**BSB50420 Diploma of Leadership and Management**

**Short description**

Managers and team leaders in SHS services have to balance a number of tasks, many of which are different to the frontline work that you may have been accustomed to. An additional challenge is the requirement that your organisation complies with the Australian Service Excellence Standards (ASES). This tailored Diploma of Leadership and Management will give you the skills and knowledge to be an effective leader and start you on your journey to gathering together the evidence needed for your ASES audit.

**ASES and Diploma of Leadership and Management**

The Diploma of Leadership and Management is a nationally recognised qualification made up of 12 units of competency, of which 6 are compulsory and 6 are electives.

The elective units chosen for this program will equip you with the skills and knowledge to be able to manage a community sector workplace, but also support your ability to implement the ASES standards in your workplace.

The assessments that you complete will assist you to meet the requirements of your ASES audit, although additional work will be required.

The qualification program is grouped into clusters of units that are able to be trained and assessed together.

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|  | Unit of competency | ASES Standards |
| Cluster 1 | BSBOPS502 Manage business operational standard  BSBSTR503 Develop organisational policy | 1 Planning  2 Governance |
| Cluster 2 | BSBOPS504 Manage business risk  BSBFIN502 Manage financial compliance | 2 Governance  3 Financial and Contract Management |
| Cluster 3 | BSBLDR523 Lead and manage effective workplace relationships  BSBLDR522 Manage people performance  BSBLDR521 Lead the development of diverse workforces | 4 People |
| Cluster 4 | BSBCMM511 Communicate with influence  BSBTWK502 Manage team effectiveness  BSBPEF502 Develop and use emotional intelligence | 5 Partnerships  6 Communication |
| Cluster 5 | BSBCRT511 Develop critical thinking in others  BSBOPS505 Manage organisational customer service | 7 Service Outcomes  8 Consumer Outcomes |

**Your Commitment**

For Clusters 1, 2, and 5 you will need to allow:

* 2 days training
* 1 group assessment day
* Additional assessment time of up to 2 days

For Cluster 3 and 4 you will need to allow:

* 3 days training
* 1 group assessment day
* Additional assessment time of up to 3 days

**How you will be assessed**

People come to study with a range of different experiences and backgrounds. You also work in different contexts and will have had to respond to a range of challenges in your professional life. We have therefore designed an assessment process that allows you to submit existing evidence where you can, or respond to activities when you have less experience with a topic.

For example - you need to submit evidence that you can develop an operational plan. There are three ways in which you can do this:

1. submit an operational plan that you have developed as part of your work
2. develop an operational plan for your workplace
3. develop an operational plan for a fictional workplace through a case study.

You can choose the most appropriate assessment method for each cluster, allowing you to have existing skills recognised, while also giving you the opportunity to demonstrate that you have the skills needed.

**Student support**

CCWT is committed to supporting our students through their qualifications so that you can be successful and your organisations can benefit from your learning. We will give you guidance and feedback on your way through the qualification. We will make sure that you have access to the information that you need.

Your trainer will explain the assessments to you, and your attendance at the assessment day will allow you to ask questions and receive feedback on your work.

You don’t have to get the assessment right the first time. If your assessment doesn’t quite meet the standard your assessor will give you detailed feedback and you will be able to re-submit the parts that needed some changes.

The Homelessness Industry Partnership can also organise support for you, so even if you haven’t studied before you should be able to achieve your Diploma.

**The benefits of gaining a Diploma**

There will be benefits to you personally and your organisation when you successfully complete this Program.

The assessment tasks are based around documents that are part of your portfolio of evidence for your organisation’s ASES audit and you will be aware of other evidence that you could collect.

You will gain a nationally recognised qualification which is the industry standard for leaders and managers in our sector, but can also be used in other areas of business as well.