



BSB51918
Diploma of
Leadership and
Management

JustCareers
TRAINING

Learn with Just Careers Training

✓ **Maximum Support**



✓ **National Recognition**

✓ **Maximum Flexibility**

✓ **No Hidden Fees**

✓ **Maximum Accessibility**

✓ **Value for Money**



✓ **Approved by ASQA**



✓ **Member of ITECA**

BSB51918 - Diploma of Leadership and Management

This course is ideal for you if:

- ✓ You currently manage people and operations, with no formal qualification.
- ✓ You currently working as a supervisor, team leader or similar and would like to move into the role of managing people and operations.
- ✓ You're not currently working in a management or supervisory capacity but you see your future in managing people and operations.
- ✓ You would like to change industries or your career.
- ✓ You work in any of the thousands of roles and hundreds of industries and sectors that require efficient management of people and operations - be it an office based role or otherwise.

It is designed to provide training and an academic qualification to assist in a business career in the public or private sector, in virtually any industry, to eventual senior management level. Job opportunities may include:

- Middle Level Manager/Supervisor
- Team Leader
- Senior Administration Officer

This qualification will provide you with the skills and knowledge required to effectively manage the work of others and to add value to or review management practices.

If you are already working in a particular industry and you have expertise in this industry, this qualification will allow you to become a specialist manager with the specific skills and knowledge required for your industry together with industry accepted management skills.

Make a move and get a promotion, a career, maybe even a pay rise! Holders of a Diploma level qualification earn more than those who do not hold this valued qualification.

Duration and Course Structure

Whilst this course is self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The course consists of 12 units comprising 4 core units and 8 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification is made up of 3 modules, each containing multiple units of competency including:

Module #	Name	Number of Units
Module 1	Managing Operational Effectiveness	4
Module 2	Leadership Qualities	4
Module 3	Managing and Developing People	4

Course Content

The course is made of 12 Units of Competency:

Module 1 – Managing Operational Effectiveness

Code	Title	About the Unit
BSBMGT517	Manage operational plan	This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.
BSBRISK501	Manage risk	This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.
BSBWHS521	Ensure a safe workplace for a work area	This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.
BSBMGT516	Facilitate continuous improvement	This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

Module 2 – Leadership Qualities

Code	Title	About the Unit
BSBLDR511	Develop and use emotional intelligence	<p>This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.</p> <p>It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.</p>
BSBLDR502	Lead and manage effective workplace relationships	This unit describes the skills and knowledge required to lead and manage effective workplace relationships.
BSBWOR501	Manage personal work priorities and professional development	This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.
BSBLDR513	Communicate with influence	This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.

Module 3 – Managing and Developing People

Code	Title	About the Unit
BSBWOR502	Lead and manage team effectiveness	This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.
BSBMGT502	Manage people performance	This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.
BSBINN502	Build and sustain an innovative work environment	This unit describes the skills and knowledge required to create an environment that enables and supports the application of innovative practice focusing on a holistic approach to the integration of innovation across all areas of work practice.
BSBHRM513	Manage workforce planning	This unit describes the skills and knowledge required to manage planning in relation to an organisation's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends.

Course Duration & Delivery Information

This course is available by Online, Printer Correspondence, and Face to Face classes. All course options have a maximum duration of 24 months.

Online Course

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive log in details that is password protected. On our Learning Management System (LMS) you will be able to access:

- ✓ Reading materials
- ✓ Links to relevant information
- ✓ Assessment Tasks, projects and requirements

Some of the assessments will be completed online (such as questions), others will need to be downloaded, printed and completed, then uploaded back into the portal. As such, this option is suitable for you if have:

- ✓ access to a computer or similar
- ✓ access to a printer
- ✓ access to a scanner
- ✓ an email address
- ✓ a reliable internet connection

Choose the online option if:

- You prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions

- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email or phone (if required)

Print Correspondence

Study and complete your course in your own time at your own pace in your own place!

This option involves accessing and completing your learning and assessment using printed workbooks. Once you have been enrolled and accepted into the program you will receive your course materials by post. This will include:

- ✓ Reading and reference materials
- ✓ Assessment Tasks, projects and requirements

Assessments will need to be submitted by post. This option is suitable if you prefer workbooks or you do not have the hardware and software required for the online option.

Choose print correspondence option if:

- You prefer to do things at your own pace in your own time
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You prefer workbooks or you do not have the hardware and software required for the online option
- You have access to a postal service
- You don't mind communicating by email or phone (if required)

Face to Face Classes

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations. Once you have been booked into the program, you will receive a confirmation email that will cover:

1. Your course confirmation
2. Tax invoice
3. Reading materials
4. Relevant information

Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training

Assessment Information

Your training is competency based, meaning that you will need to provide evidence that you have met the required competencies.

This evidence will be generated and or collected by:

- ✓ Answers to questions
- ✓ Completion of tasks and projects (including research projects)
- ✓ Case Studies and Scenarios
- ✓ Simulated Scenario Assessments
- ✓ Phone Assessments (may be conducted by video link)

The result is that the assessor will assess your evidence and assess your competence. There is no such thing as “pass” or “fail” in this type of training, rather aiming to reach the required competency.

Modules are made up of Units, Units are attained by completing all the assessment and evidence requirements. Each assessment and evidence requirement for a Unit of Competency is marked as “Satisfactory” or “Not Satisfactory”.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Where a result for a Unit of Competency is “Not Yet Competent” , then your trainer will assist you in meeting all the requirements of the Unit within the required time.

Enrolment

In order to undertake this, course you will be required to complete our Enrolment Form (available on the internet when booked for online/print correspondence, or in the classroom if booking for face to face classes).

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

It is important that when enrolling, you must ensure that you have read and understood the Just Careers Training Client/Participant Handbook and Terms & Conditions and that you have access to a copy of this document, which is downloadable from our website.

Fee Information

Fee information for this course can be found on our website or from our office.

Outcome

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment if the following unit:

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Participants who exit the training program without completing all assessments will be issued with a

Statement of Attainment for those units in which they have demonstrated competency.

Recognition of Prior Learning (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments

Credit Transfer (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

Participant Support

From the time you enquire until you have completed your course you will have the assistance and support of the Just Careers Training team. This includes qualified trainers who can take your call and/or emails and assist you where possible.

Terms & Conditions

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email should you book a course with Just Careers Training):

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

Access and Equity at Just Careers Training

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

Privacy and Confidentiality

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

Complaints and appeals:

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.