

BSB51915

Diploma of Leadership and Management



Qualification Outline
Online/ Distance

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The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the BSB51915 Diploma of Leadership and Management completed via online or distance delivery.

This is your training and assessment plan.

BSB51915 Diploma of Leadership and Management

About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Tourism & Events
- Accounting & Bookkeeping

As a Registered Training Organisation:

- * We provide flexible work based solutions for employers and staff
- * Have a strong team of trainers expertise
- * Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- * Have a strong account management structure
- * Have a sound internal working management system that ensures we commit to our promise

	<ul style="list-style-type: none"> * Have a culture that is built entirely on customer care * Have a Work Placement Scheme that supports most qualifications * Have logbooks that record your work placement activities and supports your practical learning * Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer
<p>The Need</p>	<p>From an industry perspective: When recruiting into any role within an organisation, employers not only look for the most appropriate skills and knowledge, they also look for formal recognition of this via formal qualifications. Many roles today are advertised with minimum requirements and often this will list expectations of qualification and level.</p> <p>From potential participants' perspective: Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staffs also are looking to have these skills that form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.</p>
<p>Target Market</p>	<p>This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work or the work of a team.</p> <p>Typically students will work in the following roles:</p> <ul style="list-style-type: none"> • Emerging leader role • Supervisor • Team Leader • Manager
<p>Entry requirements</p>	<p>Training Package: No entry requirements specified</p> <p>Fee for service pricing as listed on Wise website, www.wise.edu.au</p> <p>Wise Education Requirements: Participants must be able to fulfil the following specific requirements:</p> <ul style="list-style-type: none"> • Complete a language, literacy & numeracy test • Good mental health and highly motivated • the ability to communicate in English orally and in writing in order to prepare accurate reports and effectively communicate with clients and co-workers

	<ul style="list-style-type: none"> • Participate in an induction into the training program where all enrolment paperwork will be completed and all course information provided to participants. <p>They can expect to receive:</p> <ul style="list-style-type: none"> • Enrolment form • Sign a consent of disclosure of personal information authority form • Provide evidence of drivers license or medicare card • Provide a signed copy of the appropriate training plan • Gain approval by student for applying for USI on their behalf or provide USI number • Undertake an Orientation following enrolment with our Student Support Officer <p>N.B You may enter into a payment plan option with Wise Education Group. For further details visit our website</p> <p>You will also be provided with a copy of the following</p> <ul style="list-style-type: none"> • Welcome email with access details to your profile on the student portal <p>On the student portal we will provide access to all information, support resources, documentation and your profile for communication and transparency of your program</p>
<p>Outcomes</p>	<p>This program has been designed to equip participants at WISE EDUCATION GROUP (see target market) with the skills and experience required to work within an office environment They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> • Managing business operational plans goals • Work Health & Safety and environmental sustainability • Managing meetings • Developing and using emotional intelligence • Managing people performance through establishment, implementation and review of goals • Managing your own priorities and goals • Managing your priorities as part of a professional development program • Facilitating continuous improvement • Undertaking and supporting the recruitment, selection and induction of staff
<p>Program overview</p>	<p>The delivery and assessment of this program is online or via paper distance delivery. All online learning modules are allocated to the Learning Management System, which is our own system. The distance based curriculum will be provided in print copy. Participants will be allocated 2 units of competency at a time. All assessment will be provided online or in print copy. The table for assessment resources will outline the availability. Some of the assessments are purchased assessments from Edu works and have been selected through extensive consultation.</p> <p>You will also undertake Role Plays with your assessor if you do not have immediate access to a workplace or we are unable to access your workplace.</p>
<p>Delivery and Assessment</p>	<p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 40 hours completing the module and at least 32</p>

hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.

At the conclusion of the module you will complete your assessment in a writable pdf document or editable format on your usb key. Please keep in mind if you would like an editable version, please request this from Wise Education Group. Refer to the assessment section for instructions.

The modules are made up of 2 components:

- Learning Content
- The questions which are your assessment questions combined with My Project which are both free form text assessment.
- You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context
- Your assessor will schedule 2 holistic role plays with you if you are unable to observe in the workplace. If your assessor is able to access your workplace then you will undertake observations.
- The Eduworks assessments are complete with role plays and will be assessed independently.

Wise Education Group considers assessment conducted in a real workplace of paramount importance to meeting industry needs and expectations. The workplace provides the context for learners to respond to and research information relevant to their own situation. The assessment model applied in this course has a focus on workplace observation when work placement is being undertaken.

All activities and tasks are assessed by the assessor and the learner is provided with detailed feedback. This allows the learner to monitor their own progress before progressing onto new activities so they may apply the lessons learned.

Wise through consultation has purchased the Eduworks suite of assessments to be provided to the student separate to the Futura online LMS. Students will not complete the assessment provided on the Futura online LMS. These assessments will be provided in print copy at time of enrolment and the qualification outline details how the student will submit these assessments for marking.

Duration

This program is a self-paced program and the only requirement is it is completed within a 12 month period.

You will be allocated with 2 modules and assessments at a time. Your Trainer/ Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.

Once you have been deemed competent your Assessor will allocate the next unit for completion

Pre requisites

There are no unit level pre requisites that participants must complete to enter this program.

Packaging

To complete this qualification participant must complete a total of 12 units of competency as set out by the Training Package. This is to consist of 4 core units and 8 elective units.

4 units from Group A in elective units of training package rules

4 units from Group A or Group B in elective units of training package rules

If not listed in the training package, then 2 unit may be from any currently endorsed training package at a Diploma level or above in Business Services Training Package

If not listed in the training package, then 1 unit may be from any currently endorsed training package at a Diploma level

Units of Competency

Wise Education Group is able to deliver and assess the following units of competency.

Core Units	
BSBLDR501	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness
Elective Units	
BSBMGT502	Manage people performance
BSBWHS501	Ensure a safe workplace
BSBCUS501	Manager quality customer Service
BSBMGT516	Facilitate continuous improvement
BSBPMG522	Undertake project works
BSBWOR501	Manage personal work priorities and professional development
BSBHRM405	Support the recruitment, selection and induction staff
BSBADM502	Manage meetings

Sequencing

See Appendix A

We have provided a sequence of learning at the end of this document and an assessment resource table in the Assessment section

Work environment

Participants enrolled in this qualification will be required to have full access to a workplace. If you are not employed and do not have immediate access to a workplace then your Trainer/ Assessor will conduct some of the assessment tasks using the role plays and simulate the environment according to the assessment context and conditions.

Wise will provide access to a policy and procedure manual to ensure you can satisfy access to workplace documents. This will be available on your Jobready Access and also available on the Wise LMS.

Assessment Resources

Below we have summarised the assessment materials available for each unit of competency

Unit code	Unit title	Edu works or online assessment	Additional assessment Role plays
BSBLDR501	Develop and use emotional intelligence	Online assessment	Role play Part 1
BSBLDR502	Lead and manage effective workplace relationships	Online assessment	Role play Part 1
BSBWOR502	Lead and manage team effectiveness	Online assessment	Role play Part 1
BSBMGT502	Manage people performance	Online assessment	Role play Part 1
BSBMGT517	Manage operational plan	Eduworks with role play	
BSBWHS501	Ensure a safe workplace	Online assessment	Role play Part 2
BSBCUS501	Manage quality customer service	Online assessment	Role play Part 2
BSBPMG522	Undertake project works	Online assessment	Role play Part 2

BSBWOR50 1	Manage personal work priorities and professional development	Online assessment	Role play Part 2
BSBMGT516	Facilitate continuous improvement	Eduworks with role play	
BSBHRM40 5	Support the recruitment, selection and induction staff	Eduworks with role play	
BSBADM50 2	Manage meetings	Eduworks with role play	

Assessment

There are three forms of assessment online.

Where the Assessor will conduct workplace observation as an alternative then the assessor will also make suitable arrangements with you directly.

1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or case study context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

4. The additional assessment will include either Role Plays or observations in the workplace.

These assessment activities will be coordinated by the Wise assessor according to the sequencing at the end of this document.

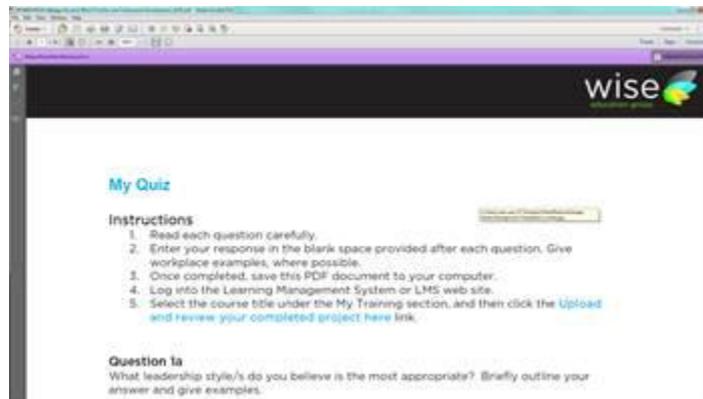
Process for online assessment

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

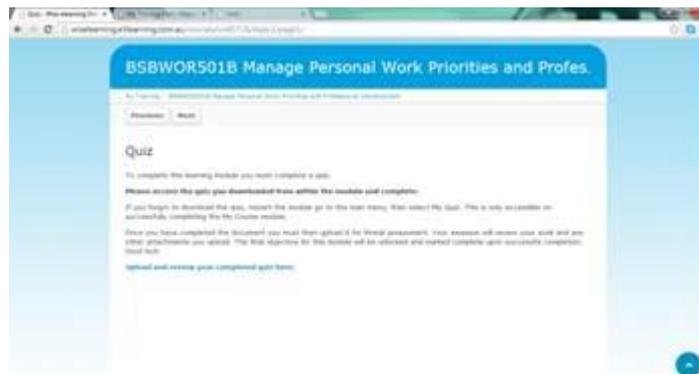
For My Quiz



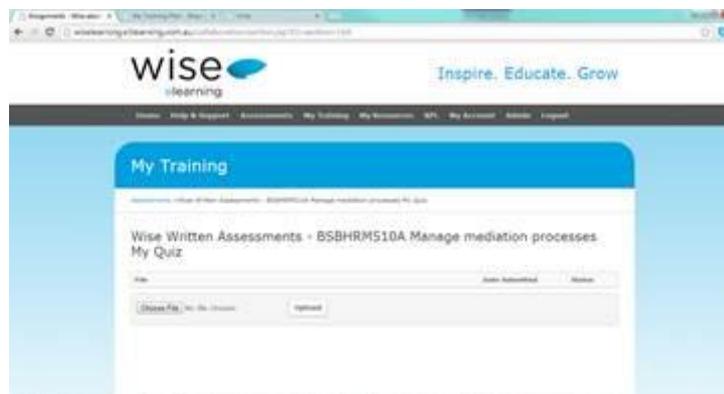
Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

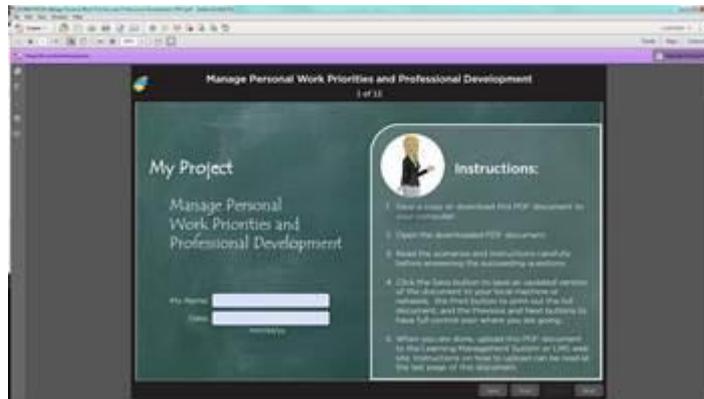
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.

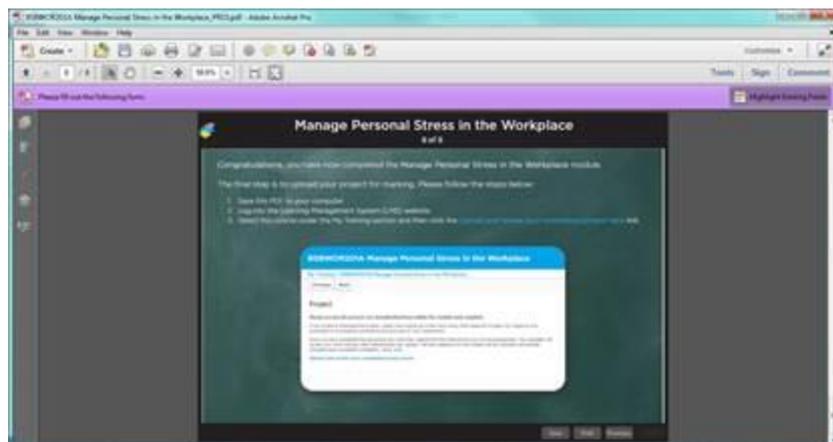


For My Project

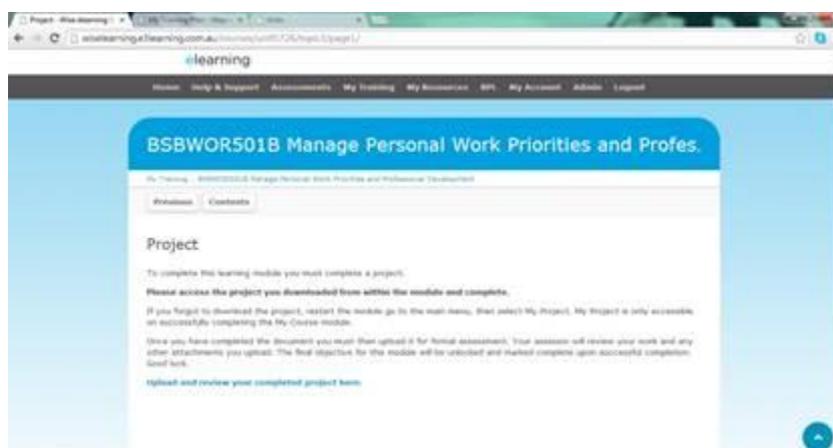


Click on the assessment document to download and save to your computer.

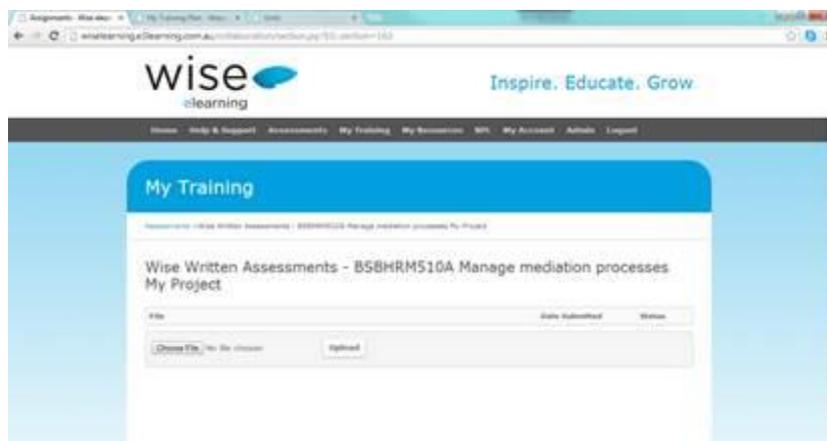
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Ready Handbook
- RPL Application Kit available online
- RPL Evidence Guides available online
- RPL Competency Conversation conducted by the Trainer/ Assessor including practical tasks
- Referee Report

Wise Education Group also provides the Trainer/ Assessors with a support guide to RPL

Principles of Assessment

Assessment is conducted in accordance with the following:

Principles of Assessment

Reliability - Wise Education Group seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the learner and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies.

Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the validation of assessment judgements.

Fairness - Wise Education Group assessment approach encourages fairness in

assessment through consideration of the learner's needs and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with the learners to ensure that the learner is fully informed about, understands and is able to participate in the assessment process.

The learner will be given the opportunity to challenge the result of any assessment task and undertake re-assessment if required.

Validity –Any assessment decision of Wise Education Group is justified, based on the evidence provided by the individual learner. Wise conducts assessment against the broad range of skills and knowledge identified within each unit of competency and which is integrated with the performance of workplace tasks.

We ensure that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.

Flexibility – Wise Education Group strives to provide assessment opportunities that reflect a learner's needs. Our chosen assessment strategies provide for recognition of a learner's current competency, employ a range of methods appropriate to the context of the industry, the unit of competency and the learner themselves. Individual needs of learners are met as required as the learner notifies Wise Education Group's staff of their need.

Rules of Evidence

Currency – Wise Education Group must be satisfied that the learner currently holds the skills and knowledge relating to a particular unit of competency. Assessment evidence submitted is to be based on the learner's performance either at the time of the assessment decision or in the very recent past.

Sufficiency - Learners are required to complete and submit the assessment tasks provided for each unit. The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency. The assessment mapping ensures that all aspects of the unit of competency have been satisfied and that competency can be demonstrated repeatedly.

Validity – Each of the assessment tasks reflect the relevant unit of competency. They cover skills and knowledge required of an individual to perform a wide range of business functions. We collect evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence must replicate the outputs of the task as though it were being performed within an actual workplace.

	<p>Authenticity – Wise Education Group seeks evidence that is authentic for each learner. To support this, assessors must be assured that the evidence presented for assessment is the learner’s own work. Learners will need to sign an authenticity declaration as part of submitting their work to state that it is the learner’s own work.</p>
Resources	<p>To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.</p>
Facilities and Equipment	<p>Access to a computer. If you do not have access to a computer we are also able to provide your resources via distance learning. We will send to you via the post your workbooks and assessments which you can complete in print copy. You will then return your completed assessment for marking.</p> <p>Access to a workplace with the following facilities & equipment:</p> <ul style="list-style-type: none"> • Operating location • Organisational policies and procedures • Workplace documentation • Accessibility to others for your learning and assessment
Trainer Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format</p> <ul style="list-style-type: none"> • Learners Guide with Facilitator notes • Assessment Kit • Assessors Marking Guide • Mapping Guide
Student Materials	<p>The following documents have been provided which describe the delivery and assessment of the qualification. The units of competency are in single unit format</p> <ul style="list-style-type: none"> • Qualification Outline • Online Learners Guide or • Printed Learners Guide • Wise Assessment resources • Assessments purchased through Eduworks • VET Handbook • Policy and Procedure Marino Enterprises Handbook • Resource Checklists • Free CV Builder <p>Please note we have other resources and cheat sheets available to you and encourage you to access your profile on our Student Management System Jobready. This is an evolving system and our way of easily sharing updates with you</p>
Trainer requirements	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> • Hold a TAE40110 Certificate IV in Training and Assessment • Hold the following qualifications: <ul style="list-style-type: none"> ○ Diploma of leadership and Management (or equivalent or a level higher) • Have worked as a Trainer/ Assessor professional within the last 12 months

	<ul style="list-style-type: none"> • Have worked in a business environment Industry for a minimum with a minimum of 3 years' experience • Hold membership or that of a related industry body (updates from the Service Skills Industry) • Have participated in specific professional development within the last 12 months; and • Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan • Have undertaken training and assessment professional development within the last 12 months.
Trainer Allocation	<p>Wise Education Group will allocate a single Trainer where appropriate to a participant. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency. Your trainers details are available in your welcome email as well as on Jobready</p>
Foundation skills	<p>Foundation skills are embedded in Training Package units of competency. Foundation Skills Summaries record how the foundation skills are covered in every nationally endorsed qualification (source http://www.training.gov.au). Refer to the training package specific unit of competency to view the foundation skills summary for that unit.</p>
Pathways	<p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>BSB61015 Advanced Diploma of Leadership and Management</p>
Access & Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p>
Support Services	<p>Learning Support – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p>Student Support – Wise Account Manager and Wise Trainer</p> <p>Your Tutor- This is a 3rd party tutoring service that we provide to students to allow additional support throughout their study. You can ask for a 245 hour writing service where a tutor will review your project and return the results within 24 hours or immediate support for researching, maths or english support.</p> <p>Orientation Call- Once you have successfully enrolled you will receive a call from our Manager of Client services who will conduct an orientation with you. This is your opportunity to discuss how you would like to have the program work for you and the types of support you may require or request. This orientation checklist is also provided to the Trainer.</p>

	<p>Student Management System- Access to your own personal profile on our Student Management system- JobReady</p>
<p>Participant Progress</p>	<p>WISE EDUCATION GROUP will upkeep the progress of all students within the Learning Management System. These will then be entered into our Student Management System- JobReady</p> <p>You will receive regular emails from your Trainer to check on your progress.</p>
<p>Participant Satisfaction</p>	<p>Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.</p>
<p>The Participant Commitment</p>	<ul style="list-style-type: none"> ▪ Actively participate in your modules ▪ Liaise with your Trainer/ Assessor to receive adequate support ▪ Complete your modules and assessment in a timely manner

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Scenario	Role Play	Project	Observation
BSBLDR501	Develop and use emotional intelligence	1	<ul style="list-style-type: none"> - Identify impact of own emotions on others - Recognise and appreciate the emotional strengths and weaknesses of others - Promote and develop emotional intelligence - Utilise emotional intelligence for maximisation of team 	✓	✓	✓	✓	✓
				<i>Assessment due Month 2</i>	<i>Assessment due Month 2</i>		<i>Assessment due Month 2</i>	<i>If role play isnt used Month 2</i>
BSBLDR502	Lead and manage effective workplace relationships	2	<ul style="list-style-type: none"> - Mange ideas and information - Establish systems to develop trust and confidence - Manage maintenance of networks and relationships - Mange difficulties to achieve positive outcomes 	✓	✓	✓	✓	✓
				<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>		<i>Assessment due Month 3</i>	<i>If role pay isnt used Month 3</i>
BSBWOR502	Lead and manage team effectiveness	3	<ul style="list-style-type: none"> - Establish team performance plan 	✓	✓	✓	✓	✓

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Scenario	Role Play	Project	Observation	
		- Develop and facilitate team cohesion and teamwork whilst liaising with stakeholders	Assessment due Month 4	Assessment due Month 4		Assessment due Month 4	If role pay isnt used Month 4	
BSBMGT502	4	- Allocate work and assess performance - Provide feedback and manage follow up	✓	✓	✓	✓	✓	
			Assessment due Month 5	Assessment due Month 5	Assessment due Month 5	Assessment due Month 5	If role pay isnt used Month 5	
BSBMGT517	5	- Develop operational plan whilst managing resource acquisition - Monitor and review operational performance	✓	✓	✓	✓		
			Assessment due Month 6	Assessment due Month 6	Assessment due Month 6	Assessment due Month 6		
BSBWHS501	6	- Establish a WHS management system in a work area - Establish and maintain effective and compliant participation arrangements for managing WHS	✓	✓	✓		✓	
			Assessment due	Assessment due	Assessment due		If role pay isnt used	

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Scenario	Role Play	Project	Observation	
		- Establish and maintain procedures for effectively identifying hazards and assessing and controlling risks	Month 7	Month 7	Month 10		Month 7	
BSBCUS501	7	<ul style="list-style-type: none"> - Plan to meet internal and external requirements - Ensure delivery of quality products and services - Monitor, adjust and review customer service 	✓	✓	✓		✓	
			Assessment due Month 8	Assessment due Month 8	Assessment due Month 10		If role play isn't used Month 8	
BSBPMG522	8	<ul style="list-style-type: none"> - Define project and develop project plan - Administer, monitor, finalise and review project 	✓	✓	✓		✓	
			Assessment due Month 9	Assessment due Month 9	Assessment due Month 10		If role play isn't used Month 9	
BSBWOR501	9	<ul style="list-style-type: none"> - Establish team performance plan - Facilitate teamwork and liaise with stakeholders 	✓	✓	✓		✓	

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Scenario	Role Play	Project	Observation
	Manage personal work priorities and professional development			Assessment due Month 10	Assessment due Month 10	Assessment due Month 10		If role play isn't used Month 10
BSBMGT516	Facilitate continuous improvement	10	<ul style="list-style-type: none"> - Lead continuous improvement systems and processes - <Monitor and adjust performance strategies - Manage opportunities for further development 	✓	✓	✓	✓	
				Assessment due Month 10	Assessment due Month 10	Assessment due Month 10	Assessment due Month 10	
BSBHRM405	Support the recruitment, selection and induction of staff	11	<ul style="list-style-type: none"> - Plan for recruitment and selection - Support the selection process - Induct successful candidate 	✓	✓	✓	✓	
				Assessment due Month 11	Assessment due Month 11	Assessment due Month 11	Assessment due Month 11	
BSBADM502	Manage meetings	12	<ul style="list-style-type: none"> - Prepare and conduct meetings - Follow up meetings 	✓	✓	✓	✓	

SEQUENCE OF LEARNING- Diploma of Leadership and Management Online or Distance units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Scenario	Role Play	Project	Observation
				<i>Assessment due Month 12</i>	<i>Assessment due Month 12</i>	<i>Assessment due Month 12</i>	<i>Assessment due Month 12</i>	