

## Diploma of Leadership and Management (E-Learning)

### 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.

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

<b>Technology</b>	▶ 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 one subject (or)
- ITE Nitec in relevant field (or)
- 12 years of formal education (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

### 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 quality 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
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 work priorities and professional development	20	25	40	40
					<b>240</b>	<b>300</b>	<b>480</b>	<b>480</b>
* Competency Code and Competency Name are taken from the BSB50420 Training Package (Release 1).						Total Learning hours 1500		

<b>Synopsis</b>			
<b>Module Name</b>	<b>Competency Code*</b>	<b>Competency Name*</b>	<b>Description</b>
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 quality 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	Implement Diversity in the workplace	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.
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	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 policy 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 work priorities and professional development	This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

## 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 quality 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		✓				✓	✓	✓	✓	✓	
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		✓	✓		✓	✓	✓	✓	✓	✓	

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%

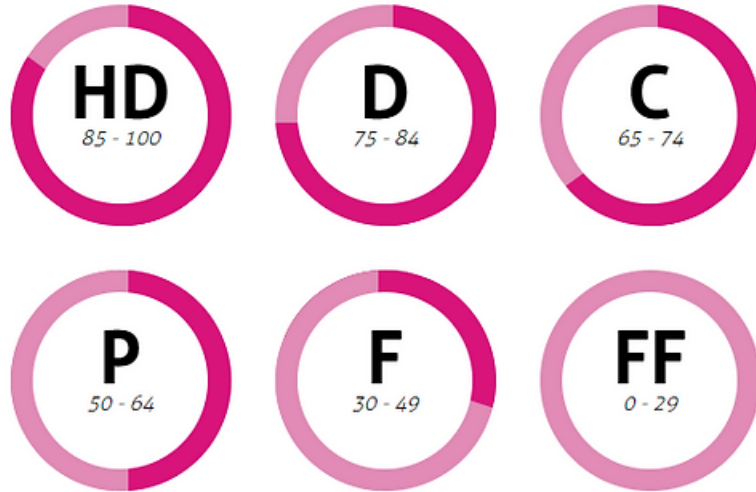
The assessment objectives are weighted to give an indication of their relative importance. They are not intended to provide a precise statement of the number of marks in particular skills.



<b>Code</b>	<b>Name of the module</b>	<b>Assessment 1</b>	<b>Assessment 2</b>
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 (E-Learning), 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.