



Workplace Leadership & Management Program

BSB51918 Diploma of Leadership and Management

Enrol in one unit at a time - Tuition charge per unit: \$490.
Enrol in two or three units at a time - Tuition charge per unit: \$440.

Recommended groupings

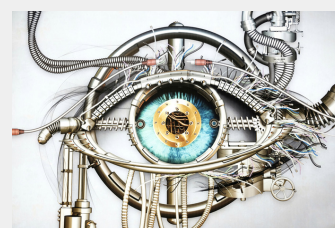
Leadership



Lead people

It is the role of a leader to accomplish goals through the effective management of the people who are in their area of influence. Leading people involves earning their trust and confidence, consulting and providing feedback. This unit will skill you in a range of problem solving and decision making strategies.

BSBLDR502 Lead and manage effective workplace relationships



Use your emotional intelligence

Emotional intelligence refers to a person's capacity to be aware of their own emotions and how these impact on both their leadership style and their interpersonal relationships. This unit helps you to investigate your own emotional intelligence and learn how to relate to the way you work with others.

BSBLDR511 Develop and use emotional intelligence

Influence



Meetings that matter

Do you find many meetings are a waste of time because no-one really knows the purpose or because they are so badly organised? Yet a meeting is an excellent way to share information or reach a decision. This unit skills you in how to conduct well organised meetings that will accomplish your goals.

BSBADM502 Manage meetings



Influence people

The ability to influence the perspective of others is an especially valuable skill if you are in a work role where you manage or supervise people. It is also an essential skill of good leadership. This unit skills you in how to present with confidence, to participate effectively and negotiate persuasively.

BSBLDR513 Communicate with influence

Project work



Work by project

Working by project is now integrated into many workplaces because it is an excellent way to stay focused, control work flow and deliver a good outcome. This unit skills you in the concepts and processes that your team can use to turn most work tasks into a project.

BSBPMG522 Undertake project work



Manage risk

Recognising and managing business risk is a core focus of good leaders and managers. Risk management steps are simple but powerful, and when they become ingrained in the way you work, they will increase your confidence in your own decision making and problem solving capacity.

BSBRSK501 Manage risk

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Innovation



Systems for innovation

It is now widely understood that innovation can contribute to economic sustainability and growth of a business. However, organisational innovation only flourishes when there are support systems and processes integrated into routine operations. This unit investigates how to implement these systems.

BSBINN501 Establish systems that support innovation



Support for innovation

Innovative practice needs an environment that enables and supports it. An organisation that is serious about promoting innovation as a core value may need to make physical, operational or management changes. This unit also investigates how small changes can contribute positively and provide support.

BSBINN502 Build and sustain an innovative work environment

Operations



Manage operations

Management at a strategic level requires systems and procedures to be implemented to facilitate the organisation's operations. This unit skills you in how to develop operational and contingency plans, then implement them and monitor and review operational performance.

BSBMGT517 Manage operational plan



Lead teams

All personnel are part of the organisational system in some way and most work tasks are group tasks. However, a group of people does not automatically make a team. It takes common understanding of purpose, participation and a positive culture. This unit skills you in the role of a team leader.

BSBWOR502 Lead and manage team effectiveness

Customer



Customers matter

The purpose of a business is to provide products and services to customers. The goal of meeting and anticipating customer needs is fundamental for business success and is also central to the work role of managers. This unit skills you in understanding your customer and troubleshooting problems.

BSBCUS501 Manage quality customer service



Room for improvement

Business growth means change is usually needed at key points in operational routines. It also presents an excellent opportunity to improve systems and processes so that they stay relevant, up-to-date and user-friendly. This unit skills you in how to plan and manage updates and improvements.

BSBMGT516 Facilitate continuous improvement

Accreditation

Participants who successfully complete the 12 units in the qualification receive BSB51918 Diploma of Leadership and Management, which is a nationally recognised qualification.

Entry requirements

Learners must be in a role where they have some responsibility for work outcomes and supervising people. They may be coordinators, team leaders, supervisors or managers. Their work may be paid or voluntary.

Career pathways

This qualification can lead to studies in Business at Degree level and may assist a learner with their management career path.

Learning

The learning program is a combination of one-on-one coaching and practical workplace activities. Learners receive learning materials relevant to the units. The online environment may be used for extra coaching, communication and the submission of assessment.

Assessment

Assessment methods are dependent on the nature of the unit of competency. There may be questions, interviews, structured activities, demonstrations, presentations, work reports and/or third party reports.

Credit transfer and RPL

Units that are also contained in other qualifications will be recognised for credit transfer purposes in order to complete a full qualification. Learners may apply for recognition of prior learning.

Duration

The full qualification can be completed in eight months and learners may take up to eighteen months to complete it. Enrolment is by unit and learners typically take 4 to 8 weeks to complete a unit.

Learner Handbook

Full policies and procedures that apply to our programs are contained in the Learner Handbook. Please see our website for the most current copy.

Fees

Tuition fees are quoted and charged per unit. The tuition fee must be paid prior to commencement of the unit. There are no other charges.

Per unit enrolment

The tuition fee for a single unit is \$490. The cost of the full qualification is \$5,880, if completed by single unit enrolment.

Multiple unit enrolment

If a learner enrolls in two or more units at the same time, the charge per unit is \$440. The maximum number of units a learner can enrol in at the same time is three. In this instance they would be charged \$1,320 (3 units @ \$440). At no time during study will the amount paid in advance be more than \$1,500.

Cancellation and refunds

Each unit is a separate course. There is no refund of tuition fees once a learner receives course learning materials as the course is deemed to have commenced. This includes materials that have been accessed or downloaded electronically.



How it works

- Enrol in up to three units
- Pay the tuition fee upon invoice
- Receive learning materials
- Schedule 'live time' with coach
- Complete learning activities
- Extra coach contact as needed
- Submit completed assessment
- Re-visit assessment if required
- Enrol in additional units



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