



**Australian
College**
of Commerce & Management

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ACCM College

Leadership and Management Courses Timetables

Whether taking responsibility for their first staff member, leading a small team or taking on an entire division, the right professional development is needed to prepare your business leaders for the future.



NATIONALLY RECOGNISED
TRAINING



You can find more information on all available courses by heading over to our website www.accm.edu.au

RTO Code: 1441



IF YOU WANT TO STUDY WE WANT TO HELP

The ACCM College Course Timetables on the following pages outline all of the Leadership and Management qualifications available through ACCM.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing info@accm.edu.au or call me on 1300 515 321.

As the Director of Client Relations my role is to ensure your experience and your staff's learning experience is a great one - from sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

Tania Holmes
Director of Client Relations

CERTIFICATE IV IN BUSINESS (LEADERSHIP)

BSB40120

A strong leadership focus will help your valued staff member further develop their Business and Management skills

COURSE DESCRIPTION:

Develop your staffs' existing Leadership and Business skills with the Certificate IV in Business (Leadership). This qualification will deliver the necessary customer service management and team relationship skills to be successful in your chosen industry.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Manage Personal and Professional Development	• Manage personal health and wellbeing	BSBPEF401	5
	• Develop personal work priorities	BSBPEF402	
	• Manage personal and professional development	BSBPEF501	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	6
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Business Relationships	• Build and maintain business relationships	BSBTWK401	4
Develop Strong Business Writing Skills	• Write complex documents	BSBWRT411	8
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	6

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CERTIFICATE IV IN BUSINESS (LEADERSHIP)

BSB40120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Support Team Training and Development	<ul style="list-style-type: none">Support the learning and development of teams and individuals	BSBHRM413	5
Building Effective Teams	<ul style="list-style-type: none">Lead and facilitate a team	BSBXTW401	7

CERTIFICATE IV IN LEADERSHIP & MANAGEMENT

BSB40520

Develop critical skills in hands-on Leadership, Team Building and Operational Management

COURSE DESCRIPTION:

The Certificate IV in Leadership and Management offers Leadership and Management subjects to build essential leadership, prioritising, planning and communication skills. Designed for both new and existing leaders, this dynamic course will drive strong results for your organisation.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Building Effective Teams	• Lead team effectiveness	BSBLDR414	8
	• Lead and facilitate a team	BSBXTW401	
	• Communicate effectively as a workplace leader	BSBLDR412	
	• Lead effective workplace relationships	BSBLDR413	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	7
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Maximising Team Outcomes and Performance	• Coordinate business operational plans	BSBOPS402	7
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	6
Manage Work Priorities and Personal Development	• Lead personal development	BSBPEF403	4
	• Develop personal work priorities	BSBPEF402	
	• Manage personal health and wellbeing	BSBPEF401	

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CERTIFICATE IV IN LEADERSHIP & MANAGEMENT

BSB40520 Continued

ELECTIVE SUBJECT * (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Implementing Effective Safety Procedures	<ul style="list-style-type: none"> Implement and monitor WHS policies, procedures and programs 	BSBWHS411	8
Building Strong Customer Relationships	<ul style="list-style-type: none"> Implement customer service strategies Build and maintain business relationships 	BSBOPS404 BSBTWK401	6

* You will need to choose one elective to complete your qualification

DIPLOMA OF LEADERSHIP AND MANAGEMENT

BSB50420

Taking Leadership skills to the next level with Advanced Operational and Management skills

COURSE DESCRIPTION:

The Diploma of Leadership and Management delivers a broad spectrum of Leadership and Management learning to help your staff develop their existing skills and prepare for a higher management role. Staff will learn effective team management, quality operational planning techniques and effective people performance management.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Lead and Make Good Business Decisions	<ul style="list-style-type: none"> Lead communication in the workplace Develop critical thinking in others 	BSBXCMM501 BSBCRT511	8
Build an Effective and Motivated Team	<ul style="list-style-type: none"> Lead and manage effective workplace relationships Manage team effectiveness Develop and use emotional intelligence Communicate with influence 	BSBLDR523 BSBTWK502 BSBPEF502 BSBCMM511	12
Managing for Improved Performance	<ul style="list-style-type: none"> Manage people performance Lead difficult conversations 	BSBLDR522 BSBCMM412	6
Advanced Operational and Financial Planning	<ul style="list-style-type: none"> Manage business operational plans 	BSBOPS502	11
Manage Personal and Professional Development	<ul style="list-style-type: none"> Manage personal and professional development Develop personal work priorities Manage personal health and wellbeing 	BSBPEF501 BSBPEF402 BSBPEF401	6
Manage and Chair Effective Meetings	<ul style="list-style-type: none"> Manage meetings 	BSBTWK503	5

GLOSSARY OF SUBJECTS

Subject Description

Advanced Operational and Financial Planning

The skills and knowledge required to run a business operation such as a business unit and the steps required to develop and implement an operational plan are covered in this subject. A key element is the requirement to develop and revise budgets and have a financial plan that supports the operational plan. Integrated into this are the techniques behind operational planning to ensure the effective recruitment and management of your future staff.

Build an Effective and Motivated Team

The need to build positive workplace relationships applies to team leaders, supervisors and new or emerging managers. Developing and maintaining effective workplace relationships and team cohesion is a skill that can be taught. This includes motivating, mentoring, coaching and developing the team while forming the bridge between the management and team members. High level and influential communication skills are also addressed.

Building Effective Teams

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching your current or future leaders how to successfully manage both individual and team conflict and improve team performance.

Building Strong Business Relationships

This subject has been structured to progressively develop your staff's skill and knowledge in the building, managing and maintaining of customer relationships to support strong business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and effective networking.

Building Strong Customer Relationships

This subject has been structured to progressively develop your staff's skill and knowledge in the building, managing and maintaining of customer relationships to support strong business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and effective networking.

GLOSSARY OF SUBJECTS

Subject Description

Develop Strong Business Writing Skills

This versatile subject addresses the skills and knowledge required to plan documents, draft text and produce documents of some complexity such as reports, detailed letters, business proposals and general promotion documents. Your staff will learn how to structure and create documents that will help your business succeed.

Exercising Good Leadership

This subject is specifically designed to lay a strong leadership foundation for your staff. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for staff looking to build or enhance their leadership skills.

Implementing Effective Safety Procedures

Supervisors and team leaders have strict legal obligations under Australia's safety legislation. Your staff will learn what these are, as well as the practical skills to identify, risk assess and resolve safety concerns. This subject also teaches how to better understand safety statistics and identify factors that can reduce injuries, and ensure your business remains productive and profitable.

Lead and Make Good Business Decisions

Communication and good decision making are essential skills for senior employees and those in key leadership roles. This subject focuses on the skills required to make those important and timely business decisions. Active listening, critical and creative thinking, problem solving and using workplace data effectively, lead directly into how to positively communicate those results to your stakeholders. This subject also looks at your future leader's responsibilities to develop and role model these professional skills.

Making and Communicating Good Business Decisions

This subject focuses on the important and diverse skills required to make and communicate sound business decisions. Developing skills across active listening, critical and creative thinking, problem solving and using workplace data will lead directly into how to best communicate results to your organisation's internal and external stakeholders.

GLOSSARY OF SUBJECTS

Subject Description

Manage and Chair Effective Meetings

In this subject your staff learn what constitutes a meeting, types of meetings, different ways to hold meetings and their structure. Staff will learn how to organise meetings, formal meeting procedures, the preparation of minutes/agendas and the art of participation. Legal and ethical requirements surrounding meetings are also covered. Two case studies are used for staff to prepare agendas and minutes, including demonstrating the skills to Chair a meeting.

Manage Personal and Professional Development

Professional development is an important aspect of career and personal development. It looks as the skills, knowledge and attributes you need. Being able to organise personal work priorities is an essential job skill. Your staff will learn how to set and meet work priorities through time management and planning their work schedule. Skills to identify potential problems and prevent stress in the workplace are also covered. Finally, your staff will understand the importance of completing professional development activities as part of their career growth.

Manage Work Priorities and Personal Development

This subject focuses on the skills required to make and communicate sound business decisions. Active listening, critical and creative thinking, problem solving and using workplace data lead directly into how to best communicate results to your organisation's stakeholders.

Managing for Improved Performance

This hands on subject looks at the skills and knowledge required to manage the performance of staff who report to your leaders 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. This subject covers strategies for assigning and allocating work, establishing clear role responsibilities, and using performance counselling methods and development plans for improving performance. Students are required to video simulated role plays.

GLOSSARY OF SUBJECTS

Subject Description

Maximising Team Outcomes and Performance

Long term success in business is a direct result of sound operational planning. This subject teaches your staff how to set realistic operational goals, effectively plan activities and prepare for contingencies while creating sound monitoring stages to improve operational performance throughout the execution phase.












Support Team Training and Development

Your staff will learn and practice the skills and knowledge required to develop and facilitate workplace training and on-the-job coaching. This valuable subject covers the key step to analyse the training needs of your organisation; develop a learning and coaching plan; and evaluate training effectiveness.

THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN
ENROLMENT LINK
TO YOU UPON
NOTIFICATION

	ONCE YOU REVIEW THE AGREEMENT JUST FORWARD LINK TO YOUR TRAINEE
	YOUR TRAINEE ENROLS ONLINE IN LESS THAN 10 MINUTES
	OUR SERVICE ONE TEAM WILL MAKE A WELCOME CALL TO YOUR TRAINEE AND SCHEDULE THEIR INDUCTION
	YOUR TRAINEE LOGS ON TO WEBCLASS AND WATCHES OUR WELCOME VIDEO THAT EXPLAINS WHAT COMES NEXT
	YOUR TRAINEE COMPLETES THE INITIAL SKILLS ASSESSMENT ON WEBCLASS AND SUBMITS THEIR ID
	YOU AND YOUR TRAINEE DETERMINE ELECTIVE CHOICES (IF REQUIRED)
	OUR SERVICE ONE TEAM COMPLETES THE INDUCTION BY PHONE AND CONFIRMS LLN* AND COURSE SUITABILITY
	SERVICE ONE SENDS THE GOVERNMENT TRAINING PLAN TO BE SIGNED BY YOU AND YOUR TRAINEE
	TRAINEE STARTS COURSE WORK ON THEIR FIRST SUBJECT
	SERVICE ONE MONITORS PROGRESS AND CONTACTS TRAINEE WEEKLY FOR FIRST 3-4 WEEKS TO OFFER SUPPORT
	YOUR TRAINEE'S PRIMARY TRAINING ADVISER TAKES OVER AT 4-5 WEEKS OFFERING SUPPORT AND COACHING UNTIL COMPLETION

* LLN - to determine Language, Literacy and Numeracy suitability

KEEPING YOU IN THE LOOP

EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO
SEE OUR EMPLOYER
DASHBOARD IN
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

Cherie McGregor
Director of RTO Operations

TRAINEESHIPS - GETTING STARTED

The process is straight-forward and help is waiting

What is an Apprentice Connect Australia Provider?

Your Apprentice Connect
Australia Provider and ACCM
College are there to help you

The Provider you choose is contracted by the government to be the official “go-between” for you, government agencies and ACCM College. Your Provider will help with course selection, completing the training contract, registration with state/territory governments and supporting the Traineeship until completion.



1. CONTACT YOUR PROVIDER*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.



2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your Provider and ACCM College can help you with any and all questions.



3. SIGN THE TRAINING CONTRACT

Your Provider will help you and your Trainee complete the Training Contract. They will submit this to State/Territory Training for you.



4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.



5. RECEIVE ON-GOING PROVIDER SUPPORT

Your Apprentice Connect Australia Provider will check in on your Trainee during their Traineeship and will always be available for assistance.



6. FINALISING THE TRAINING CONTRACT

When the time comes, your Provider will help you finalise the Traineeship Contract with the government.

* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within 3 months of commencing work, or within 12 months for part-time employees.