

AGS Diploma of Leadership and Management (BSB51915)

Lead & Manage organisations, departments, projects, teams & individuals

Course Overview

The Diploma of Leadership and Management (BSB51915) is designed to improve productivity and management performance. This qualification 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.

The course covers diverse leadership and management principles, techniques and tools for managing organisations, departments, projects, teams & individuals.

Who should do this qualification?

This qualification reflects the role of individuals who are engaged to lead and manage the work of others or to add value to or enhance management practices including:

Human Resources Manager	Team member
Team Leader	Small Business Manager
Office Manager	Department Manager
Operations Manager	Project manager
Subject matter expert	Business analyst

There are no entry requirements for the course. Industry experience is desirable but not essential.

Assessment and Award

Participants select an organisation, scenario, case study and/or project to use (from past or current experience) for applying theory to practice (ie skills) via activities (see overleaf for examples of evidence generated in the course) undertaken throughout the course. Participants are required to complete an Assessment Record Book, primarily answering questions to demonstrate knowledge and understanding. Being competency-based, there are no exams or tests.

The Diploma of Leadership and Management (BSB51915) is awarded via agreement with a Registered Training Organisation Australia Institute of Business and Technology (AIBT) RTO [41138](#)

Course Units (12)

BSBLDR501	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness
BSBLED501	Develop a workplace learning environment
BSBMGT502	Manage people performance
BSBPMG522	Undertake project work
BSBRSK501	Manage risk
BSBINN501	Establish systems that support innovation
BSBMGT516	Facilitate continuous improvement
BSBLDR503	Communicate with influence
BSBADM502	Manage meetings

See overleaf for a Course Leader Profile & overview of course content.

Course Outcomes

The Diploma of Management develops a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team. On completion of this course you may consider higher qualifications such as BSB61015 Advanced Diploma of Leadership and Management.

Courseware-support

- Textbook & PowerPoint slides
- Examples, exercises, self-assessments etc
- Case Studies, templates, checklists
- Glossary
- Clear evidence & assessment documents
- e-mail support
- Skype video support (by agreement)

Course start & duration

The course is self-paced ie you can start & finish at any time. Completion times vary from one to 12 months. The course can take anything from 50 - 400 hours depending upon experience, knowledge, existing evidence, speed of working etc

See Registration Form for more information

For more information

Please contact Alan Schwartz (Director, trainer, assessor)

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Overview of Leader and Course Content

Course Leader Profile



Alan Schwartz

IPMA Level A, Cert. Projects Director, MPM, CPPD, MIMC CMC, Grad. Cert. Mgt., Grad. Cert HRD, Adv. Dip. Bus. Mgt., Adv. Dip. Prog. Mgt., Dip. Leadership & Mgt., Cert IV TAE

Alan has over 30 years diverse work experience – this includes setting-up (1989) and directing a successful

consulting and training organisation. He has a track record in management, consulting, strategic management, program management, project management, business planning, training, facilitation, culture change.

Indicative Course Topics

Foundations of management (Ch. 1)

- 1 Levels of management
- 2 Managerial functions and skills
- 3 Organisational structures
- 4 Challenges facing managers

Apply emotional intelligence

1. What is emotional intelligence?
2. Personal & social competence
3. Develop emotional intelligence

Build effective workplace relationships

1. Behaviour influences relationships
2. Manage workplace information
3. Engagement
4. Negotiation & conflict resolution

Ensure team effectiveness

- 1 Types of teams
- 2 Plan to achieve team outcomes
- 3 Facilitate and empower work teams
- 4 Liaise with management
- 5 Enhance the organisation's image

Develop workplace learning environment

- 1 Determine development needs
- 2 Types of learning and development
- 3 Purpose of learning plans
- 4 Support workplace learning
- 5 Monitor and evaluate learning

Assign duties and appraise performance

- 1 Clarify roles and responsibilities
- 2 Delegate for results
- 3 Facilitate outcomes
- 4 Performance appraisals
- 5 Constructive solutions to problems
- 6 Value of individual performance plans

Manage & implement operational plans

- 1 Operational plans reflect corporate plans
- 2 Develop an operational plan
- 3 Acquire human resources
- 4 Acquire physical resources
- 5 Monitor and control operational performance

Manage projects

- 1 The project management process
- 2 Developing a project plan
- 3 Administer and monitor the project
- 4 Finalise and review the project

Risk management

- 1 What is risk?
- 2 Risk management process
- 3 Benefits of risk management

Establish innovative systems

1. Research context for new system development
2. Generate system concepts and options
3. Develop a plan for the system
4. Trial the system

Manage continuous improvement

- 1 Understanding quality
- 2 Quality and continuous improvement
- 3 Tools for continuous improvement
- 4 Case application: Continuous improvement

Communicate with influence

1. Interpersonal communication
2. Communicate with persuasion
3. Communication process

Manage meetings

1. Prepare for meetings
2. Conduct meetings
3. Follow up meetings

Examples of evidence via templates

Stakeholder Management Plan
Communication Plan
Roles & responsibilities
Professional development plan
Operational Plan
Negotiation plan
Performance indicators
Risk analysis
System plan
Status report
Variation/change request
Resource plan
Project plan
Reflective report