



BSB50420

Diploma of Leadership and Management



BSB50420 - Diploma of Leadership and Management

The Diploma of Leadership and Management reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

You will be fully supported by our expert trainers/assessors and the dedicated student support team at My CPE.

On successful completion of this program, students will have gained valuable skills and knowledge to apply to a multitude of roles and industries as well as establish a pathway to higher education.

Program Details

Qualification: Diploma

Nationally recognised: Yes

Delivery mode: Online

Program duration: 1 year

Start anytime: Yes

Self-paced: Yes

Fee: \$2,750.00 (Ask us about government funding)

Funding/Payment plan: Yes

RPL Options: Yes

Assessment

Assessments may include a blend of:

- Theory Assessment
- Project Work/Practical activities
- Role Play/Observation.

Career Opportunities

- Business Manager
- Small business manager, owner, or operator
- Information Services Manager
- Manager/Office Manager
- Legal Practice Manager
- Operations Manager
- Business Development Manager
- Production Manager.



Contact us for more information
E: hello@mycpe.com.au



Unit Descriptions

The qualification includes a total number of 12 units - comprising of 6 core units plus 6 elective units.

CORE UNITS

BSBCMM511 - Communicate with influence

- Identify communication requirements
- Negotiate to achieve agreed outcome
- Participate in and lead meetings
- Make presentations.

BSBCRT511 - Develop critical thinking in others

- Assess individual and team critical and creative thinking skills
- Establish an environment that encourages the application of critical and creative thinking
- Monitor and improve thinking practices.

BSBLDR523- Lead and manage effective workplace relationships

- Establish effective workplace relationship processes
- Manage effective workplace relationships
- Review management of workplace relationships.

BSBOPS502 - Manage business operational plans

- Establish operational plan
- Manage resource acquisition
- Monitor and review operational performance.

BSBPEF502 - Develop and use emotional intelligence

- Prepare to develop emotional intelligence
- Develop emotional intelligence
- Promote development of emotional intelligence in others.

BSBTWK502 - Manage team effectiveness

- Establish team performance plan
- Develop and facilitate team cohesion
- Facilitate teamwork
- Liaise with stakeholders.

ELECTIVES

BSBTWK503 - Manage meetings

- Prepare for meetings
- Conduct meetings
- Follow up meetings.

BSBFIN501 - Manage budgets and financial plans

- Plan financial management approaches
- Implement and monitor financial management plans
- Review and evaluate financial management plans.

BSBHRM524 - Coordinate workforce plan implementation

- Research workforce requirements
- Coordinate workforce objectives and strategies
- Coordinate implementation of initiatives
- Monitor and evaluate workforce trends.

BSBLDR522 - Manage people performance

- Allocate work
- Assess performance
- Provide feedback
- Manage follow up.

BSBHRM415 - Coordinate recruitment and onboarding

- Plan for recruitment
- Screen and interview potential candidates
- Assess and select candidates
- Manage candidate outcomes
- Onboard successful candidate.

BSBOPS505 - Manage organisational customer service

- Establish customer requirements
- Deliver quality products and services
- Evaluate customer service.

Study with My CPE

Our online self-paced learning programs provide flexibility to study in your own time, at your own pace, and in your own environment... anywhere, anytime.

The program is delivered online over a 12-month period; however, you are able to complete the program at a faster pace.

You are encouraged to take an active part in managing your learning outcomes. Be assured that your trainer will be available to provide support and guidance where necessary. The experienced and dedicated team at My CPE is keen to see you succeed.

Important Information

Licensing/Regulatory Information

- No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

- Be aged 18 years or over
- Hold a minimum of a Higher School Certificate (or equivalent)
- Be able to commit to the course duration and time frame
- Have completed the Language, Literacy & Numeracy (LLN) Assessment
- Be an existing worker, preferably in a supervisory role
- Have the support of your supervisor or employer
- Have access to resources listed below.

NOTE: These entry requirements will be confirmed through information collected on the enrolment form, including confirmation from your workplace supervisor or employer.

Resource Requirements

- Internet access
- Technology, office equipment, calculator, and relevant resources used in the workplace
- Software applications such as word processing, spreadsheets, presentation software and email
- A recording device (such as a Smart Phone or iPad) to record work and submit via the eLearning Portal
- Basic stationary.

Duration

- You have 12 months to complete the program
- Recommended study hours per week: 14
- Extensions may be granted in certain circumstances - additional program fees may apply.

Support

The dedicated team at My CPE are available to assist with any questions you may have in relation to:

- How to enrol in a program
- Payment options
- Terms and conditions
- Program curriculum
- RPL process
- Assessment processes
- Administration queries
- Student support services.

Recognition of Prior Learning (RPL)

- Applicants have the opportunity to apply for recognition of their existing skills and knowledge relevant to the units of competency within the program
- These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program
- Students are encouraged to notify My CPE of their interest or intention to apply for RPL prior to their enrolment
- A pre-training review questionnaire will be provided to gather information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

Pathways from the Qualification

- The Advanced Diploma of Leadership and Management would support career progression.

Other Qualifications of interest

- FNS50217 - Diploma of Accounting
- FNS50422 - Diploma of Payroll Services
- FNS40222 - Certificate IV in Accounting and Bookkeeping.

Skill Sets of interest

- FNSSS00004 - BAS Agent Registration Skill Set
- FNSSS00012 - Payroll Administrator Skill Set.

National recognition

- The competencies in this program have been drawn from the nationally endorsed industry training package, the Business Services Training Package (BSB)
- On successfully completing the training and assessment, the BSB50420 - Diploma of Leadership and Management qualification will be issued. A Record of Results listing all units of competency achieved will also be issued
- The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and the wider financial services industry
- My CPE Pty Ltd will issue a qualification within 30 days of the final assessment being completed
- Learn more:

<https://training.gov.au/Training/Details/BSB50420>

Assessment Requirements

Assessments have been developed with the busy learner cohort in mind to facilitate a practical approach to the performance and knowledge evidence required of the training package and relevant to those working in professional service roles.

The following provides a brief explanation of the assessment methods that are to be applied:

- **Theory Assessment** – Involves written responses to a selection of questions which provides an opportunity to demonstrate a range of skills and knowledge applicable to the learning outcomes
- **Written Report/Reflection** - Assessment that requires the production of a written record or report based on real workplace scenarios or a case study
- **Project/Practical activities** - A project or practical activity requires the creation of various workplace documents (financial statement, risk assessment, operational plan, personal development plan or compliance initiative, etc.). Projects will often have a practical presentation component where the student will be asked to present the outcomes of their project
- **Role Play/Observation** – An opportunity to demonstrate a range of skills whilst being observed by, or interacting with, the assessor or colleagues in a simulated or real business workplace environment. These activities allow the assessor to observe the application of knowledge and skills during practical activity
- **Case studies** - An opportunity for learners to combine their newly acquired skills and knowledge to demonstrate competence. Case Studies are often incorporated in the Project work candidates must complete
- **Examination** – Examinations are tests that can be formal or informal. Formal Examination involves the delivery of an examination which is formally supervised to meet assessment requirements as specified by the training package and in compliance with industry regulatory requirements. Quizzes may also be used to present an informal approach to learning and assessment
- **Workplace Supervisor Report** - Workplace supervisors may be asked to provide feedback about the student's performance during a module. The supervisor will receive a briefing at the time the student begins studying each module to inform them of the module requirements.

Who is Responsible for Your Training?

- My CPE Pty Ltd is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates
- Registered Training Organisation – (RTO) Provider No: 45717.

Student Information

- Detailed student information is available within our Learner Handbook, which is supplied with the enrolment package
- This booklet contains important information about our student's rights and obligations, such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision
- It is important that persons applying for enrolment have had an opportunity to review this information first
- Please contact us, and we can send this information to you straight away
- Our team is on hand to support you throughout the duration of your enrolment. We encourage communication between our students and our team, so please reach out for guidance if you have any queries.

Fees

- This course is available on a fee-for-service arrangement. The current cost can be found in our Fee Schedule, along with details of refund rights and obligations
- Contact us and get the ball rolling!

How to Enrol

- **Step 1:** Contact My CPE to discuss your needs
- **Step 2:** Enrol online at www.mycpe.com.au/enrol/
- **Step 3:** You will be contacted to organise your enrolment and payment details
- **Step 4:** Language Literacy and Numeracy assessment may be conducted
- **Step 5:** Upon confirmation of payment or a payment plan, you will be able to commence your program
- **Step 6:** Access to your program will be granted.



Contact Us
T: 1300 069 273
E: hello@mycpe.com.au
A: Suite 99, Level 54
111 Eagle St, Brisbane QLD 4000
W: www.mycpe.com.au

Funding Opportunities

If you are interested in completing a qualification with My CPE, you may be able to secure government funding through the Skills Checkpoint for Older Workers scheme.

Skills Checkpoint for Older Workers is an Australian Government-funded initiative to enable mature-aged Australian workers and recently unemployed mature-aged Australians to remain in or re-enter the workforce.

To qualify, you must be:

- Aged 40 years or over (previously 45–70),
- An Australian citizen or permanent resident,
- Employed (or self-employed) and at risk of entering the income support system, or recently unemployed (within 12 months, previously 9 months), and
- Not registered for assistance through an Australian Government employment services program.

Busy at Work

Learn more:

<https://www.busyatwork.com.au/skills-checkpoint-program/>

Telephone: 13 BUSY (13 28 79)

Text: 0421 268 884



Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and also under State and Territory consumer protection laws.

These protections include areas such as unfair contract terms, a consumer guarantee to a statutory cooling-off period, and protection from unscrupulous sales practices.

You can find out more information about your rights as a consumer from the Australian Consumer Law website, which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information about Australian Consumer Law: www.consumer.gov.au.

Statutory cooling-off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling-off period if one is applicable. A statutory cooling-off period is defined within the Australian Consumer Law introduced in 2011.

A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

My CPE do not engage in unsolicited marketing or sales tactics, and therefore, a statutory cooling-off period is not applicable to our learners who have enrolled in a program through contacting us.

For refund options in other circumstances, learners and staff must refer to the refund policy.





QUALITY



ASSESSORS



**PRACTICAL
FOCUS**



AWARD



CONVENIENCE



SUPPORT

SUPPORT

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- Payment plans and options
- Terms and conditions
- Program curriculum
- Credit transfers
- RPL process
- Assessment processes
- Administration queries



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My CPE RTO Code: 45717