


STUDY LEADERSHIP ONLINE

Learn to become an effective, agile
and modern business leader

BSB50420

Diploma of Leadership and Management





Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to applied learning.

We maintain close links with peak bodies, industry associations and employers to ensure that our training is job relevant and aligns with emerging skills requirements.

unepartnerships
creating professional success

Contemporary, innovative and flexible; UNE Partnerships is here to help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!

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Industry insights

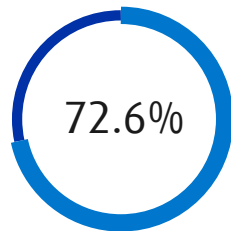
Career outcomes

"Today's jobs are increasingly likely to require the cognitive skills of the head rather than the manual skills of the hands.

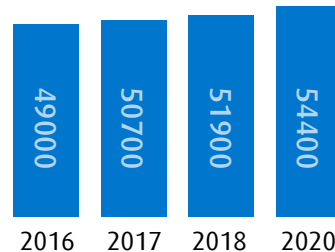
Yet something new is also happening: Jobs increasingly need us to use our hearts—the interpersonal and creative roles, with uniquely human skills like creativity, customer service, care for others and collaboration."

Deloitte¹

IMPROVED work status²



EMPLOYMENT GROWTH Specialist Managers³



LINKEDIN

Most in-demand skills in 2020⁴



1. Creativity
2. Persuasion
3. Collaboration
4. Adaptability
5. Emotional Intelligence

Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

¹ <https://www2.deloitte.com/us/en/insights/focus/technology-and-the-future-of-work/building-the-lucky-country.html>

² <https://www.myskills.gov.au/courses/details?code=BSB51918>

³ <https://joboutlook.gov.au/Occupation?search=Career&code=1399>

⁴ <https://business.linkedin.com/talent-solutions/blog/trends-and-research/2020/most-in-demand-hard-and-soft-skills>

Tailored programs

Aboriginal Capability Development

UNE Partnerships has a proud history of capability development in regional and remote Aboriginal Medical Services through the Indigenous Remote Service Delivery (IRSD) traineeship program.

The IRSD program is supported by the Australian Government Department of Health to improve leadership, management and business administration skills across remote communities in New South Wales, the Northern Territory and Queensland.

To support the unique challenges faced by these communities, we have tailored a continuum of Leadership and Management programs around blended learning, workshops, webinars, coaching and mentoring.



The group pictured is the first of two IRSD groups to receive tailored training through UNE Partnerships. Additional blended online programs, workshops and coaching in leadership and management are scheduled for delivery at UNE's Armidale and Tamworth campuses over the next two years.

The second group consists of participants drawn from Queensland and the Northern Territory, who will complete similar programs in Brisbane over the next 18-24 months.

Why study with us?

Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.



Our student support team

are passionate about your success and provide personal assistance and regular support calls



Our trainers and assessors

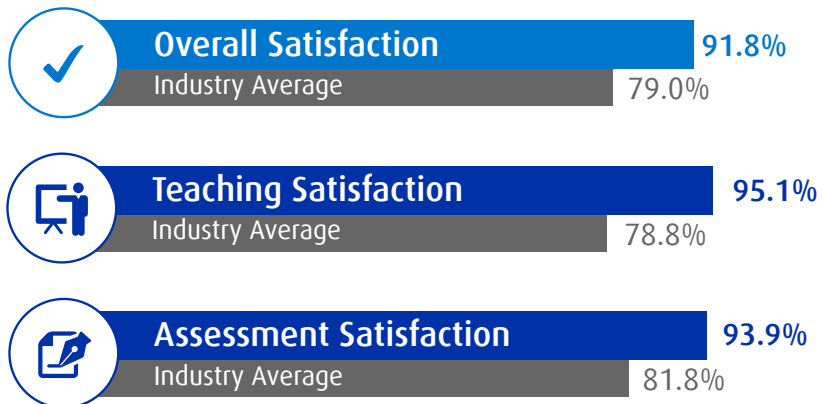
will become your mentor, guiding you through your learning and assessment journey



Our partnerships

mean that you can access 24/7 online tutorial support through Studiosity.

Graduate satisfaction*



* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.

Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.



Motivation



Study targets



Course direction



Mentoring



Jenny Sewell

Academic Director

Leadership and Management

Jenny has more than 35 year experience as a successful business leader and manager across Government and Non Government sectors including Education, Tourism, Real Estate and Agriculture.

An expert facilitator Jenny brings energy to her delivery. She is responsive and supportive toward her students and passionate about guiding and supporting the success of each individual.



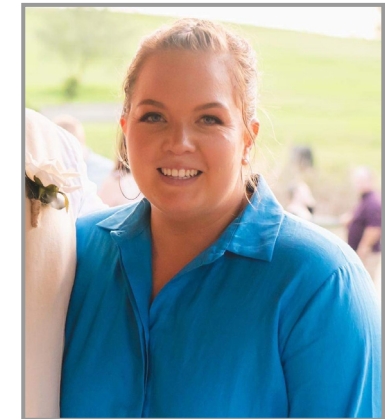
Linda George

Program Manager

Leadership and Management

Linda has over 10 years experience in the education industry. Linda loves working in the field of education, she believes that learning has the ability to empower people, to create leaders of today and tomorrow, and brings about positive change.

Linda manages the Leadership and Management suite of courses and has seen the program through various Business Services Training package updates.



Megan Bourke

Student Engagement

Megan is new to education, but bring a wealth of experience in customer service and passionate about ensuring each and every student feels supported during their studies in Bachelor of Business in UNE.

Megan understands the importance of effective communication and thrives off the ability to help others, share her knowledge and expand upon her current skill set.



Course information

Take your career to the next level with our Diploma of Leadership and Management and grow as an effective leader in a managerial role.

Designed for working professionals who plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

In this qualification you will learn to display initiative and judgement in planning, organising, implementing and monitoring your own workload and the workload of others. Combining this with communication skills to support individuals and teams to meet organisation or enterprise requirements.



Admission Guidelines

There are no entry requirements for these qualifications.

We recommend that you have:

- Experience managing teams or business operations.
- Strong written and verbal communication skills.
- Previously complete Year 12 or a Certificate IV level qualification.
- Appropriate technology to study online and the motivation to learn independently.



Duration

- 10 hours per week over a study period up to 2 years



Suitable for

- Individual Students
- Corporate Groups
- Traineeships and other funded programs



Delivery mode

- Online learning.

BSB50420

Diploma of Leadership and Management



NATIONALLY RECOGNISED
TRAINING

Graduate outcomes

On successful completion of this qualification, you will have the skills and knowledge to:

- develop and demonstrate own emotional intelligence and senior leadership behaviour
- manage risks in a range of contexts
- develop, implement and monitor operational plan
- present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients, and other key stakeholders
- lead and manage continuous improvement systems and processes
- facilitate teamwork and workplace relationships
- develop, monitor and review financial management approaches and processes
- learn the skills and knowledge required to develop critical and creative thinking skills in others within a workplace context
- learn the skills and knowledge required to develop and implement workplace sustainability policies and to modify the policy to suit changed circumstances
- manage systems to ensure products and services are delivered to agreed customer service organisational standards.

Pathways to UNE

Successful attainment of BSB50420 Diploma of Leadership and Management will allow for articulation into higher awards, including our [BSB60420 Advanced Diploma of Leadership and Management](#), progressing to undergraduate and postgraduate awards offered by [the University of New England \(UNE\) Business School](#).*

* Applications must address UNE Program entry criteria. Enrolment fees are set annually by the UNE.

Student testimonial

““

Thank you for the wonderful opportunity I was given with the scholarship Diploma in Leadership and Management. I thoroughly enjoyed the course and have recommended it to some of my colleagues who are looking to upskill.

Loved how the course was divided into bite sized chunks to make it less intimidating. I really liked the combination of theory and practical knowledge the course provided.

- Meghna Shetty
UNE Partnerships Alumna

Cert IV in Bus, Dip Ldrshp & Mgt
2019 UNE Barbara Meredith prize recipient, Certificate IV in Business
2019 ClinictoCloud/AAPM scholarship recipient, Diploma of Leadership and Management

Learning outcomes

12 units of competency must be successfully completed to attain this qualification.

BSBCMM511 **Communicate with Influence**

Learn 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. This unit is for those who are required to identify, analyse, synthesise and act on information from a range of sources, and who deal with unpredictable problems as part of their job role, whilst using their initiative and judgement to organise the work of self, and others and plan, evaluate and co-ordinate the work of teams.

BSBPEF502 **Develop and use emotional intelligence**

Learn the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace. This unit applies to those who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role, and may be responsible for leading a team or work area.

BSBCRT511 **Develop critical thinking in others**

Learn the skills and knowledge required to develop critical and creative thinking skills in others within a workplace context. This unit applies to those who are developing and coaching others, for whom critical thinking skills (including analysis, synthesis, and evaluation) are an important part of their job roles and responsible for leading teams.

BSBSUS511 **Develop workplace policies and procedures for sustainability**

Learn the skills and knowledge required to develop and implement workplace sustainability policies and to modify the policy to suit changed circumstances. The unit applies to those with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engaging with a range of relevant stakeholders and specialists. 'Sustainability' in this unit refers to a broad approach that focuses on the minimisation of an organisation's social, economic and environmental impact, as well as proactive value creation in these areas.

BSBSTR502 **Facilitate continuous improvement**

Learn 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. This unit applies to those who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

BSBLDR523 **Lead and manage effective workplace relationships**

Learn the skills and knowledge required to lead and manage

effective workplace relationships. This unit applies to those in leadership or management positions who have a prominent role in establishing and managing processes and procedures to support workplace relationships and applying the values, goals and cultural diversity policies of the organisation. Complex and diverse methods and procedures as well as a range of problem solving and decision making strategies are used, which require the exercise of considerable discretion and judgement.

BSBFIN501 **Manage budgets and financial plans**

Learn the skills and knowledge required to undertake financial management in an organisation or work area. It includes planning and implementing financial management approaches and supporting and evaluating effectiveness of financial management processes. The unit applies to managers in a wide range of organisations and sectors who have responsibility for the effective use of financial resources within work teams, and ensuring that financial resources are managed in line with the financial objectives of the team and organisation.

BSBOPS502 **Manage business operational plans**

Learn the skills and knowledge required to develop and monitor the implementation of operational plans to support efficient and effective workplace practices and organisational productivity and profitability. This unit is for those who manage the work of others and operate within the parameters of a broader strategic and/or business plans.

BSBOPS504 **Manage business risk**

Learn the skills and knowledge required to manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. The unit applies to those who are working in positions of authority and who are approved to implement change across the organisation, business unit, program or project area.

BSBTWK503 **Manage meetings**

Learn the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes. This unit applies to those employed in a range of work environments who are required to organise and manage meetings within their workplace.

BSBOPS505 **Manage organisational customer service**

Learn the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. This unit applies to those who supervise customer service provided by others within an organisation and must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

BSBTWK502 **Manage team effectiveness**

Learn the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation, using a range of problem solving and decision-making strategies. The unit applies to those working at a managerial level who lead and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement.





Course fees*

We provide a range of flexible payment options to help you achieve professional success sooner.



Pay upfront

\$6,490 AUD[^]



Flexible payments

Pay weekly, fortnightly or monthly over 12 months



Government assistance

State and Commonwealth government assistance may be available



Third party

Seek financial assistance from your employer or another third party

Funding

We can help you to access funding and financial assistance through a range of State and Commonwealth Government initiatives.

Smart and Skilled (NSW)

This is where the NSW Government pays for most of your course fees, leaving you with a small out-of-pocket gap. There are separate streams for trainees and regular students.

Smart and Skilled training is subsidised by the NSW Government.

Visit our website for more information about our fees and funding at www.unep.edu.au/students/fees-and-funding

* Terms and conditions apply. [^]Information is correct as at January 2021.

my.unep

my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

Units

You will find everything you need to complete your studies in my.unep

Introduction

- Getting Started
- Course Overview

Learning Resources

- Readings
- Activities
- Resources

Assessment

- Case Studies
- Scenarios
- Tools and Templates

Support Centre

- 24/7 Support.





Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website www.unep.edu.au/students/policies

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.

All students will need:

- moderate numeracy and English literacy skills
- moderate computer skills
- To be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

Computer Requirements

All of our courses are delivered through our modern online learning environment.

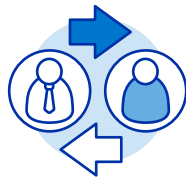
To successfully complete an online course, you will need ready access to an internet enabled computer with the following configurations.

- Operating system (Mac OS 10.11 or later, Windows 7, 8.1 or 10)
- Internet (speed adequate to watch videos on YouTube)
- Microsoft office 2016 or higher OR other equivalent office suite
- Adobe Acrobat Reader
- Modern internet browser
- Headset with microphone, speakers and camera (for webinars, recording audio assessments and/or Skype discussions with your assessor).

5 High-demand careers

Careers

- Office Manager
- Marketing Manager
- Customer Service Manager
- Business Development Manager
- Human Resources Manager.



Take the next step
in your career as an effective,
agile and modern leader

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