance of networks and relationships
4. Manage difficulties to achieve positive outcomes

**BSBWOR502            Lead and manage team effectiveness**

1. Establish team performance plan
2. Develop and facilitate team cohesion
3. Facilitate teamwork
4. Liaise with stakeholders

**ELECTIVE UNITS**

**BSBCUS501            Manage quality customer service**

1. Plan to meet internal and external customer requirements
2. Ensure delivery of quality products and services
3. Monitor, adjust and review customer service

**BSBFIM501            Manage budgets and financial plans**

1. Plan financial management approaches
2. Implement financial management approaches
3. Monitor and control finances
4. Review and evaluate financial management processes

**BSBHRM405            Support the recruitment, selection and induction of staff**

1. Plan for recruitment
2. Plan for selection
3. Support selection process
4. Induct successful candidate

**BSBINN502            Build and sustain an innovative work environment**

1. Lead innovation by example
2. Establish work practices that support innovation
3. Promote innovation
4. Create a physical environment which supports innovation
5. Provide learning opportunities

**BSBLDR504            Implement diversity in the workplace**

1. Scope workforce diversity
2. Integrate diversity into workplace operations
3. Implement diversity across the workplace
4. Review and evaluate diversity in the workplace

**BSBLDR503            Communicate with influence**

1. Communicate clearly
2. Present and negotiate persuasively
3. Participate in and lead meetings effectively
4. Make presentations at meetings, forums and conferences

**BSBMGT502            Manage people performance**

1. Allocate work
2. Assess performance
3. Provide feedback
4. Manage follow up



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#### **BSBMGT516**

#### **Facilitate continuous improvement**

1. Lead continuous improvement systems and processes
2. Monitor and adjust performance strategies
3. Manage opportunities for further improvement

#### **BSBWHS501**

#### **Ensure a safe workplace**

1. Establish a WHS management system in a work area
2. Establish and maintain effective and compliant participation arrangements for managing WHS in a work area
3. Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area
4. Evaluate and maintain a work area WHS management system

#### **BSBPMG522**

#### **Undertake project work**

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

#### **BSBRISK501**

#### **Manage Risk**

1. Establish risk context
2. Identify risks
3. Analyse risks
4. Select and implement treatments

#### **BSBWOR501**

#### **Manage personal work priorities and professional development**

1. Establish personal work goals
2. Set and meet own work priorities
3. Develop and maintain professional competence

#### **BSBFRA502**

#### **Manage a franchise operation**

1. Establish procedures for managing a franchise operation
2. Implement procedures for managing a franchise operation
3. Review a franchise operation

#### **BSBINM501**

#### **Manage an information or knowledge management system**

1. Organise learning to use information or knowledge management system
2. Manage use of information or knowledge management system
3. Review use of information or knowledge management system

#### **BSBLED501**

#### **Develop a workplace learning environment**

1. Create learning opportunities
2. Facilitate and promote learning
3. Monitor and improve learning effectiveness

#### **BSBSLS501**

#### **Develop a sales plan**

1. Identify organisational strategic direction
2. Establish performance targets
3. Develop a sales plan for a product
4. Identify support requirements
5. Monitor and review sales plan

#### **BSBSLS502**

#### **Lead and manage a sales team**

1. Plan sales operations
2. Direct sales team
3. Evaluate sales team performance

#### **BSBSUS501**

#### **Develop workplace policy and procedures for sustainability**

1. Develop workplace sustainability policy
2. Communicate workplace sustainability policy
3. Implement workplace sustainability policy
4. Review workplace sustainability policy implementation

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**BSBCUE601 Optimise customer contact operations**

1. Analyse customer contact processes using statistical tools
2. Rectify productivity impediments
3. Conduct a process review
4. Benchmark customer contact operations

**BSBMGT605 Provide leadership across the organisation**

1. Communicate organisational mission and goals
2. Influence groups and individuals
3. Build and support teams
4. Demonstrate personal and professional competence

**FNSBNK503 Provide business advisory services within a financial services context**

1. Contribute to identification of business opportunities
2. Provide advice about development of business plans and financing proposals
3. Provide high level and tailored business banking solutions and service

**CSCORG017 Coordinate the implementation of change**

1. Plan for change
2. Implement change in the workplace
3. Evaluate change

