



Quality Training Solutions



Diploma of Leadership and Management
BSB51915

Quality Training Solutions

Quality Training Solutions (QTS) is a Registered Training Organisation (RTO), delivering nationally recognised courses. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS's education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our **Vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our **Mission** is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.



Diploma of Leadership and Management

BSB51915

Description

This is an ideal qualification for individuals who are aspiring to effectively manage and lead others. You will learn a variety of skills that are paramount to becoming a great manager. Such skills include; managing customer service, budgets and financial plans, managing people performance, managing operational plans and facilitating continuous improvement.

Career Outcomes

- Branch Manager
- Office Manager
- Business Manager
- Operations Manager
- Team Leader
- Human Resources Manager
- Sales Team Manager
- Production Manager
- Store Manager

Delivery Modes

- Online
- Distance (workbooks and assessments are mailed via Australia post)
- Recognition of prior learning (RPL)



Course Commencement

QTS does not have set course commencement dates meaning individuals can enrol and commence their chosen course at any time.

Duration

QTS courses are self-paced. **Enrolments are valid for 12 months (full time) or 24 months (part time).** Students can apply for an additional 6 month extension if required at a cost of \$250 AUD.

Student Support

QTS provides **24/7 support!** Students are supported by their industry experienced trainer via phone and email throughout enrolment.

Entry Requirements

Age:

Minimum age for entry into this qualification is 18 years.

Education & Experience:

There are no formal entry requirements in relation to prior education or experience for this qualification. However, it is recommended that students meet the following criteria;

- Successfully completed Australian Year 12 (or equivalent) OR
- Successfully completed Certificate III or higher qualification(s) AND
- Have at least 12 months work experience in a supervisory or management role AND
- Sound literacy, numeracy and computing skills

Applicants that are not able to provide proof of the above must complete a language, literacy and numeracy test upon enrolment.

The learning materials and assessments within this qualification are in a written online or workbook format. Therefore, in order to successfully complete this course, students must have the ability to read and comprehend learning materials and undertake a variety of written assessments.

English Language:

Entry into this qualification requires proof of English proficiency to an Australian Year 12 level or equivalent. Equivalency can be shown through the following;

- Qualification completed in English at a Certificate III level or higher OR
- A minimum of 2 years work experience in a position that involves communicating in English (written and verbal communication).

Resource Requirements

Students will be provided with training material either online or in a workbook, a learner guide to supplement the training material and assessment activities for all units of competence.

Students **must** have access to the following resources

- Computer
- Internet
- Email
- Scanner
- Software such as Microsoft Word, Excel, PowerPoint
- Printer
- Adobe Acrobat Reader
- Digital video recording device/digital camera (included in most mobile phones)

Please note: If you are currently not working and do not have access to workplace policies and other documents, your trainer and/or assessor will provide you with simulated samples or information regarding how you can access such policies and documents

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Available Units

Students are required to complete twelve (12) out of the fourteen (14) units listed below in order to obtain the Diploma of Leadership and Management. Students must complete four (4) core units plus eight (8) electives.

Unit Code	Unit Name
CORE	
BSBLDR501	<p>Develop and use emotional intelligence 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>Elements – Essential Outcomes</p> <ul style="list-style-type: none">▪ Identify the impact of own emotions on others in the workplace▪ Recognise and appreciate the emotional strengths and weaknesses of others▪ Promote the development of emotional intelligence in others▪ Utilise emotional intelligence to maximise team outcomes
BSBMGT517	<p>Manage operational plan 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 organisations productivity and profitability plans.</p> <p>Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisations operational plan.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none">▪ Develop operational plan▪ Plan and manage resource acquisition▪ Monitor and review operational performance
BSBLDR502	<p>Lead and manage effective workplace relationships This unit describes the skills and knowledge required to lead and manage effective workplace relationships.</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>

BSBWOR502

Elements – Essential Outcomes

- Manage ideas and information
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Manage difficulties to achieve positive outcomes

Lead and manage team effectiveness

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

Elements – Essential Outcomes

- Establish team performance plan
- Develop and facilitate team cohesion
- Facilitate teamwork
- Liaise with stakeholders

GROUP A

BSBCUS501

Manage quality customer service

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.

Elements – Essential Outcomes

- Plan to meet internal and external customer requirements
- Ensure delivery of quality products and services
- Monitor, adjust and review customer service

BSBFIM501

Manage budgets and financial plans

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

Elements – Essential Outcomes

- Plan financial management approaches
- Implement financial management approaches
- Monitor and control finances
- Review and evaluate financial management processes

BSBMGT502

Manage people performance

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.

Elements – Essential Outcomes

- Allocate work
- Assess performance
- Provide feedback
- Manage follow up

BSBMGT516

Facilitate continuous improvement

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the

BSBPMG522

development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

Elements – Essential Outcomes

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement

Undertake project work

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.

Elements – Essential Outcomes

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

BSBRSK501**Manage Risk**

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.

Elements – Essential Outcomes

- Establish risk context
- Identify risks
- Analyse risks
- Select and implement treatments

BSBWHS501**Ensure a safe workplace**

This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

Elements – Essential Outcomes

- Establish a WHS management system in a work area
- Establish and maintain effective and compliant participation arrangements for managing WHS in a work area
- Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area
- Evaluate and maintain a work area WHS management system

BSBWOR501**Manage personal work priorities and professional development**

This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

Elements – Essential Outcomes

- Establish personal work goals
- Set and meet own work priorities
- Develop and maintain professional competence

GROUP B

BSBADM502

Manage meetings

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

Elements – Essential Outcomes

- Prepare for meetings
- Conduct meetings
- Follow up meetings

BSBHRM513

Manage workforce planning

This unit describes the skills and knowledge required to manage planning in relation to an organisation's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends.

Elements – Essential Outcomes

- Research workforce requirements
- Develop workforce objectives and strategies
- Implement initiatives to support workforce planning objectives
- Monitor and evaluate workforce trends

Recognition of Prior Learning:

Recognition of prior learning (RPL) is a process whereby you demonstrate that you have acquired the required skills and knowledge for certain units or qualifications within a particular industry through work experience, education, training and life experiences.

We have created a Recognition of Prior Learning kit that includes a portfolio of evidence checklist. The checklist details the information and evidence you need to collect and provide in order to demonstrate that you have the required skills and knowledge to obtain the unit/certificate. The process is rather straight forward and we are here to help with any questions that you may have along the way. Should you not have the skills and knowledge in a given area you can complete the associated unit via online/distance learning.

RPL is available on the Diploma of Leadership and Management. Information regarding RPL is available on the QTS website under '[Training](#)'. Alternatively, you can contact a QTS staff member on 1300 946 309 to discuss your RPL options.

Course Fees

Online/RPL delivery: \$2,000 AUD (includes admin fee)	
Option 1	\$1,500 upon enrolment + \$500 on the 15 th of the next month following course commencement
Option 2	\$250 upon enrolment plus \$35.00 x 50 weekly payments
Option 3	\$250 upon enrolment plus \$70.00 x 25 fortnightly payments
Option 4	\$250 upon enrolment plus \$175.00 x 10 monthly payments

Distance delivery: \$2,300 AUD (includes admin fee)	
Option 1	\$1,500 upon enrolment + \$800 on the 15 th of the next month following course commencement
Option 2	\$250 upon enrolment plus \$41.00 x 50 weekly payments
Option 3	\$250 upon enrolment plus \$82.00 x 25 fortnightly payments
Option 4	\$250 upon enrolment plus \$205.00 x 10 monthly payments



Why Choose QTS?

- Nationally recognised training
- Full support by phone and email 7 days a week
- All training materials provided
- No hidden costs
- Study where and when it suits you
- Progress at your own pace
- Combine self-paced learning with experienced trainer support
- Continue working while you are studying
- Graduate within 6 – 12 months or less if you commit the time
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are competency based
- Able to resubmit assessments until competent

Enrol Today!

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake online or distance learning. Students can "attend" a course at any time, from anywhere.

Enrolling into the Diploma of Leadership and Management through QTS is a quick and easy process.

1. Read the [Participant Handbook](#)
2. Enrol as a student by completing the [Enrolment Form](#)
3. Email your completed enrolment form along with a copy of your current ID to admin@qts.edu.au

If you require any additional information or assistance then please don't hesitate to contact our friendly staff on 1300 946 309 or email admin@qts.edu.au

Other Qualifications Available Through QTS Include:

BSB30415 Certificate III in Business Administration

BSB30115 Certificate III in Business

BSB40515 Certificate IV in Business Administration

BSB40215 Certificate IV in Business

BSB42615 Certificate IV in New Small Business

BSB41015 Certificate IV in Human Resources

FNS40215 Certificate IV in Bookkeeping

BSB50215 Diploma of Business

