

# Diploma of Leadership & Management (BSB51918)

*Nationally Recognised Training*



A Formal Qualification Made Relevant  
For The Modern Leader

Designed to Deliver Tangible Results



**synergen.**  
group

RTO ID: 45066

# Diploma of Leadership & Management



The Diploma of Leadership & 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 plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Our formal programs are designed to provide the participants with the opportunity to experience the frameworks and concepts in a facilitated learning environment. This approach equips the participants with the skills and knowledge to take the concept back to their workplace where they can successfully implement it.

## Expected Outcomes

After completing the qualification, participants will understand:

- How to manage their work priorities and professional development
- How to communicate with influence to those they interact with
- How to ensure they are planning effectively
- How to manage the organisational risks at a team and business level
- How to use emotional intelligence as a method of improving relationships
- How to build and lead effective workplace relationships
- How to deliver high performance results from their teams
- How to effectively manage people performance to deliver results
- How to build an environment focused on innovation
- How to lead and manage improvement projects
- How to drive a culture of continuous improvement
- How to deliver an exceptional level of customer service

**Duration:** Nine Days in total (3 x 3 day blocks)

**Attendance:** Maximum of 16 people

**Delivery Method:** Face to Face, delivered On or Off-site

**Pre-Requisites:** None

*Deliver Outcomes Through Effective People Management*

**Call Us To Talk About Our 3 Areas Of Education and Consultancy Expertise**

# The Qualification Structure

Every qualification is comprised of a number of Units of Competency. The Diploma of Leadership & Management requires participants to undertake 12 units. These are listed below in the manner in which they are delivered.



Module	Unit
Days 1-3 Self-Management	BSBWOR501 – Manage personal work priorities and professional development
	BSBLDR513 – Communicate with influence
	BSBMGT517 – Manage operational plan
	BSBR501 – Manage risk
Days 4 - 6 Building relationships	BSBLDR511 – Develop and use emotional intelligence
	BSBLDR502 – Lead and manage effective workplace relationships
	BSBWOR502 – Lead and manage team effectiveness
	BSBMGT502 – Manage people performance
Days 7 - 9 Delivering Outcomes	BSBINN502 – Build and sustain an innovative work environment
	BSBPMG522 – Undertake project work
	BSBMGT516 – Facilitate continuous improvement
	BSBCUS501 – Manage quality customer service



*Drive Continuous Improvement*

**Leadership & Management - Lean & Productivity - Safety & Environment**

# The Units in Detail



<p>BSBWOR501</p> <p>Manage personal work priorities and professional development</p> <p>(Elective Group A)</p>	<p>This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.</p> <p>It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.</p>
<p>BSBLDR513</p> <p>Communicate with influence</p> <p>(Elective Group A)</p>	<p>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.</p> <p>It applies to managers and leaders 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. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.</p>
<p>BSBMGT517</p> <p>Manage operational plan</p> <p>(Core)</p>	<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>
<p>BSBR501</p> <p>Manage risk</p> <p>(Elective Group A)</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>BSBLDR511</p> <p>Develop and use emotional intelligence</p> <p>(Core)</p>	<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 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. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.</p>
<p>BSBLDR502</p> <p>Lead and manage effective workplace relationships</p> <p>(Core)</p>	<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>

*Develop Long Term Relationships*

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# The Units in Detail (cont)

<p>BSBWOR502</p> <p>Lead and manage team effectiveness</p> <p>(Core)</p>	<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>
<p>BSBMGT502</p> <p>Manage people performance</p> <p>(Elective Group A)</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. The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.</p>
<p>BSBINN502</p> <p>Build and sustain an innovative work environment</p> <p>(Elective Group A)</p>	<p>This unit describes the skills and knowledge required to create an environment that enables and supports the application of innovative practice focusing on a holistic approach to the integration of innovation across all areas of work practice.</p> <p>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. The work group could be permanent or temporary in nature.</p>
<p>BSBPMG522</p> <p>Undertake project work</p> <p>(Elective Group A)</p>	<p>This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.</p> <p>This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.</p> <p>The unit does not apply to specialist project managers. For specialist project managers, the other units of competency in the project management field (BSBPMG) will be applicable.</p>
<p>BSBMGT516</p> <p>Facilitate continuous improvement</p> <p>(Elective Group A)</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>BSBCUS501</p> <p>Manage quality customer service</p> <p>(Elective Group A)</p>	<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>



## Lead Improvement Initiatives

# Relevant Metrics & Feedback



It is relevant to include some metrics and feedback from some of the clients that we work with. The metrics and comments below come from a nationally accredited program we are currently running with **GPC Asia Pacific**

The scores below represent the average score for four of the questions that participants were invited to score across the program. These scores provide an insight into the immediate reactions of the participants following the completion of each session.

Question: Was the subject matter relevant to my role in the workplace? (1 – 5 Range)	<b>4.71</b>
Question: Did the facilitator deliver an engaging presentation? (1 – 5 Range)	<b>4.89</b>
Question: How would you rate the sessions overall? (1 – 5 Range)	<b>4.88</b>
Question: How likely are you to recommend the program to a colleague? (1 – 10 Range: These questions form the basis of the Net Promoter Score methodology)	<b>9.76</b>

*“Perfect for day 1, tools are great”*

*“The pace of the workshop was really relaxed, making it easier to absorb”*

*“Everything was well balanced and engaging”*

*“Made me come out of my comfort zone in a comfortable friendly environment”*

*“It has given me a great guideline in how to run a presentation”*

*“Opening my mind to new possibilities”*

*“I really enjoyed genius networking, proves you can't just wait for things to change”*

*“The section on providing feedback and personal branding was valuable”*

*“Set me up to see outside my current role and look at where I want to be”*

*“The whole course has built my confidence as a leader”*

*“I feel I now have the tools to lead a team effectively”*

*“Really enjoyed the financial part of today”*

*Lead Teams Effectively and Deliver Results*

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# Our Success Commitments

Our success as an organisation ultimately comes from the success of our customers. This viewpoint has led us to develop a set of commitments that we believe it is important to make to our customers to demonstrate our focus on your success.

*"We commit to ensuring the Certificate IV in Leadership and Management is developed to suit your needs"*

*"We commit to implementing an effective communication management strategy pre, during and post program"*

*"We commit to providing you with direct Read Only Access to our Student Management System"*

*"We commit to continue to develop our understanding of your operations and specific challenges"*

*"We commit to respond to any concern or challenge in a timely manner"*

*"We commit to the development of our people so they can deliver a better quality of service to you and your people"*

*"We commit to strengthening the process of collaboration during program development"*

*"We commit to providing quality materials and support to each participant"*

*"We commit to deliver the program in a manner that ensures full compliance with ASQA legislation"*

All our programs are fully customised to your business. This includes **"building in"** your processes, your systems and ways of work, into the activities and assessments the participants are required to complete to successfully obtain the qualification.



*Create an Environment of Innovation*

**Leadership & Management - Lean & Productivity - Safety & Environment**

# Why Synergen Group

Our success comes not only from our expertise in building leadership capability and improving business processes, but also from our ability to engage effectively with leaders and teams at all levels.

We are leaders in providing business transformation and leadership programs that bring real results. Our training and workplace methods have been refined over many years to ensure they are engaging and practical and the feedback we receive is consistently excellent.

Our reputation speaks for itself. Over the past decade we have worked with clients of all sizes including some of Australia's most respected organisations. Here are just a few:



Australian Government  
Tertiary Education Quality and Standards Agency



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