

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:

- BSB40812 Certificate IV in Frontline Management or other relevant qualification

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

To register your interest or request an application pack:

Phone: 1300 736 005 **Email:** info@targettraining.com.au

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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 8 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 405 hours 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 have set a minimum of 24 hours of face-to-face group training sessions for Diploma level. 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 125 hours to complete the qualification in this format; however, this is assuming that they 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 10 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 350 hours 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.

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

- BSBLDR501 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness

Electives

Group A

- BSBCUS501 Manage quality customer service
- BSBFIM501 Manage budgets and financial plans
- BSBHRM405 Support the recruitment, selection and induction of staff
- BSBINN502 Build and sustain an innovative work environment
- BSBLDR503 Communicate with influence
- BSBLDR504 Implement diversity in the workplace
- BSBMGT502 Manage people performance
- BSBMGT516 Facilitate continuous improvement
- BSBWHS501 Ensure a safe workplace
- BSBPMG522 Undertake project work
- BSBR501 Manage risk
- BSBWOR501 Manage personal work priorities and professional development

Group B

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

Group C

- BSBCUE601 Optimise customer contact operations
- BSBMGT605 Provide leadership across the organisation
- FNSBNK503 Provide business advisory services within a financial services context
- CSCORG504A Coordinate the implementation of change



Learning Outcomes

CORE UNITS

BSBLDR501 **Develop and use emotional intelligence**

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

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

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

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

BSBMGT502 Manage people performance

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

BSBPMG522 Undertake project work

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



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

BSBRSK501 Manage Risk

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

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

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

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

CSCORG504A Coordinate the implementation of change

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



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

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

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



Contact us today for more details and assistance with qualifying your staff.

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