

# BSB51918 Diploma of Leadership and Management

## Program Overview



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BSB51918 Diploma of Leadership and Management

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# Overview

## Welcome

Welcome to the *BSB51918 Diploma of Leadership and Management*. 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.

We are delighted that you have joined the leadership and management program. This qualification provides the skills and knowledge for individuals who are engaged to manage the work of others or to add value to or review management practices; and will typically have considerable experience in their respective industries or vocational areas and combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work or the work of a team.

## 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: [business@unep.edu.au](mailto:business@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

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## Aim of the program

This qualification aims to equip participants with the skills and knowledge to plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

## Learning outcomes

On completion of the program you should be able to:

- demonstrate senior leadership behaviour, and personal and professional competence
- manage risks in a range of contexts across the organisation or for a specific business unit or area
- manage the performance of staff who report to you directly
- develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans
- manage a straightforward project or a section of a larger project
- lead and manage continuous improvement systems and processes
- facilitate all aspects of teamwork within the organisation including workplace relationships
- encourage and support the development of a learning environment in which work and learning come together
- develop, monitor and review financial management approaches and processes
- manage systems to ensure products and services are delivered to agreed organisational standards
- develop own emotional intelligence to increase awareness and management of self and relationships with and between others.

## Structure of the program

There are twelve (12) units of competency in this qualification and all must be successfully completed in order to achieve the *BSB51918 Diploma of Leadership and Management*.

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.

Course	Assessment Tasks
<a href="#">BSBMGT605: Provide leadership across the organisation</a>	<p>Task 1: Underpinning knowledge</p> <p>Task 2: Communicate to inspire trust and confidence</p> <p>Task 3: Leadership reflective journal</p>
<a href="#">BSBMGT502: Manage people performance</a>	<p>Task 1: Teams and leadership</p> <p>Task 2: Performance problems</p>
<a href="#">BSBLDR511: Develop and use emotional intelligence</a>	<p>Task 1: Own emotional intelligence</p> <p>Task 2: Recognising emotional strengths and weakness in others</p> <p>Task 3: Using emotional intelligence with the team</p>
<a href="#">BSBMGT516: Facilitate continuous improvement</a>	<p>Task 1: Facilitating continuous improvement</p>
<a href="#">BSBR501: Manage risk</a>	<p>Task 1: Risk management concepts</p> <p>Task 2: Risk management plan</p> <p>Task 3: Monitoring and evaluation of risk management</p>
<a href="#">BSBFIM501: Manage budgets and financial plans</a>	<p>Task 1: Plan financial approach</p> <p>Task 2: Implementation</p> <p>Task 3: Monitoring and controlling finances</p> <p>Task 4: Review and evaluate</p>
<a href="#">BSBLDR502: Lead and manage effective workplace relationships</a>	<p>Task 1: Manage ideas &amp; information</p> <p>Task 2: Develop trust &amp; confidence</p> <p>Task 3: Maintenance of networks &amp; relationships</p> <p>Task 4: Manage team difficulties</p>
<a href="#">BSBLED501: Develop a workplace learning environment</a>	<p>Task 1: Develop a workplace learning environment</p>
<a href="#">BSBWOR502: Lead and manage team effectiveness</a>	<p>Task 1: Structure &amp; performance planning</p> <p>Task 2: Team cohesion</p> <p>Task 3: Facilitate teamwork</p> <p>Task 4: Liaise with stakeholders</p>
<a href="#">BSBPMG522: Undertake project work</a>	<p>Task 1: Defining and planning your project</p> <p>Task 2: Consulting with the team</p> <p>Task 3: Administering the project</p> <p>Task 4: Finalising and reviewing the project.</p>

Course	Assessment Tasks
<a href="#">BSBCUS501: Manage quality customer service</a>	Task 1: Investigate processes Task 2: Develop plan/policy procedure Task 3: Presentation
<a href="#">BSBMGT517: Manage operational plan</a>	Task 1: Planning Task 2: Implementing

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB51918 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 Module 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 *BSB51918 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 *BSB51918 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 *BSB51918 Diploma of Leadership and Management* is 18 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 8 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 18 months from enrolment to complete the BSB51918 Diploma of Leadership and Management. 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.