



Diploma of Leadership and Management

BSB51918



TAKING LEADERSHIP SKILLS TO THE
NEXT LEVEL WITH PRACTICAL
OPERATIONAL AND MANAGEMENT
SKILLS

About This Course

The Diploma of Leadership and Management offers a broad spectrum of leadership and management subjects to help you develop your existing skills and prepare for a management role. Learn effective team management, quality operational planning techniques and effective people performance management. Electives allow options in risk management, sales planning and staff development, amongst other worthwhile topics.

The Diploma of Leadership and Management is the perfect qualification to develop your leadership skills to management level. It covers the skills to manage functional areas, set team plans and achieve team goals. In this management course you will benefit from interacting with our permanent staff of leadership and management experts who can share their experience and knowledge, as well as give you the support you need in your online course.

Subject Choices

6 electives are required (depending on subjects chosen)

- Quality Planning Strategies
- Effective Team Management
- Manage People Performance (E)
- Prioritising Strategies (E)
- Risk Management Strategies (E)
- Safety Management Systems (E)
- Recruitment Best Practice (E)
- Manage Recruitment (E)
- Sales Planning (E)
- Manage Employee Relations (E)
- Project Management (E)
- Develop a Learning Culture (E)
- Performance Management Systems (E)
- Sustainability Policy and Strategies (E)
- Organise and Manage Meetings (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 18 months

Group Training:
Workshops available

Course Fees: \$6,600 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$2,660		\$6,600	\$6,600			

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$6,600	\$2,660						

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$2,530							
\$2,850							

* NSW fees depend on previous qualification levels

** Subject to eligibility and availability at the time of enrolment



Entry Requirements

Reading and Writing Skills

The Diploma of Leadership and Management is an on-line correspondence course so you need to have strong English reading and writing skills, or higher. As a guide - you should have completed a formal course after having completed Year 12 schooling, or have proven workplace written communication skills.

Spoken English Skills

The course has practical components where students will be required to demonstrate persuasive verbal communication and rapport building skills. Above average to strong spoken English skills are necessary to complete these components successfully.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment
- Internet connection suited to view demonstration videos (approx 10 minutes)

Subject Descriptions

Core Subjects:

Quality Planning Strategies

This diploma level task goes beyond theory and asks learners to apply the principles of operational planning and continuous improvement in a realistic workplace scenario. Learners will carefully analyse business results to build an improved operational plan that takes into account the key elements consultation and communication, goal setting, monitoring, training, recruitment, resource procurement and embedding continuous improvement opportunities.

Unit(s):

BSBMGT517 - Manage operational plan

BSBCUS501 - Manage quality customer service

BSBMGT516 - Facilitate continuous improvement

Effective Team Management

Managing a team is a challenging responsibility. This subject focusses on the best strategies for building and inspiring trust within a team. It provides an insight into assessing the communication climate, applying different communication styles and overcoming communication barriers. Knowledge in ways to improve performance, build strong relationships and manage conflict within your work team is shared.

Unit(s):

BSBWOR502 - Lead and manage team effectiveness

BSBLDR511 - Develop and use emotional intelligence

BSBLDR502 - Lead and manage effective workplace relationships

Elective Subjects: 6 electives are required (depending on subjects chosen)

Manage People Performance

This hands on subject looks at the skills and knowledge required to manage the performance of staff who report to you 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.

Unit(s):

BSBMGT502 - Manage people performance

Prioritising Strategies

This subject provides time management strategies and planning techniques suited for setting personal and team goals and targets. The importance of goals being linked to key performance indicators of the business is examined.

Unit(s):

BSBWOR501 - Manage personal work priorities and professional development

Risk Management Strategies

Risk Management Strategies covers risk context and risk identification, as well as risk management processes. The subject looks into the analysis of a risk, its causes, and ways to consider risk tolerance. Strategies for controlling and treating risks, as well as reviewing and monitoring those risks, are considered.

Unit(s):

BSBRSK501 - Manage risk

Safety Management Systems

This subject addresses the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

Unit(s):

BSBWHS501 - Ensure a safe workplace

Recruitment Best Practice

This subject covers the recruitment process, including the many steps involved in vital pre-recruitment activities such as revising job descriptions, advertising vacancies, short-listing and interviewing. Learners are provided with an opportunity to demonstrate their interviewing skills in an interview and reference check role play.

Unit(s):

BSBHRM405 - Support the recruitment, selection and induction of staff

Manage Recruitment

This subject covers the recruitment process, including the many steps involved in vital pre-recruitment activities such as revising job descriptions, advertising vacancies, short-listing and interviewing. Learners are provided with an opportunity to demonstrate their interviewing skills in an interview and reference check role play. Other topics include induction programs, consultancy, implementing policy and procedures and determining future Human Resource needs.

Unit(s):

BSBHRM506 - Manage recruitment selection and induction processes

Sales Planning

This subject takes you through developing sales plans, budgets and KPIs, as well as achieving sales budget requirements, understanding sales management techniques, promotional activities and working with teams to implement sales plans. It includes topics such as team consultation, team motivation and mentoring as well as cost consciousness.

Unit(s):

BSBSLS501 - Develop a sales plan

BSBSLS502 - Lead and manage a sales team

Manage Employee Relations

This subject covers the National Employment Standards, Disability Discrimination and Employee Relations Management. An opportunity is presented to research and develop a draft IR strategy paper, including a policy and procedure for a case study. A one-on-one skills practice with your College Trainer is included for specific feedback on your grievance handling technique.

Unit(s):

BSBWRK520 - Manage employee relations

Project Management

This is a practical subject that develops knowledge and skill in the area of team management and planning control and reviews. Case studies used throughout will help you use these concepts to take a project from initiation to final implementation, as well as how the development of plans, monitoring and reviewing quality and risk.

Unit(s):

BSBPMG522 - Undertake project work

Develop a Learning Culture

This subject looks at the skills and knowledge required to develop and facilitate a workplace learning culture through training strategies and support systems. In this subject, you will be learn to: analyse the training needs of an organisation; develop learning plans; determine suitable strategies for training; identify ways to develop a learning culture and show that you can collaborate with others to ensure success.

Unit(s):

BSBLED501 - Develop a workplace learning environment

Performance Management Systems

This subject covers Performance Management Systems including performance appraisals, recognising positive and resolving substandard performance problems, and professional development planning. Some research is required on implementation strategies across an organisation, as well as talent management, retention and disciplinary processes. Includes a practical one-on-one exercise of appraising an individual with your Training Manager for specific feedback on your technique.

Unit(s):

BSBHRM512 - Develop and manage performance management processes

Sustainability Policy and Strategies

Businesses are now, more than ever, focused on achieving improvements in sustainability practices. Learn to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances. Sustainability is an essential business tool for achieving cost savings as well as meeting social responsibilities.

Unit(s):

BSBSUS501 - Develop workplace policy and procedures for sustainability

Organise and Manage Meetings

In this subject you learn what constitutes a meeting and includes types of meetings, different ways to hold meetings and their structure. You will also cover how to organise meetings, formal meeting procedures, the preparation of minutes and agendas and the art of participation, as well as legal and ethical requirements surrounding meetings. You are required to arrange a remote meeting as the practical component of this subject.

Unit(s):

BSBADM502 - Manage meetings

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily.

We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!

For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have.

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
