



START LEARNING

Kickstart your career with a nationally recognised course

BSB51918

Diploma of Leadership and Management

Course Information

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Diploma of Leadership and Management

This course is nationally accredited by the Australian Government under the Australian Qualifications Framework (AQF).

BSB51918 Diploma of Leadership and Management will give you guidance on managing teams, departments, and projects to ensure a business runs smoothly. You will analyse the latest management theories, management styles, organisation strategy, risk management, and learn how to effectively manage and lead teams using proven communication solutions. You will also learn how to attract and retain the best talent to achieve business goals and build a competitive advantage.

Why Study with LET Training?

Affordable Qualification Courses

Flexible & Accessible Learning

Knowledgeable Trainers

Friendly & Helpful Support

Fast Assessment Response

The average course completion time-frame

We find students that are genuinely motivated to progress through the course can complete the full course in less than 12 months.

On average it may take you 60 - 70 hours to complete a unit of competency.

However, this will be influenced by your experience, time availability and work rate.

How to study with LET Training?

▪ **Online & Self-paced** - You can study at any time, any place, with maximum flexibility.

▪ **Enrol at any time** and start straight after enrolment!

From the date of enrolment registration, you have up to **12 months** to complete this qualification, but you may complete it in less time.

We find our students complete this qualification with varying timeframes. It just depends on your life situation and time availability.

▪ **Payment Plans** - simply tick one that suits you the best; or pay the full course fee upfront.

▪ **No minimum course timeframe** - you can complete the course as quickly as you choose.

The Learning supports

You are well supported throughout your course, so you won't feel alone.

You'll have access and discuss your course work on a one-on-one basis with a specialist trainer via:

- Telephone
- Email;
- Skype

Available between Monday to Friday 9am to 5pm (Sydney time).

Accreditation

This qualification is nationally recognised under the Australian Qualifications Framework (AQF).

To be awarded this qualification, you are required to complete **12 units of competency**. LET Training offers the following units:

Core units (4):

- BSBLDR511 Develop and use emotional intelligence
- BSBLDR502 Lead and manage effective workplace relationships
- BSBMGT517 Manage operational plan
- BSBWOR502 Lead and manage team effectiveness

Elective units (8):

- BSBADM502 Manage meetings
- BSBCUS501 Manage quality customer service
- BSBHRM405 Support the recruitment, selection and induction of staff
- BSBLED501 Develop a workplace learning environment
- BSBMGT502 Manage people performance
- BSBMGT516 Facilitate continuous improvement
- BSBRSK501 Manage risk
- BSBWHS501 Ensure a safe workplace

To find out more about the individual course units, check out the [Appendix – Course Unit Information](#) at the end of this document. If you wish to change any elective unit/s, please speak to one of our friendly course advisors.

Entry and study requirements

You can enrol and start at any time!

We are committed to seeing you through your course. To ensure you have the best chance of successfully completing your course, the following entry and study requirements apply.

- Current Year 12: Successful completion of Australian Year 12 or equivalent or the Australian Senior VCAL Certificate; or
- Non-Year 12: Completion of post-secondary studies or at least 6 months' work experience; and
- Have access to a fully-functional computer/smart device loaded with a web browser and appropriate software applications to read PDF files and produce documents
- Have reliable internet access
- Have a valid email account for learning and assessment communication
- Have a telephone valid telephone number for learning and assessment communication, support and interviews
- Successfully completed all assessment tasks to the required published standard.

Skills needed for studying:

- **Language and literacy skills** at a level that enables you to read, interpret, communicate and apply a range of information and data, to write reports and other business documents for a variety of audiences, and to present and address issues.
- **Numeracy skills** at a level that enables you to plan and manage time, resources and budgets, to read and understand workplace figures, statistics and measurements, and to solve routine workplace and operational problems.
- **Technology skills** to conduct online research using a web browser and to use a variety of software applications to send e-mails with attachments, read PDF files, produce documents, analyse information and data.
- The ability to research information and data from a variety of sources.

Assessments

Upon enrolment, you will be provided with detailed assessment task specifications and activities specific to the relevant unit of competency (via the Learning Management System). For example, you may be required to:

- complete projects and/or portfolios of evidence;
- answer a series of knowledge-based short answer questions;
- participate in interviews with your assessor.

You will be required to submit your evidence for evaluation to the assessor, who will continue to maintain contact with you during the assessment decision-making process. You will also be provided with opportunities to adjust and resubmit your assessments based on the assessor's feedback.

Career opportunities

Successful completion of BSB51918 Diploma of Leadership and Management can qualify you for a range of roles and positions, including:

- Administration Supervisor
- Executive Personal Assistant
- Office Administrator
- Project Administrator

Recognition of prior learning (RPL)

For those currently working in an administrative and office management position, with over 5 years working experience, ask our friendly course consultants about our Recognition of Prior Learning (RPL) solution eligibility. One of our expert trainers will develop a tailored training plan for you based on your existing role and experience.

Study pathways

Will previous study and experience count?

LET Training recognises Recognition of Prior Learning (RPL) which considers the knowledge and skills you have already gained through your previous education and work history, attributing this to your enrolled qualification course. This may be through formal or informal training and can result in credits towards your qualification. More information can be found in the LET Training Student Handbook.

Future education pathways

After successfully completing BSB51918 Diploma of Leadership and Management, you may like to enrol in LET training's BSB61015 Advanced Diploma of Leadership and Management.

Contact LET Training

LET Training offers a range of business, management, WHS and administration qualification courses.

For further information or to enrol, contact us via:



www.lettraining.com.au



(02) 9633 3929 or (02) 9633 4582



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Appendix – Course Unit Information

BSB51918 - Diploma of Leadership and Management

Unit of competency	Applications
BSBLDR511 Develop and use emotional intelligence	<p>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.</p> <p>It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.</p> <p>It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.</p>
BSBLDR502 Lead and manage effective workplace relationships	<p>This unit describes the skills and knowledge required to lead and manage effective workplace relationships.</p> <p>It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.</p> <p>At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.</p>
BSBMGT517 Manage operational plan	<p>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</p> <p>Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.</p> <p>This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.</p>
BSBWOR502 Lead and manage team effectiveness	<p>This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.</p> <p>It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.</p>
BSBADM502 Manage meetings	<p>This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.</p> <p>It applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.</p>
BSBCUS501 Manage quality customer service	<p>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.</p> <p>It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.</p>

<p>BSBHRM405</p> <p>Support the recruitment, selection and induction of staff</p>	<p>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.</p> <p>This unit applies to individuals who support recruitment, selection and induction functions under the direction of a human resource manager.</p>
<p>BSBLED501</p> <p>Develop a workplace learning environment</p>	<p>This unit describes the skills and knowledge required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance.</p> <p>It applies to individuals who have a prominent role in encouraging, supporting and facilitating the development of a learning environment in which work and learning come together.</p> <p>At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision-making strategies.</p>
<p>BSBMGT502</p> <p>Manage people performance</p>	<p>This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.</p> <p>It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.</p> <p>The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.</p>
<p>BSBMGT516</p> <p>Facilitate continuous improvement</p>	<p>This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.</p> <p>It applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives.</p> <p>At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.</p>
<p>BSBRISK501</p> <p>Manage risks</p>	<p>This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.</p> <p>It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.</p>
<p>BSBWHS501</p> <p>Ensure a safe workplace</p>	<p>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.</p> <p>This unit applies to managers working in a range of contexts who have or are likely to have responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS legislation, for example persons conducting a business or undertaking (PCBUs) or officers, as defined by relevant legislation.</p>