

Diploma of Leadership and Management

Description

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.

Job roles

Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include: Area Manager, Regional Manager, Department Manager.

Employability Skills – Qualification Summary	
The following table contains a summary of the employability skills for this qualification. The employability skills facets described here are broad industry requirements	
<u>Employability skill</u>	<u>Industry/enterprise requirements for this qualification include:</u>
Communication	<ul style="list-style-type: none"> ▶ communicating with business contacts to promote the goals and objectives of the business ▶ obtaining feedback from colleagues and clients
Teamwork	<ul style="list-style-type: none"> ▶ leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices
Problem-solving	<ul style="list-style-type: none"> ▶ accessing and assessing information for accuracy and relevance ▶ developing strategies for minimising risks
Initiative and enterprise	<ul style="list-style-type: none"> ▶ identifying networking opportunities and developing operational strategies to ensure the viability of the business ▶ instigating new or different work practices to improve productivity or service delivery
Planning and organising	<ul style="list-style-type: none"> ▶ allocating work to meet time and budget constraints ▶ developing plans and schedules
Self-management	<ul style="list-style-type: none"> ▶ prioritising tasks
Learning	<ul style="list-style-type: none"> ▶ participating in professional networks and associations to obtain and maintain personal knowledge and skills ▶ systematically identifying learning and development needs

Technology	▶ using business technology to access, organise and monitor information
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Duration: 12 Months

Qualification Entry Requirements

Academic

- AAC Diploma in Business Studies (Level 3) (or) AAC Cert IV in Business (or)
- AAC Specialist Diploma in Hospitality Management (or)
- Level 3 Diploma from any other PEIs in relevant field (or)
- GCE A-Level pass in any 1 subject (or)
- Any other equivalent qualification

(Matured students aged 30 years and above with at least 8 years of work experience will be considered for admission.)

English Proficiency

- IELTS 5.5 OR
- AAC EFL Level 5 or equivalent.

Students without formal English qualifications will be given a placement test to determine their level of proficiency.

Applicants must be of age 16 and above.

Qualification Modules

Full Time

#	Code	Module Name	Competency Code*	Competency Name*	Learning Hours	Guided Learning	Assessment Preparation hours	Self-Directed Study hours
1	DLM113	Business Communication	BSBCMM511	Communicate with influence	30	15	40	40
2	DLM 102	Customer Service	BSBOPS505	Manage organisational customer service	30	15	40	40
3	DLM 103	Emotional Intelligence	BSBPEF502	Develop and use emotional intelligence	30	15	40	40
4	DLM 104	Leadership and Team Effectiveness	BSBTWK502	Lead and manage team effectiveness	30	15	40	40
5	DLM 105	Leadership and Workplace Relationship	BSBLDR523	Lead and manage effective workplace relationships	30	15	40	40
6	DLM 106	Workplace Diversity	BSBLDR521	Implement Diversity in the workplace	30	15	40	40
7	DLM 107	Managing Finance	BSBFIN501	Manage Budgets and Financial Plans	30	15	40	40

8	DLM 108	Operations Management	BSBOPS502	Manage Business Operational Plans	30	15	40	40
			BSBXBD401	Capture and store big data				
			BSBINS603	Initiate and lead applied research				
9	DLM 114	Critical Thinking	BSBCRT511	Develop Critical Thinking in Others	30	15	40	40
10	DLM 110	Work Health and Safety	BSBWHS521	Ensure a safe workplace	30	15	40	40
11	DLM 111	Sustainability	BSBSUS511	Develop workplace policy and procedures for sustainability	30	15	40	40
12	DLM 112	Personal Development	BSBPEF501	Manage personal and professional development	30	15	40	40
			BSBPEF402	Develop personal work priorities				
			BSBHRM405	Support the recruitment, selection and induction of staff				
					360	180	480	480
* Competency Code and Competency Name are taken from the BSB50420 Training Package (Release 3).						Total Learning hours 1500		

Part Time

#	Code	Module Name	Competency Code*	Competency Name*	Learning Hours	Guided Learning	Assessment Preparation hours	Self-Directed Study hours
1	DLM113	Business Communication	BSBCMM511	Communicate with influence	20	25	40	40
2	DLM 102	Customer Service	BSBOPS505	Manage organisational customer service	20	25	40	40
3	DLM 103	Emotional Intelligence	BSBPEF502	Develop and use emotional intelligence	20	25	40	40
4	DLM 104	Leadership and Team Effectiveness	BSBTWK502	Lead and manage team effectiveness	20	25	40	40
5	DLM 105	Leadership and Workplace Relationship	BSBLDR523	Lead and manage effective workplace relationships	20	25	40	40
6	DLM 106	Workplace Diversity	BSBLDR521	Implement Diversity in the workplace	20	25	40	40
7	DLM 107	Managing Finance	BSBFIN501	Manage Budgets and Financial Plans	20	25	40	40

8	DLM 108	Operations Management	BSBOPS502	Manage operational Plan	20	25	40	40
			BSBXBD401	Capture and store big data				
			BSBINS603	Initiate and lead applied research				
9	DLM 114	Critical Thinking	BSBCRT511	Develop Critical Thinking in Others	20	25	40	40
10	DLM 110	Work Health and Safety	BSBWHS521	Ensure a safe workplace	20	25	40	40
11	DLM 111	Sustainability	BSBSUS511	Develop workplace policy and procedures for sustainability	20	25	40	40
12	DLM 112	Personal Development	BSBPEF501	Manage personal and professional development	20	25	40	40
			BSBPEF402	Develop personal work priorities				
			BSBHRM405	Support the recruitment, selection and induction of staff				
					240	300	480	480

* Competency Code and Competency Name are taken from the BSB50420 Training Package (Release 3).		Total Learning hours 1500
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Synopsis			
Module Name	Competency Code*	Competency Name*	Description
Business Communication	BSBCMM511	Communicate with influence	This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.
Customer Service	BSBOPS505	Manage organisational customer service	This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.
Emotional Intelligence	BSBPEF502	Develop and use emotional intelligence	This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.
Leadership and Workplace Relationship	BSBLDR523	Lead and manage effective workplace relationships	This unit describes the skills and knowledge required to lead and manage effective workplace relationships.
Workplace Diversity	BSBLDR521	Lead the development of diverse workforces	This unit describes the skills and knowledge required to manage a diverse workforce. It covers scoping workforce diversity and developing, implementing and reviewing diversity policy and procedures in the workplace.
Managing Finance	BSBFIN501	Manage Budgets and Financial Plans	This unit describes the skills and knowledge required to undertake financial management within

			a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.
Operations Management	BSBOPS502	Manage operational Plan	This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.
	BSBXBD401	Capture and store big data	This unit describes the skills and knowledge required to capture and store transactional and non-transactional big data obtained from a variety of sources. It involves using methodologies and techniques to obtain big data sets. It also involves analysing and storing the captured big data according to industry practices and organisational policies, procedures and protocols.
	BSBINS603	Initiate and lead applied research	This unit describes the skills and knowledge required to plan, conduct and report on applied research to influence strategic practices and outcomes within an organisational context. The unit also covers constructing an applied research strategy, using a range of applied research techniques, and analysing and presenting findings.
Critical Thinking	BSBCRT511	Develop Critical Thinking in Others	This unit describes the skills and knowledge required to develop critical and creative thinking skills in others within a workplace context.
Work Health and Safety	BSBWHS521	Ensure a safe workplace for a work area	This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative

			requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.
Sustainability	BSBSUS511	Develop workplace policies and procedures for sustainability	This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances.
Leadership and Team Effectiveness	BSBTWK502	Lead and manage team effectiveness	This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.
Personal Development	BSBPEF501	Manage personal and professional development	This unit describes the skills and knowledge required to implement systems and process that support the personal and professional development of self and others.
	BSBPEF402	Develop personal work priorities	This unit describes the skills and knowledge required to plan and prioritise own work tasks. It also addresses the skills and knowledge to monitor and obtain feedback on personal work performance.
	BSBHRM405	Support the recruitment, selection and induction of staff	This unit describes the skills and knowledge required to execute tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.

Assessment Arrangements

Competency Code	Competency Name	Demonstration	Practical	Activities	Observation	Role play	Case study/Scenario	Questions and Answers	Project/Report	Presentation,	Portfolio/Journal	Online
BSBCMM511	Communicate with influence		✓	✓		✓	✓	✓	✓	✓		
BSBOPS505	Manage organisational customer service		✓				✓	✓	✓	✓		
BSBPEF502	Develop and use emotional intelligence		✓	✓		✓	✓	✓		✓	✓	
BSBLDR523	Lead and manage effective workplace relationships		✓	✓			✓	✓		✓		
BSBLDR521	Implement Diversity in the workplace		✓	✓			✓	✓	✓	✓	✓	
BSBFIN501	Manage Budgets and Financial Plans		✓				✓	✓	✓	✓	✓	
BSBOPS502	Manage operational Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BSBXBD401	Capture and store big data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BSBINS603	Initiate and lead applied research	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BSBCRT511	Develop Critical Thinking in Others		✓	✓			✓	✓	✓	✓		
BSBWHS521	Ensure a safe workplace		✓	✓			✓	✓	✓	✓	✓	
BSBSUS511	Develop workplace policy and procedures for sustainability		✓	✓		✓	✓	✓	✓	✓	✓	
BSBTWK502	Lead and manage team effectiveness		✓	✓		✓	✓	✓	✓	✓		

BSBPEF501	Manage personal work priorities and professional development	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BSBPEF402	Develop personal work priorities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BSBHRM405	Support the recruitment, selection and induction of staff	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

The assessment objectives tested in these modules are broadly categorised in the following hierarchical order:

- 1. Knowledge:** Exhibit memory of previously learned materials by recalling facts, terms, basic concepts and answers
- 2. Comprehension:** Demonstrate understanding of facts and ideas by organizing, comparing, translating, interpreting, giving descriptions, and stating the main ideas
- 3. Application:** Using new knowledge. Solve problems in new situations by applying acquired knowledge, facts, techniques and rules in a different way
- 4. Analysis:** Examine and break information into parts by identifying motives or causes. Make inferences and find evidence to support generalizations
- 5. Evaluation:** Present and defend opinions by making judgments about information, validity of ideas or quality of work based on a set of criteria

Specification Grid

The relationship between the assessment objectives and components of the scheme of assessment is as follows

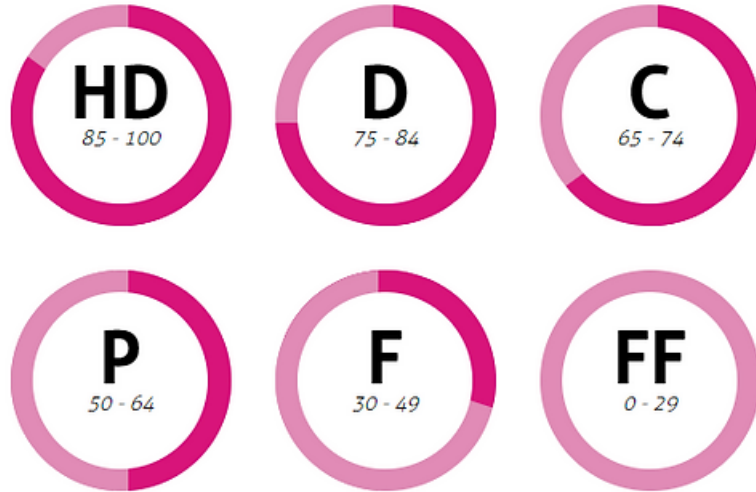
Knowledge	Comprehension	Application	Analysis	Evaluation
20%	20%	20%	30%	10%

The assessment objectives are weighted to give an indication of their relative importance. They are not intended to provide a precise statement of the number of marks in particular skills.

Code	Name of the module	Assessment 1	Assessment 2
DLM 113	Business Communication	50%	50%
DLM 102	Customer Service	50%	50%
DLM 103	Emotional Intelligence	50%	50%
DLM 104	Leadership and Team Effectiveness	50%	50%
DLM 105	Leadership and Workplace Relationship	50%	50%
DLM 106	Workplace Diversity	50%	50%
DLM 107	Managing Finance	50%	50%
DLM 108	Operations Management	50%	50%
DLM 114	Critical Thinking	50%	50%
DLM 110	Work Health and Safety	50%	50%
DLM 111	Sustainability	50%	50%
DLM 112	Personal Development	50%	50%

Marks and Grades

The infographic below shows the academic grading of this course with the breakdown of marks.



Graduation Requirement:

In order to be awarded the Diploma of Leadership and Management, a student must obtain at least a Pass Grade in all the modules within the eligibility period of 2 years from the original completion date.

Certificate will be awarded by Academies Australasia College.