




**BSB50420**  
**DIPLOMA OF LEADERSHIP AND**  
**MANAGEMENT**



NATIONALLY RECOGNISED  
TRAINING

RTO 30003



# BSB50420

## DIPLOMA OF LEADERSHIP AND MANAGEMENT

Managers and supervisors play a vital role in today's business environment. They are required to manage teams and performance, operational plans, diversity in the workplace and use emotional intelligence.

Within their role, managers and supervisors also deal with budgets and financial plans, employee relations, people performance, facilitate continuous improvement and work to build an innovative and safe work environment.

The Diploma of Leadership and Management course (BSB50420) offered by Peak Services (RTO 30003) allows participants to combine their existing knowledge with new skills in managing current and future teams to ensure that they are equipped for this role.

### PRE-REQUISITES

Have a minimum of two-years full-time employment, working with Council's systems and processes AND hold a position which requires you to undertake tasks and projects within Council's operations.

### HOW IS THE LEARNING CONDUCTED?

The learning is a combination of 'on and off the job' delivery and assessment. Learning post workshop, is supported by your Supervisor/Team Leader in the workplace.

It is important that you work with fellow co-workers in completing the assessments. This is encouraged to enable you to apply your new skills and use workplace examples as evidence for your assessment.


Post-course access to our Facilitators and Senior Advisors is available via both phone and email for support as required.

### DELIVERY MODE

The course is comprised of 6 days' mandatory attendance to cover course content and formal presentations. Course delivery will be over a period of 6 – 12 months i.e. typically 2 x 3-day blocks.

Attendance dates are confirmed in writing to you prior to commencement.

On Day 1 of the course, participants will be provided with course guidelines, reference materials, websites and assessment tips. To achieve the full qualification, you will need to successfully complete 12 national units of competency.



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### ASSESSMENT

- All content and assessment benchmarks will be discussed at commencement of the course. All information required to complete assessment items is contained in the material presented during attendance at training days.
- Assessment is issued for each of the 12 units. Assessments include a combination of short answer questions, set tasks requiring research/report writing and case study/project work.
- Time spent on assessments varies widely depending on level of experience. In addition to contact hours, time in the workplace is required to be scheduled with your supervisor/manager to undertake research projects. In addition to workplace hours, your personal time will be required to bring together all of your work into a fully indexed assessment portfolio.
- It is estimated that 5 to 6 hours per week will be required to compile your assessment portfolio. You will be assessed by a panel of qualified assessors.
- All assessment documents (1 for each of the 12 units) are required to be signed-off by the participant's supervisor/manager

### RECOGNITION OF PRIOR LEARNING (RPL)


- RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.
- RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

For further information, please contact Peak.

### FULL COURSE DETAILS

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






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UNIT NAME	UNIT CODE	DESCRIPTION
Communicate with influence	BSBCMM511	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. It applies to individuals who are managers and leaders required to identify, analyse, synthesise and act on information from a range of sources, who deal with unpredictable problems as part of their job role. They use initiative and judgement or organise the work of self and others and plan, evaluate and co-ordinate the work of teams.
Develop critical thinking in others	BSBCRT511	This unit describes the skills and knowledge required to develop critical and creative thinking skills in others within a workplace context. It applies to individuals who are developing and coaching others, for whom critical thinking skills (including analysis, synthesis and evaluation) are an important part of their job roles. This unit applies to individuals who are typically responsible for leading teams.
Lead and manage effective workplace relationships	BSBLDR523	This unit describes the skills and knowledge required to lead and manage effective workplace relationships. It applies to individuals in leadership or management positions who have a prominent role in establishing and managing processes and procedures to support workplace relationships. These individuals apply the values, goals and cultural diversity policies of the organisation. They use complex and diverse methods and procedures as well as a range of problem-solving and decision-making strategies, which require the exercise of considerable discretion and judgement.
Manage business operational plans	BSBOPS502	This unit describes the skills and knowledge required to develop and monitor the implementation of operational plans to support efficient and effective workplace practices and organisational productivity and profitability. It applies to individuals who manage the work of others and operate within the parameters of broader strategic and/or business plans.
Develop and use emotional intelligence	BSBPEF502	This unit describes the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace. It applies to individuals who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. These individuals may be responsible for leading a team or work area.



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UNIT NAME	UNIT CODE	DESCRIPTION
Manage team effectiveness	BSBTWK502	This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation. It applies to individuals working at a managerial level who lead 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. It will also involve using a range of problem-solving and decision-making strategies.
Manage budgets and financial plans	BSBFIN501	This unit describes the skills and knowledge required to undertake financial management in an organisation or work area. It includes planning and implementing financial management approaches and supporting and evaluating effectiveness of financial management processes. It applies to managers in a wide range of organisations and sectors who have responsibility for the effective use of financial resources within work teams. They are responsible for ensuring that financial resources are managed in line with the financial objectives of the team and organisation.
Lead the development of diverse workforces	BSBLDR521	This unit describes the skills and knowledge required to lead the development of a diverse workforce. It covers supporting and engaging with a diverse workforce to maximise the benefit of diversity to the organisation. It applies to supervisors, team leaders, new and emerging managers who lead within a diverse workforce environment and exercise discretion and autonomy within a structured business context.
Manage people performance	BSBLDR522	This unit describes the skills and knowledge required to manage the performance of staff that are direct reports. It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.



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UNIT NAME	UNIT CODE	DESCRIPTION
Establish innovative work environments	BSBSTR501	This unit describes the skills and knowledge required to create an environment that enables and supports practice which focuses on a holistic approach to the integration of innovation across all areas of work practice. It applies to individuals working in leadership or management roles in any industry or community context. The individual could be employed by the organisation, but may also be an external contractor, the leader of a cross organisation team or of a self-formed team of individuals.
Facilitate continuous improvement	BSBSTR502	This unit describes the skills and knowledge required to lead and manage continuous improvement in 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. It applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. 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.
Ensure a safe workplace for a work area	BSBWHS521	This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements. It applies to those working in a range of contexts who have, or are likely to have, responsibility for WHS as part of their broader management role.

Peak's nationally-recognised and local-government-specific qualifications are scheduled regularly as public courses and are available as contextualised in-house deliveries. Contact us today for more information.





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