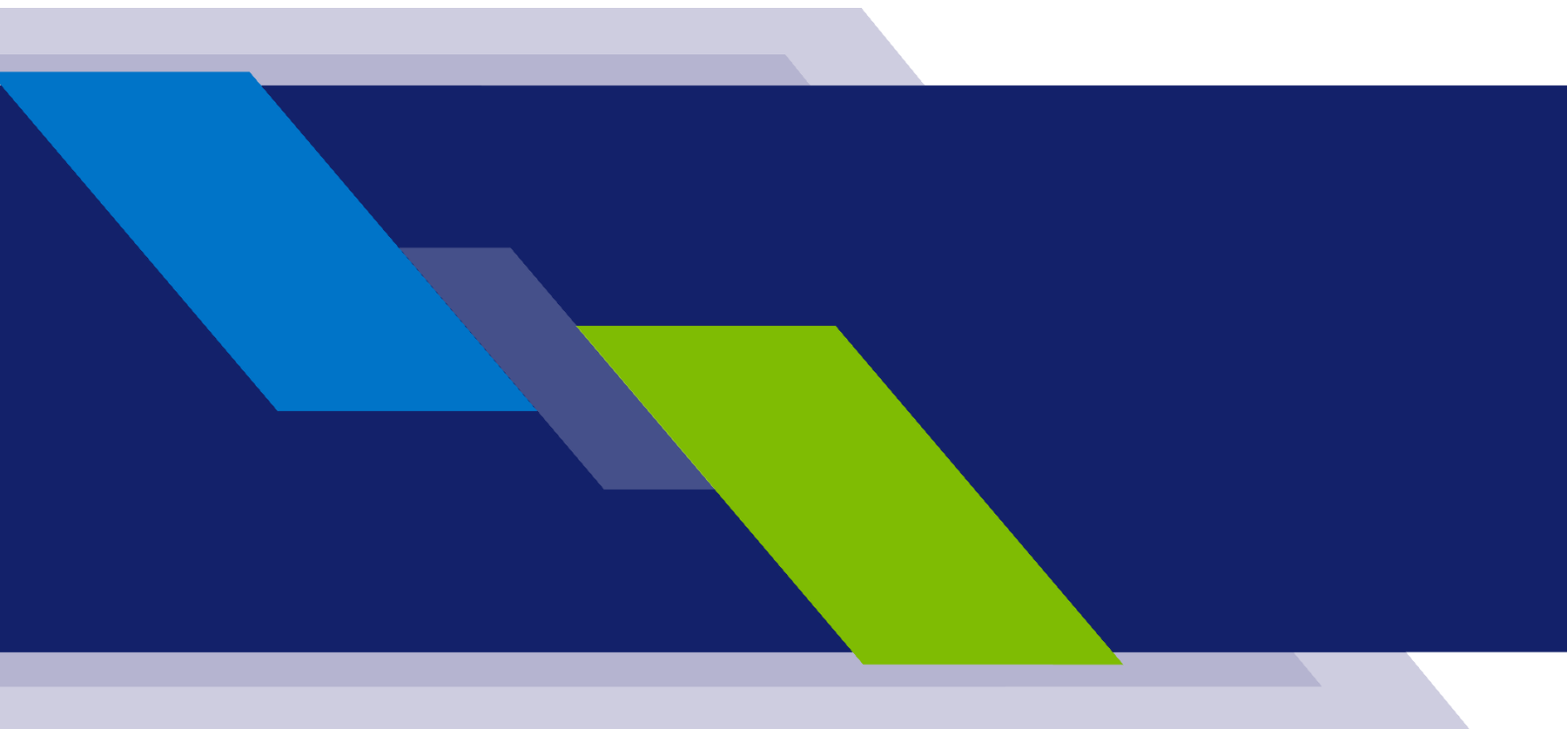


BSB51918 Diploma of Leadership and Management

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
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
02 6773 0000 | meg.michell@unep.edu.au

BSB51918 Diploma of Leadership and Management

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:

Senior Administration Manager	Business Manager	Learning outcome
✓	✓	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
✓		support recruitment selection and induction of staff, and 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.

Senior Administration Manager	Business Manager	Learning outcome
	✓	Manage contract performance

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	Student Group
BSBLDR511: Develop and use emotional intelligence	Task 1: Own emotional intelligence Task 2: Recognising emotional strengths and weakness in others Task 3: Using emotional intelligence with the team	Senior administration managers Business managers
BSBLDR502: Lead and manage effective workplace relationships	Task 1: Manage ideas & information Task 2: Develop trust & confidence Task 3: Maintenance of networks & relationships Task 4: Manage team difficulties	Senior administration managers Business managers
BSBWOR501 Manage personal work priorities and professional development	Available at the online site at time of delivery.	Senior administration managers Business managers
BSBWOR502: Lead and manage team effectiveness	Task 1: Structure & performance planning Task 2: Team cohesion Task 3: Facilitate teamwork Task 4: Liaise with stakeholders	Senior administration managers Business managers
BSBLED501: Develop a workplace learning environment	Task 1: Develop a workplace learning environment	Senior administration managers Business managers

Course	Assessment Tasks	Student Group
BSBMGT517: Manage operational plan	Task 1: Planning Task 2: Implementing	Senior administration managers Business managers
BSBADM504 Plan and implement administration system	Available at the online site at time of delivery.	Senior administration managers Business managers
BSBCUS501: Manage quality customer service	Task 1: Investigate processes Task 2: Develop plan/policy procedure Task 3: Presentation	Senior administration managers
BSBHRM405 Support the recruitment selection and induction of staff	Available at the online site at time of delivery.	Senior administration managers
BSBADM502 Manage meetings	Task 1: Policies and procedures for meetings Task 2: Perpare for meeting Task 3: Conduct a meeting	Senior administration managers
BSBMGT605: Provide leadership across the organisation	Task 1: Underpinning knowledge Task 2: Communicate to inspire trust and confidence Task 3: Leadership reflective journal	Senior administration managers
BSBMGT502: Manage people performance	Task 1: Teams and leadership Task 2: Performance problems	Senior administration managers
BSBRISK501: Manage risk	Task 1: Risk management concepts Task 2: Risk management plan Task 3: Monitoring and evaluation of risk management	Business managers
BSBPMG522: Undertake project work	Task 1: Defining and planning your project Task 2: Consulting with the team Task 3: Administering the project Task 4: Finalising and reviewing the project.	Business managers

Course	Assessment Tasks	Student Group
BSBFIM501: Manage budgets and financial plans	Task 1: Plan financial approach Task 2: Implementation Task 3: Monitoring and controlling finances Task 4: Review and evaluate	Business managers
PSPPCM008 Manage contract performance	Available at the online site at time of delivery.	Business managers
BSBMGT516: Facilitate continuous improvement	Task 1: Facilitating continuous improvement	Business managers

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 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 6-7 hours a week of self-

directed workplace and individual study over the 24 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 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.