

# 11076 Diploma of Leadership in Disability Services



## Program Overview



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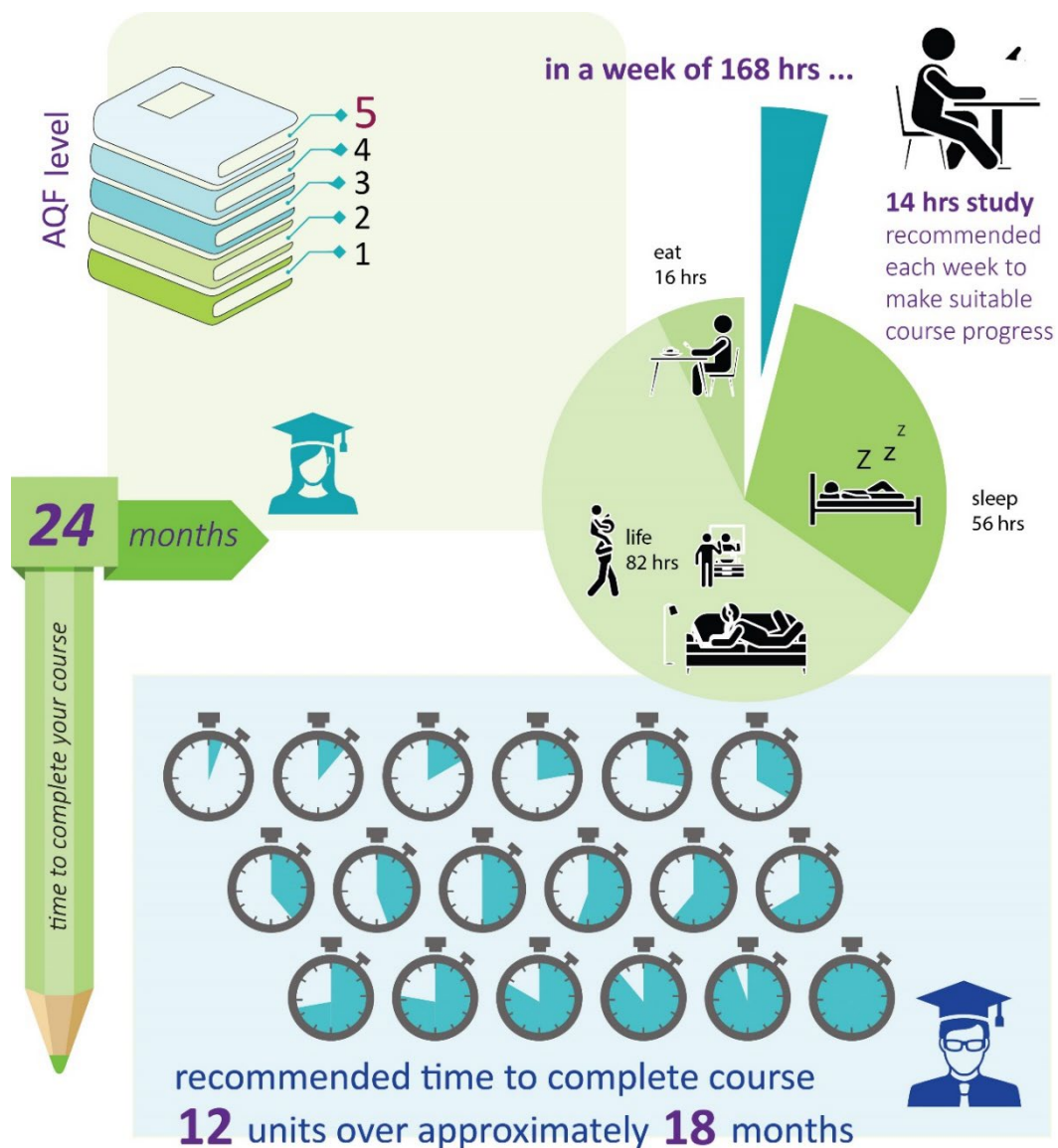
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## Overview

### Welcome

Welcome to the *11076 Diploma of Leadership in Disability Services*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

### Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000

Email: [enquiries@unep.edu.au](mailto:enquiries@unep.edu.au)

Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site.

### Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. Contact details are below.

Meg Michell Director of Quality Assurance and Compliance

Telephone: 02 6773 0000

Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# 11076 Diploma of Leadership in Disability Services

## Aim of the program

This qualification aims to equip participants with the skills and knowledge to lead a high performing team, deliver effective services to NDIS participants, and contribute to the growth of your organisation.

## Learning outcomes

On completion of the program you should be able to:

- Responsibly manage a budget within the competitive pressures of the disability sector.
- Understand how decision making should align with business objectives and support improved customer outcomes.
- Comply with legislative, regulatory and procedural requirements of the NDIS and manage business risks.
- Facilitate clear communication to foster accountability, authenticity and inclusion.
- Advocate, negotiate and collaborate to promote the effective and strategic use of resources and improve customer outcomes.
- Lead, inspire and support frontline workers in the disability sector to deliver effective services.

## Structure of the program

There are twelve units of competency in this qualification and all must be successfully completed in order to achieve the *11076 Diploma of Leadership in Disability Services*.

The program is offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

*Table 1: Overview of course structure*

Course name	Assessment Tasks	Nominal hours to complete	Unit/s of competency
Lead and manage effective workplace relationships	Task 1: Knowledge questions Task 2: Consultation and communication Task 3: Task issue and conflict management Task 4: Feedback and reflection	50	<a href="#">BSBLDR523</a>
Manage business operational plans	Task 1: Knowledge questions	70	<a href="#">BSBOPS502</a>

Course name	Assessment Tasks	Nominal hours to complete	Unit/s of competency
	Task 2: Develop an operational plan Task 3: Implement and monitor the operational plan		
Manage business risk	Task 1: Establishing the risk context Task 2: Identifying organisational risks Task 3: Treating and monitoring organisational risks	60	<a href="#">BSBOPS504</a>
Manage personal and professional development	Task 1: Priority, time and expectation management Task 2: Feedback Task 3: Developing competence Task 4: Personal development plan Task 5: Managing development of others	60	<a href="#">BSBPEF501</a>
Develop and use emotional intelligence	Task 1: Knowledge questions Task 2: Recognising emotional strengths and weaknesses in others Task 3: Using emotional intelligence with the team	60	<a href="#">BSBPEF502</a>
Undertake project work	Task 1: Knowledge questions Task 2: Project initiation Task 3: Project planning Task 4: Project execution Task 5: Project closure	60	<a href="#">BSBPMG430</a>
Lead diversity and inclusion	Task 1: Knowledge questions Task 2: Assessing the diversity policy Task 3: Diversity in the workplace	60	<a href="#">BSBTWK501</a>
Lead the work team	Task 1: Knowledge questions Task 2: Team performance planning	100	<a href="#">CHCMGT003</a>

Course name	Assessment Tasks	Nominal hours to complete	Unit/s of competency
	Task 3: Address staffing and conflict Task 4: Manage performance		
Facilitate workplace debriefing and support processes	Task 1: Knowledge questions Task 2: Monitor the welfare of others Task 3: Conducting debriefing	120	<a href="#">CHCMGT005</a>
Develop and maintain networks and collaborative partnerships	Task 1: Knowledge questions Task 2: Working collaboratively Task 3: Networks and collaborative partnerships Task 4: Monitor and maintain networks	80	<a href="#">CHCPRP001</a>
Lead effectively in the disability sector	Task 1: Knowledge questions Task 2: Being a Frontline Leader Task 3: Leadership programs	120	<a href="#">NAT11076001</a>
Manage finance in the disability sector	Task 1: Knowledge questions Task 2: Monitoring finances Task 3: Improving finances	100	<a href="#">NAT11076002</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *11076 Diploma of Leadership in Disability Services*. If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *11076 Diploma of Leadership in Disability Services* in which you are enrolled is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 5 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

Furthermore, depending on circumstances related to the type and degree of credit sought, successful achievement of the *11076 Diploma of Leadership in Disability Services* receives advanced standing into awards at the University of New England (UNE), subject to eligibility. Graduates with 6 years' work experience can apply for entry into the UNE Graduate Certificate of Management and claim 6 credit points (1 unit) of Advanced Standing upon enrolment.

## **Study workload**

The nominal duration of your enrolment in the 11076 Diploma of Leadership in Disability Services is 24 months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 7-14 hours a week of self-directed workplace and individual study over the 18 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 24 months from enrolment to complete the 11076 Diploma of Leadership in Disability Services. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

## **Third party arrangements**

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.