BSB51915 Diploma of Leadership & Management
ENROL NOW

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About Conwal

Who we are

Conwal prides itself on delivering excellent training and assessment services. Our experienced team has designed each qualification to deliver an enjoyable student educational experience. Conwal has delivered training across Australia for over eight years.

Conwal specialises in creating and providing dynamic online training courses using the latest technology. Our user friendly learning portal incorporates social media elements, video podcasts, and the Student Toolbox, full of excellent resources to enhance students’ learning experiences. The learning platform is supported by a dedicated team of student support officers, technical support staff, and administrative facilitators.

Guiding you through your learning journey is your very own expert trainer and assessor. Our trainers all have extensive relevant industry experience and will provide both learning support and relevant industry information.

Accreditation

- Conwal and Associates Pty Ltd, trading as Conwal Institute, is registered as a training organisation by the Australian Skills Quality Authority (ASQA) as RTO number 31190.
- Conwal and Associates Pty Ltd, trading as Conwal Institute holds ASTAS insurance that protects student fees taken in advance through the Australian Student Tuition Assurance Scheme (ASTAS). The ASTAS Scheme is approved by the Australian Skills Quality Authority (ASQA) and administered by the Australian Council for Private Education and Training (ACPET).

Age Requirements

All qualifications require applicants who are under 18 years of age to have parental consent, in writing.
About Conwal

What we provide

**Online support**

Help is just a click away. From the comfort of your own home, relax knowing that online support is available. We’re ready to answer your questions and ensure your e-learning experience is both positive and productive.

**Technical support**

Minimise your down time. Don’t let technology issues impact your learning. Count on our team to help you get up to speed and fix any issues that you may encounter.

**Phone support**

Just call our 1300 092 654 free call number and you will be connected to one of our knowledgeable support staff who will be happy to assist you.

**Live chat - tutor support**

Real-life, online, on-demand help for your report writing, structure and referencing, maths, science, and business studies questions.

**Trainer support**

Get help when you need it. We ensure you get the support you need by email or phone.
Course overview

BSB51915 Diploma of Leadership & Management

A Diploma of Leadership & Management is a nationally recognised qualification that reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. It will assist you in becoming an effective leader and a great asset to any employer.

It will enable you to lead and support your team in innovation, problem solving, performance and development.

This qualification includes a number of interesting subjects that have been developed in response to the rapidly changing business culture including; emotional intelligence.

Our Trainers bring wealth of current industry knowledge and experience and will provide you with personalised support to successfully complete the qualification.

Course delivery
Online

Course access
24 months

Qualification
Diploma

Career prospects

Business Manager
Team Leader
Human Resources Manager
Sales Team Manager

Recognition of Prior Learning

Recognition of Prior Learning (RPL) if you have studied previously or have work experience that relates directly to your qualification, may be eligible for (RPL).
Course overview

**BSB51915 Diploma of Leadership & Management**

This course is delivered online. Upon enrolment students are issued with a student pack, login and password providing access to Conwal Institutes student portal. The Work-Task-Based Assessment Approach aims to produce competent graduates who are knowledgeable, skilled and confident in meeting workplace demands upon graduation. It enables the student to partake in a workplace experience and apply the knowledge they have acquired in real workplace situations.

### Course duration

- **Volume of learning:** 1–2 yrs or 1200–2400 hours
- **At full time load:** 25hrs a week
- **At part time load:** 12hrs a week
- **Maximum access to this course:** 24 months

### Duration

The Volume of Learning includes all activities that are required to be undertaken by the typical student to achieve the learning outcomes.

The duration of your qualification will depend on your work and academic experience and how much time you can allocate to your studies. Generally a diploma is completed in approximately 12 months.

If you are fitting study around work, life and family commitments you might choose a longer time frame.

### Pathways to University

A Diploma of Leadership & Management will help prepare you for further education in the field of business and you may be eligible for direct entry or credit into related degrees with Australian Universities. You will need to contact your preferred university for information about eligibility for direct entry.
Requirements

Pre-requisites

While there are not specific pre-requisites for this qualification students undertaking a diploma will need sufficient level of literacy and numeracy to access the qualification.

Ideally applicants will have previously completed a Certificate IV level of studies, and have appropriate levels of language, literacy and numeracy, and relevant experience in a leadership or management role.

Conwal Institute is able to provide advice and assist intending applicants to determine the suitability.

All students undertaking nationally recognised qualifications are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government. In order to complete your enrolment you will need to provide your USI number to your course consultant. We are able to assist in obtaining your USI if required.

Please visit the USI website www.usi.gov.au to create your USI.

Entry requirements

There are no entry requirements for this qualification. However, you will be required to participate in a language literacy and numeracy task to ensure that the level of qualification you have selected is appropriate for your study needs.

If you are applying for VET FEE-HELP assistance there are specific eligibility requirements that you must meet, please view our VET FEE-HELP page on our website for more information.

All students must read our entry requirements policy and procedure found on our website and are able to meet the requirements for enrolling into this qualification.

Study Requirements

Your commitment to your course will include:
• reading course material,
• undertaking learning activities,
• investigating and analysing resources
• case studies,
• completing assessment tasks and projects,
• communicating with your trainer/s
• your target is to complete 1 unit per month
Online Study

Due to our busy lifestyles, online learning has become one of the most popular forms of learning due to the flexibility it allows. The beauty of an online course is that your classroom can be at your home, local library or a coffee shop — wherever you can access the internet.

It is important you are aware of how online learning differs from traditional face-to-face training. Online learning requires independence, internal motivation, and responsibility. Reading and writing are the main ways you’ll communicate in an online environment. However, your trainer and our friendly support team are always available to help motivate you in your study.

To be successful with online learning:
• You need experience using a computer and the internet
• Good time management skills to plan your study (your trainer can help with this)
• Self-discipline
• High level of motivation to succeed
• Basic word processing skills

Resource Requirements

Prior to enrolment you will require the following:
• Computer
• Audio capability
• Broadband Internet connection
• Adobe Acrobat Reader
• Macromedia Flash Player
• Access to a printer
• Access to a scanner
• Internet explorer or similar web browser
• Word processing software – e.g. Microsoft Word, Pages (for Mac only)
• Adobe reader may be required, free from www.adobe.com
• Access to video and audio recording equipment
• Access to real people to participate in interactive roles
• Ability to email video file in MP4 format
• Access to telephone
• Ability to scan a document
• Ability to upload a document
• Access to a space that can be used for role plays
Completion details

Our Assessment Model

The Work-Task-Based Assessment Model is designed to allow students who do not have access to a workplace to undertake their assessments using the ‘The Health Hub Wellness Centre (HHWC)’ business scenario.

The HHWC is a simulated business environment to replace real experiences with simulated but realistic ones. The simulated work environment provides information about the business including; a range of business documents, processes and scenarios to provide students with an authentic workplace experience.

Students are presented with realistic problems within HHWC and must respond by completing assessment tasks that reflect the real work environment.

Assessment

The student is employed by the Health Hub Wellness Centre (HHWC) to support their roll out of the ‘Health for Happiness’ community program.

- As the Community Program Coordinator HHWC, reporting to the Operations Manager, the student will need to complete:
  - the HHWC’s Balancing Act leadership challenge,
  - review customer satisfaction
  - develop improved practices and training to address customer needs,
  - develop and pilot the Health for Happiness program as an individual community project,
  - recruit an assistant coordinator,
  - manage a conference for the national roll out of the ‘Health for Happiness’ community program,
  - develop workforce plans and manage risks to the ‘Health for Happiness’ community program
Completion of your qualification

Upon successful completion of this qualification you will be issued with a nationally recognised certificate for BSB51915 Diploma of Leadership & Management by Conwal and Associates Pty Ltd (RTO 31190), trading as Conwal Institute. If you complete only part of the qualification you will receive a nationally recognised Statement of Attainment for the units of competency you have completed successfully.

MORE COURSES

Click here to view more courses you may be interested in.
# Units

## Course units

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>BSBWOR501</td>
<td>Manage personal work priorities and professional development</td>
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<tr>
<td>BSBPMG522</td>
<td>Undertake project work</td>
</tr>
<tr>
<td>BSBADM502</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>BSBLED501</td>
<td>Develop a workplace learning environment</td>
</tr>
<tr>
<td>BSBCUS501</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td>BSBHRM405</td>
<td>Support the recruitment, selection and induction of staff</td>
</tr>
<tr>
<td>BSBMGT516</td>
<td>Facilitate continuous improvement</td>
</tr>
<tr>
<td>BSBRSK501</td>
<td>Manage risk</td>
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**ASSESSMENT KEY**

WO - Work Output, O - Observation, CS - Case Study, PSR - Practical Skills Report, RP - Role Play

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<th>Assessment types</th>
<th>Tuition Fee</th>
<th>RPL Tuition Fee</th>
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**Tuition Fee**

- $1000
**Course units**

- **BSBMGT517**: Manage operational plan
- **BSBWOR502**: Lead and manage team effectiveness
- **BSBLDR502**: Lead and manage effective workplace relationships
- **BSBLDR501**: Develop a workplace learning environment

**ASSESSMENT KEY**
WO - Work Output, O - Observation, CS - Case Study, PSR - Practical Skills Report, RP - Role Play
Units

Units Overview

**BSBWOR501 Manage personal work priorities and professional development**
Employers of today expect their employees to continuously develop their knowledge, skills and capabilities. This unit will assist you to learn how to systematically prioritise work-based tasks while striving to improve your organisational skills and capabilities. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.

**BSBPMG522 Undertake project work**
This unit is designed to provide you with the underpinning knowledge and tools essential for undertaking successful project work. It focuses on the application of project-management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project.

**BSBADM502 Manage meetings**
Meeting management tends to be a set of skills often overlooked by leaders and managers. This unit covers setting or managing staff meetings, how to gain accountability, manage the participants, handle disruptions and ensure outcomes are followed through in a timely manner. It supports the development of skills for handling every step required to manage meetings professionally.

**BSBLED501 Develop a workplace learning environment**
The main emphasis of this unit is on the development of strategies to facilitate and promote learning within the workplace and improve the learning performance of workers. You will gain the required knowledge to encourage and support the development of a learning environment in which work and learning come together. You will have the ability to collaboratively review performance development needs of individuals and teams, plan professional development for individuals and teams that enhances organisational performance, develop and implement learning plans and monitor and improve workplace learning.
Units Overview

**BSBCUS501 Manage quality customer service**
The quality of your customer service can be your best competitive advantage. You will learn how to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards. The unit will help you identify service standards and best practice models, outline techniques for dealing with customers including customers with specific needs.

**BSBHRM405 Support the recruitment, selection and induction of staff**
To be successful in recruitment and selection you need to have the ability to prompt detailed information from candidates by using a variety of interviewing techniques, asking open questions, actively listening to responses and expressing yourself clearly. This unit will assist you in executing tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation. It will inform you how recruitment and selection practices fit with other human resources functions.

**BSBMGT516 Facilitate continuous improvement**
To remain competitive in this environment, organisations must continually seek ways to improve all aspects of their business, including workplace relationships, processes, products and services. This unit has a focus on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. It will address how systems and procedures can support effective continuous improvement.
Units Overview

**BSBRSK501 Manage risk**
Being able to identify the risks of a business and act accordingly will help your business be successful. This unit will assist you in developing the skills you will require to identify and analyse risk as well as the knowledge to choose and implement appropriate treatments.

**BSBMGT517 Manage operational plan**
Learn how to develop an operational plan and acquire the resources needed to make it happen. This unit will support you implement plans to improve productivity and profitability within an organisation. The unit will cover the models and methods for operational plans, the budgeting process, and the role of an operational plan in achieving the organisation’s objectives.

**BSBWOR502 Lead and manage team effectiveness**
Learn how to establish a team performance plan, facilitate teamwork, manage key business relationships and become an effective team leader in the workplace. This unit will provide you with the skills and knowledge to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.
Units Overview

**BSBLDR502 Lead and manage effective workplace relationships**
Learn how to establish systems that nurture communication and build trust amongst employees. You will acquire knowledge of how systems, policies and procedures can support the development of effective work relationships focusing on interpersonal styles, communications, consultation, cultural and social support to assist co-workers in resolving their work difficulties.

**BSBLDR501 Develop and use emotional intelligence**
Learn how to use emotional intelligence to increase self-awareness and self-management in the workplace. This unit will assist you with the knowledge of how to use emotional intelligence to increase self-awareness, self management, social awareness and relationship management in the content of the workplace. You will be a more confident and effective leader by learning how to identify the impact of your 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.
How to enrol

Enrolling with the Conwal Institute is easy!

Enrol online today. **Click here to get the process started.** Before you complete your enrolment you need to read the student handbook and terms and conditions that are located in the checkout process on our website.

OR

Enrol by phone. Just call one of our friendly course and careers advisors on 1300 092 654.

Need more information?

We appreciate that choosing the right course is important. If you would like to discuss your career or course options, please do not hesitate to call or email our course and careers team with your questions.

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Phone: 1300 092 654
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