

Leading Successful Change Skill Set



Program Overview

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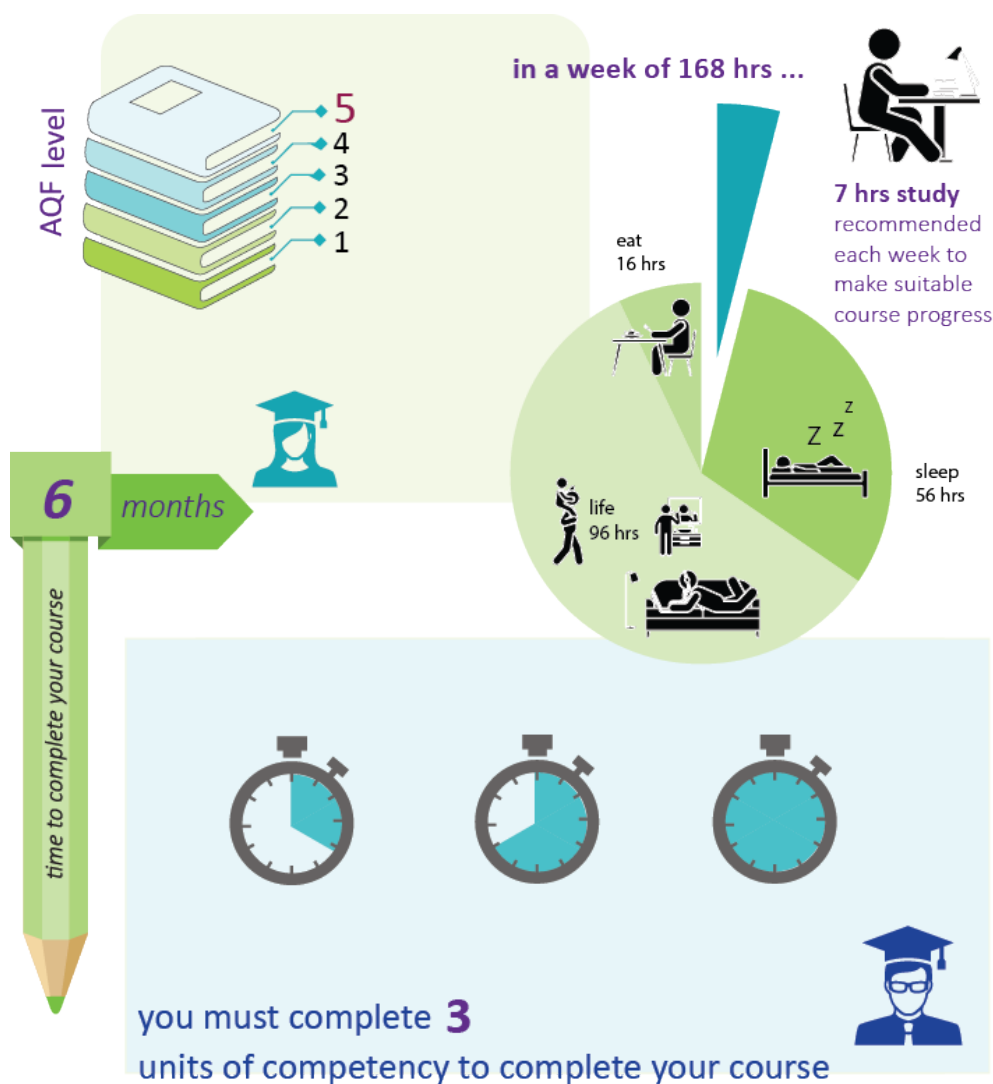
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Overview

Welcome

Welcome to *Leading Successful Change Skill Set*, which consists of units from the *Diploma of Leadership and Management BSB50420*. 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 Leading Successful Change Skill Set program. This skill set should provide you with the confidence to support dynamic business transformation.

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
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
Telephone: 02 6773 0000
Email: meg.michell@unep.edu.au

Leading Successful Change Skill Set

Aim of the program

This Skill Set aims to equip participants with the skills and knowledge lead successful change within the organisation by learning the skills and knowledge to lead, manage and support effective workplace relationships to achieve organisational values, goals and cultural diversity, while overseeing continuous improvement of the systems, processes and procedures.

Learning outcomes

On completion of the program you should be able to:

- communicate organisational mission and goals
- influence groups and individuals
- build and support teams
- demonstrate personal and professional competence
- manage ideas and information
- establish systems to develop trust and confidence
- manage the development and maintenance of networks and relationships
- manage difficulties to achieve positive outcomes
- lead continuous improvement systems and processes
- monitor and adjust performance strategies
- manage opportunities for further improvement.

Structure of the program

There are three (3) units of competency in this skill set and successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program is self-directed online study with access to downloadable PDF course material and online interactive learning activities. An outline of the structure for delivery and assessment is provided below.

The program is offered through online self-directed 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 or course structure

Course name	Assessment Tasks	Course Duration
BSBLDR602 Provide leadership across the organisation	Task 1: Linking strategy with roles and responsibilities Task 2: Influence and build your teams Task 3: Personal and professional competence	8 weeks (56 days)

Course name	Assessment Tasks	Course Duration
BSBLDR523 Lead and manage effective workplace relationships	Task 1: Knowledge questions Task 2: Workplace issues Task 3: Call centre upgrade Task 4: Review relationship management.	8 weeks (56 days)
BSBLSTR502 Facilitate continuous improvement	Task 1: Leading and managing continuous improvement systems and processes	8 weeks (56 days)

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

Study workload

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 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 Leading Successful Change Skill Set. 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.