

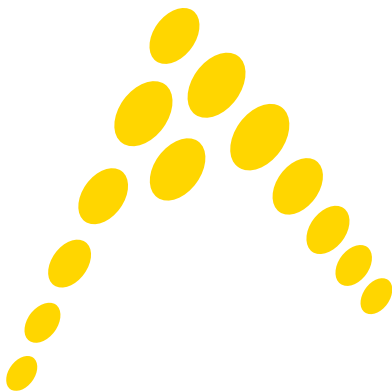
AVELING

Course Information

BSB50420

Diploma of Leadership and
Management

ACHIEVE MORE™



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Information is correct at time of printing and subject to change without notice.
Please visit aveling.com.au for our latest course information.

RTO: 50503

Overview

<i>BSB50420 Diploma of Leadership and Management</i>
Cost: \$ 3995 (GST free)
Delivery: Classroom – Jandakot

The Aveling Approach

Aveling believes in an experiential and practical learning approach where you are able to apply what you learn as you go. This reinforces your learning and ensures you develop knowledge and skills that last when you go back to the workplace.

This course has been designed to build your knowledge and skills in a broad range of areas needed by leaders, providing you with a strong foundation of best practice from which to move your team and organisation forward, no matter the challenge.

This program will suit those who are experienced managers and leaders across a range of organisation and industry contexts wanting to further develop their leadership and management skills and take the next step in their career.

Course Details

Aveling's *BSB50420 Diploma of Leadership and Management* is delivered over four sessions, designed to be taken in any order but all four sessions must be successfully completed to achieve the qualification.

Classroom sessions take place at our purpose-built training facility in Jandakot between 8:00am and 4:00pm. You are required to arrive at our training facility by 7:45am for registration. You'll have time to grab a coffee or snack from our café and familiarise yourself with your learning environment prior to the class commencing.

With each classroom learning session, you will be provided with an assessment to complete in your own time. You will have two months to complete this assessment, see table in [Assessment](#) section below for further details.

Session 1 Communicating as a leader

Price \$ 890 (GST free)

Days in class: 2 days

This course provides skills and knowledge to prepare for communication through identifying needs, facilitating or conducting communications, and reviewing communications with teams or individual team members in the workplace.

BSBCMM511 Communicate with influence

Learn how to present and negotiate persuasively, lead and participate in meetings, and make presentations to customers, clients and other key stakeholders.

BSBCMM412 Lead difficult conversations

Develop skills to prepare for, lead and manage challenging workplace conversations to achieve constructive outcomes and maintain effective working relationships.

BSBTWK503 Manage meetings

Learn how to manage a range of meetings including overseeing the preparation process, chairing meetings, organising the minutes, and reporting meeting outcomes.

Session 2 Improving business operations

Price \$ 890 (GST free)

Days in class: 2 days

This course focuses on developing and monitoring implementation of operational plans and managing business risk, while leading and managing continuous improvement systems and processes.

BSBOPS502 Manage business operational plans

Learn how to develop, implement and monitor business operational plans to support organisational objectives and ensure efficient resource use.

BSBOPS504 Manage business risk

Develop skills to identify, analyse and manage business risks to support informed decision-making and organisational resilience.

BSBSTR502 Facilitate continuous improvement

Learn how to lead continuous improvement processes by encouraging innovation, monitoring performance and implementing strategies to enhance business outcomes.

Session 3 Managing people

Price \$ 890 (GST free)

Days in class: 2 days

This course provides the skills and knowledge to lead and manage effective workplace relationships in teams and individuals to actively engage with management of the organisation.

BSBTWK502 Manage team effectiveness

Learn how to lead teams in the workplace through team performance plans, developing team cohesion and liaising with stakeholders to resolve issues raised.

BSBLDR523 Lead and manage effective workplace relationships

Learn how to establish and maintain effective workplace relationships through communication, conflict resolution and leadership strategies that support organisational goals.

BSBLDR522 Manage people performance

Develop the skills to manage employee performance by setting clear expectations, providing feedback and supporting development to improve individual and team outcomes.

Session 4 Developing your team

Price \$ 1325 (GST free)

Days in class: 3 days

This course helps you develop self-awareness and the management skills to build relationships in the workplace, support personal and professional development of self and others, and develop critical and creative thinking skills in others.

BSBPFE502 Develop and use emotional intelligence

Learn the skills and knowledge to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and promote development of emotional intelligence in others.

BSBPFE501 Manage personal and professional development

Learn how to plan, implement and evaluate strategies for personal and professional growth to enhance workplace performance and career progression.

BSBCRT511 Develop critical thinking in others

Develop skills to foster critical thinking in others by providing support, guidance and opportunities for reflection and problem-solving in the workplace.

Entry Requirements

There are no specific pre-requisites for this course however, to ensure this course is suitable for you, we ask that you consider the below.

Course requirements

Ideally you will be in a leadership position or be able to simulate it within your workplace.

It is a requirement that you bring a laptop or tablet with you to enable you to complete classroom learning and assessment.

Diploma learner requirements

It is expected that learners applying to a Diploma level course meet the following requirement:

- over 18 years of age
- minimum of 12 yrs of schooling, Certificate IV Qualification or equivalent work experience or schooling
- ability to access and use technology to create business documents such as correspondence, plans and reports
- professional working proficiency in English to be able to participate in work meetings, have conversations with clients and carry out most work functions requested of them. A person at this level will be able to work independently, use a range of complex text and analyse and complete complex tasks.

Language Literacy, Numeracy and Digital skills (LLND) survey

If this is your first Aveling course, you will be required to complete a Language Literacy, Numeracy and Digital skills (LLND) survey to provide us with an understanding of your level of literacy and numeracy. A link to the LLND survey will be provided on your booking confirmation. Please complete this survey prior to attending your first day of training and advise Aveling of any additional support or assistance you may need.

Learners are required to have foundational to intermediate digital literacy skills, including the ability to navigate digital devices, use communication and collaboration tools and manage file and documents in an online environment with minimal to no guidance.

Based on the outcome of the survey, we may contact you to discuss options that will best suit your individual learning needs. If literacy support is required, additional costs may be incurred.

Student visa holders

Sorry, this program is not available for international students holding a student visa. Aveling is not registered as a CRICOS provider therefore is unable to provide this training to anyone who holds an Australian Student Visa.

How to enrol

Aveling offers each of the four sessions throughout the year. These sessions can be completed in any order, but all four must be successfully completed to achieve the qualification.

You can book and pay for the individual sessions, or plan ahead and book all of the sessions at once. We recommend that when you are selecting suitable dates for each of the four sessions, that you ensure you have enough time in between each session to complete the assessments from the previous session before starting the next one.

You can enrol by:

- clicking on 'Book Now' on our [BSB50420 Diploma of Leadership and Management](#) webpage
- emailing training@aveling.com.au
- phoning +61 8 9379 9999

What to bring?

- **photo ID** to confirm your identity at reception during check-in
- your **USI number** (see below)
- a **laptop or tablet** to enable you to complete classroom learning and activities. Please ensure your device is fully charged at the start of each day. It may not be possible to charge during class times, but you will have the opportunity to charge during breaks.

What is included?

- comprehensive Learner Guide
- pens & notepad
- learner support
- on classroom learning days:
 - fully catered morning & afternoon tea
 - fully catered lunch
 - free flowing tea, coffee and filtered water
 - complimentary Wi-Fi.

Unique Student Identifier (USI)

Please ensure you bring your USI number to Aveling for check-in on the first day of your course. AQF certification cannot be issued without a verified USI. Learners should obtain their USI prior to arriving at Aveling by applying online at <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>. Further information on the USI can be obtained at www.usi.gov.au.

Recognition of Prior Learning (RPL)

RPL is a process that assesses your skills and knowledge (which may have been acquired through formal and informal learning) to determine if you meet the requirements for a unit of competency.

If you've already received training in a particular area, worked in a position that's enabled you to undertake industry relevant tasks, or simply been trained in-house through your organisation, you may be eligible to apply for RPL for a unit of competency.

Although it is not necessarily a quick or simple process, Aveling aims to provide applicants with a more flexible way of having their abilities, skills and knowledge assessed against the competencies in qualifications and nationally recognised units of competency.

For more information on RPL for one or more of the units in the *BSB50420 Diploma of Leadership and Management* please contact us on +61 8 9379 9999 or email training@aveling.com.au.

Fees and charges

All courses require payment to be made at time of booking. Payment is made for each session during the booking process. Companies may provide a purchase order number if prior approval has been granted by Aveling.

- All cancellations or variations to course bookings must be received in writing by emailing training@aveling.com.au within the timeframes specified in the [Cancellation and Refund Policy](#).
- Non-attendance at any public course will incur an administration cost equivalent to the full course cost.
- An alternate person may be substituted prior to the commencement of the course at no additional cost.
- There is no refund to learners who are deemed 'Not Yet Competent' after the assessment.
- Please refer to Aveling's [Cancellation and Refund Policy](#) for cancellation information for specific courses and locations.
- As a learner, you have the right to a refund for services not provided. Aveling reserves the right to cancel any course. Should this occur, the payee is entitled to a full refund or re-schedule of training (if available) at no extra charge. Aveling will not be liable for any claims arising from course cancellation.
- Should Aveling be unable to provide a course or agreed service for any reason, or have to terminate the arrangement early, a refund of fees paid for services not provided will be given to the learner by Aveling. Learners who have already been assessed as competent for some units will be issued a Statement of Attainment for these units and the costs of issuing the Statement(s), including training, assessment and administration fees, will be deducted from the refund total.
- No certification will be issued until relevant fees and charges have been paid in full.
- Re-issuing of transcripts is free of charge is sent electronically.

Assessment

The assessment is designed to assess your understanding of the skills and knowledge needed to address the key requirements for the qualification and in a workplace. This course includes knowledge questions and workplace assessments, designed to solidify your classroom learning. You will complete assessments based on workplace scenarios after each classroom session.

This course includes knowledge questions and workplace assessments for each unit. The questions enable you to provide evidence your understanding of the knowledge requirements of the associated unit of competency, while the workplace assessments provide an opportunity for you to demonstrate your practical skills in a variety of scenarios within the workplace. Workplace Observation reports completed by your manager or supervisor are to be completed as part of your assessment submission. Aveling

Assessors use the information provided in the report together with your other submission items to make an informed assessment of your competence in the units. Aveling Assessors may contact your observer if further evidence is required to deem competence or for verification purposes.

While the timing will vary for each individual learner, we estimate that you will need to spend 5-10 hours per week to complete the assessments between the classroom session.

The below table indicates which assessment methods are used for each unit of competency included in the qualification.

Units of competency	Knowledge questions	Workplace assessment
Session 1 Communicating as a leader		
Assessments due 2 months after the last day of the session		
<i>BSBCMM511 Communicate with influence</i>	✓	✓
<i>BSBCMM412 Lead difficult conversations</i>	✓	✓
<i>BSBTWK503 Manage meeting</i>	✓	✓
Session 2 Improving business operations		
Assessments due 2 months after the last day of the session		
<i>BSBOPS502 Manage business operational plans</i>	✓	✓
<i>BSBOPS504 Manage business risk</i>	✓	✓
<i>BSBST502 Facilitate continuous improvement</i>	✓	✓
Session 3 Managing people		
Assessments due 2 months after the last day of the session		
<i>BSBTWK502 Manage team effectiveness</i>	✓	✓
<i>BSBLDR523 Lead and manage effective workplace relationships</i>	✓	✓
<i>BSBLDR522 Manage people performance</i>	✓	✓
Session 4 Developing your team		
Assessments due 2 months after the last day of the session		
<i>BSBPEF502 Develop and use emotional intelligence</i>	✓	✓
<i>BSBPEF501 Manage personal and professional development</i>	✓	✓
<i>BSBCRT511 Develop critical thinking in others</i>	✓	✓

Assessment attempts

You will have three attempts to achieve competency. Failure to submit by the due date counts as an attempt.

If your first assessment attempt is not satisfactory you may be contacted by your assessor for minor clarifications, or you may receive an email from our assessment team detailing the further work that is needed.

You will only be required to resubmit the part(s) of your assessment that your assessor marked as unsatisfactory. Please contact your assessor to clarify any additional evidence requirements, the feedback provided or to request additional support.

You will be advised of the due date to submit your reassessment / additional evidence at this time. Failure to submit by the advised due date will count as an attempt.

If after three attempts, you are deemed as 'Not Yet Competent', further training may be required.

Learner support

If you are experiencing any challenges that may impact your learning or progress, we encourage you to contact Aveling as early as possible. Whether you need additional support, are facing personal or study-related difficulties, or wish to discuss circumstances that may affect your training, our team is here to help. We encourage you to disclose any support needs so we can work with you to explore reasonable solutions and assist your learning experience to be positive and successful.

Aveling provides two-hour group support workshops facilitated by an Aveling trainer and assessor, run regularly at our Jandakot venue. Three (3) support workshop sessions are included for free with each Nationally Recognised course you are enrolled in.

Additional support can be arranged, if needed, at a cost of \$120 per hour.

Places on each session are limited so bookings are essential. Call +61 8 9379 9999 to book your place.

General information

For further information about Aveling, available products and services or our policies please see our [website](#) and learner handbook.