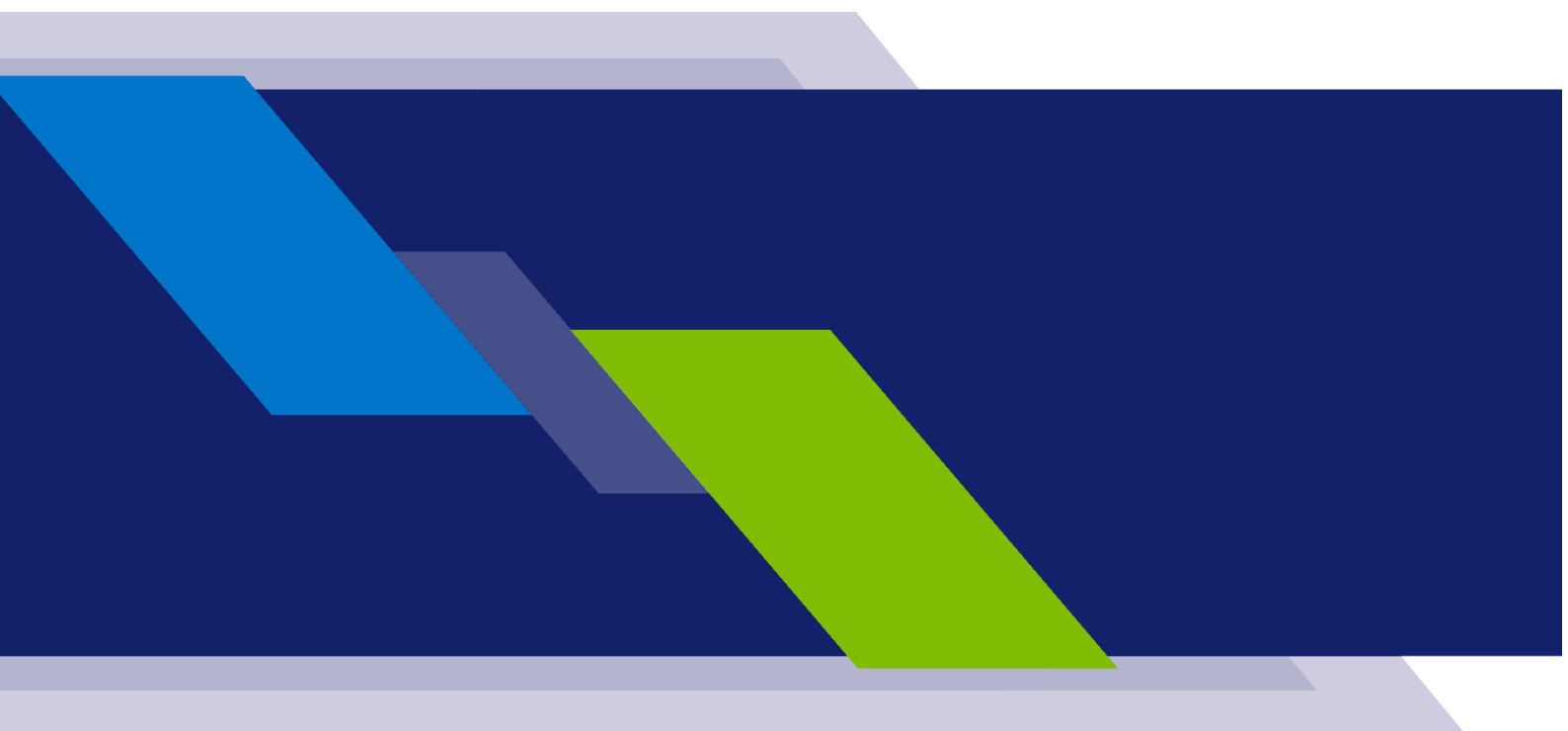


# Diploma of Leadership and Management LEAP Module 1

## BSB51918



### Program Overview

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BSB51918 Diploma of Leadership and Management LEAP Module 1 - Version Module1.LEAP.1.0

Published 6 February 2019

Program Overview developed by UNE Partnerships

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# Overview

## Welcome

Welcome to the *Diploma of Leadership and Management LEAP Module 1* an integral part of the LEAP for Leaders program. This is a nationally recognised qualification presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

The LEAP for Leaders program has been designed and developed by IPAA NSW and Department of Family and Community Services NSW to build leadership capability for housing staff. It incorporates two integrated components as outlined below:

- IPAA NSW: Core learning program (non AQF)
- UNE Partnerships: Diploma of Leadership and Management BSB51918

UNE Partnerships has worked with IPAA to map the LEAP program objectives to the learning requirements for the Diploma of Leadership and Management. Elective units have been selected to reflect content covered in the IPAA program so that participants can complete both programs simultaneously.

## 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: [leap@unep.edu.au](mailto:leap@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. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell - Director of Education  
Phone: 02 6773 0000 Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# Diploma of Leadership and Management LEAP Module 1

## Learning outcomes

On completion of Module 1 you should be able to:

- develop and demonstrate own emotional intelligence and senior leadership behaviour
- facilitate teamwork and develop workplace relationships through building trust and confidence
- establish personal work goals, set and meet own work priorities, and develop and maintain professional competence

## Structure

There are twelve (12) units of competency in this qualification and all must be successfully completed in order to achieve the Diploma of Leadership and Management. If you enrol in a Skill Set, or selected units from the qualification, successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program employs a mixed delivery mode, incorporating facilitator-led workshops, as well as a combination of print and electronic course material. An outline of the structure for delivery and assessment is provided below. Senior Client Services Officers will be completing the first Module of 3 units from the below program.

Module	Learning	Assessment	Unit/s of competency
Leading and managing self	IPAA NSW core learning workshops and webinars Action learning UNEP online learning resources	IPAA NSW Workshop/Webinar Activities Workplace documents Gap Assessments	<a href="#">BSBLDR511 Develop and use emotional intelligence</a> <a href="#">CHCCOM005 Communicate and work in health or community services</a> <a href="#">BSBWOR501 Manage personal work priorities and professional development</a>
Leading and developing others	IPAA NSW core learning workshops and webinars Action learning UNEP online learning resources	IPAA NSW Workshop/Webinar Activities Workplace documents Gap Assessments	<a href="#">BSBWOR502 Lead and manage team effectiveness</a> <a href="#">BSBMGT502 Manage people performance</a> <a href="#">BSBLDR502 Lead and manage effective workplace relationships</a>
Achieving outcomes and excellence	IPAA NSW core learning workshops and webinars Action learning UNEP online learning resources	IPAA NSW Workshop/Webinar Activities Workplace documents Gap Assessments	<a href="#">BSBMGT605 Provide leadership across the organisation</a> <a href="#">BSBPMG522 Undertake project work</a> <a href="#">BSBCUS501 Manage quality customer service</a>

Module	Learning	Assessment	Unit/s of competency
Leading the work, innovation and change	IPAA NSW core learning workshops and webinars Action learning UNEP online learning resources	IPAA NSW Workshop/Webinar Activities Workplace documents Gap Assessments	<a href="#">BSBINN502 Build and sustain an innovative work environment</a> <a href="#">BSBMGT516 Facilitate continuous improvement</a> <a href="#">BSBMGT517 Manage operational plan</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the Diploma of Leadership and Management. 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 Diploma of Leadership and Management 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 Diploma of Leadership and Management 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 Diploma of Leadership and Management LEAP Module 1 is 6 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 5 hours a week of self-directed workplace and individual study over the 6 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 6 months from enrolment to complete the Diploma of Leadership and Management LEAP Module 1. 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.