

NDA

Business Skills
IT Solutions
Qualifications



BSB51918

Diploma of Leadership and Management

NDA TASMANIA

Hobart | Launceston | Ulverstone

03 6334 4910

www.nda.com.au

NDA Computing Pty Ltd - RTO Provider 60034

About NDA

NDA is a registered training organisation (provider number 60034) offering training and assessment in a wide range of areas. NDA has been in operation for over 30 years and is 100% locally owned and operated.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- Provides a quality outcome for learners,
- Meets the requirements of the Standards for Registered Training Organisations (2015), and
- Provides AQF certification documentation.

Training results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice. Before enrolling in any training and assessment services, you need to consider if it is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are right for you. The following information is provided to assist with your decision making. If you have any further questions about this qualification, please contact NDA on (03) 6334 4910.

Why choose us?

NDA provides FREE access to all relevant NDA training courses that align to units on the training plan. No other RTO provides this service and few provide face-to-face training with qualifications.

An NDA assessor will visit both the trainee and the trainee's supervisor regularly and provide progress reports after each assessment visit. Trainees receive FREE phone support from the NDA Help Desk.

A full-time NDA assessor will be assigned to your staff member and will provide support through the entire qualification. Many other RTOs use contract assessors who often change during a qualification.

NDA offers flexible training options to suit the needs of both the business and the individual, including face-to-face training and assessment, self-paced learning resources, and access to online services.

NDA has professionally equipped training centres in Hobart, Launceston and Ulverstone providing a consistent service state-wide.

Support available for learners

NDA provide support in accessing the following services:

- Learning support
- Travel and allowance subsidy for training
- Counselling
- Housing assistance
- Financial management assistance

Course overview: BSB51918 - Diploma of Leadership and Management

The BSB51918 Diploma of Leadership and Management 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.

Entry Requirements

Although there are no official entry requirements for the Diploma of Leadership and Management, NDA strongly recommends learners to have the following requirements outlined below:

- Have access to a computer (with Adobe Reader, Microsoft Word and Google)
- Have a reasonable level of language, literacy and numeracy skills
- Have an intermediate level of technology skills

Examples of job roles for learners wanting to undertake this qualification may include, but are not limited to: Office Manager, Legal Practice Manager, Information Services Manager, Operations Manager, Business Development Manager, Warehouse Manager, Corporate Services Manager, Manager, Senior Manager (Public Sector), Public Sector Manager, Production Manager, Transport Manager, Business Manager, Distribution Centre Manager.

Volume of learning

The Australian Qualifications Framework (AQF) volume of Learning Indicators, provide a starting point for the amount of training provided for a qualification at an AQF Level (5) Certificate and states the following volume of Learning:

Diploma	1-2 years	approximately 1200-2400 hours
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*This indicator is designed to be a starting point only and many factors can affect the amount of training required.

You are given 36 months to complete the Diploma of Leadership and Management qualification. Extensions for qualification completion are available upon request to our RTO Administrator where learners can supply sufficient reasoning or alternatively you may complete the qualification early.

Suspensions, extensions and cancellations

Information on the suspension, extension and cancellation processes and who you should contact can be found in the Student Information Guide which you have also been provided with in this pack.

Training courses

One of the benefits of undertaking a qualification with NDA is the opportunity to attend NDA training courses that are aligned to your qualification at no extra cost. As these are public courses, attendance is always made on a 'waitlist' basis until we can confirm there are enough participants to run the course. You will be notified a week prior to the course if it is not going ahead.

Any cancellation or transfers by the trainee 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a doctor's certificate. For any cancellations or transfers please contact our Client Services Officer directly.

How is the qualification delivered?



Face to Face Classroom Sessions

The face to face classroom sessions are training courses that have been developed to directly align to specific units in the qualification. This delivery method is undertaken in conjunction with self-paced study. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units and provided with training course dates for scheduling with the course co-ordinator.



Online Study

The online study delivery method is completed in your own time through our online eLearning centre and is highly suited to motivated self-learners. With this delivery method you are given access to all the resources and assessment materials for the units you have enrolled in, as well as access to support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Regular administration contact

Upon enrolment you will be provided with a link to the eLearning centre along with a login to access all your resources.



Self-Paced Study

The self-paced study delivery method is completed either in your own time or allocated work time and is highly suited to motivated self-learners. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive all the resources and assessment materials for the completion of the self-paced study units.

BSB51918 Diploma of Leadership and Management units

The Diploma of Leadership and Management is made up of 4 Core and 8 Elective units of competency.

The packaging rules for the qualification are:

- 4 elective units must be selected from Group A
- up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level

The units and directly aligned training courses that NDA offers are as follows:

	Unit Code	Unit Title	Training Course
Core	BSBLDR502	Lead and manage effective workplace relationships	Building Relationships
	BSBLDR511	Develop and use emotional intelligence	
	BSBMGT517	Manage operational plan	Operational Planning
	BSBWOR502	Lead and manage team effectiveness	Effective Supervision Skills
Elective	Group A		
	BSBCUS501	Manage quality customer service	
	BSBFIM501	Manage budgets and financial plans	
	BSBHRM405	Support the recruitment, selection and induction of staff	Recruiting Staff
	BSBINN502	Build and sustain an innovative work environment	
	BSBMGT502	Manage people performance	Redefining Performance Management
	BSBMGT516	Facilitate continuous improvement	
	BSBPMG522	Undertake project work	Managing Successful Projects
	BSBRISK501	Manage risk	
	BSBWHS521	Ensure a safe workplace for a work area	Workplace Health & Safety
	BSBWOR501	Manage personal work priorities and professional development	Time Management
	Group B		
	BSBADM502	Manage meetings	Conducting Successful Meetings
	BSBHRM512	Develop and manage performance-management processes	
	BSBHRM513	Manage workforce planning	
	BSBINM501	Manage an information or knowledge management system	
	BSBLED501	Develop a workplace learning environment	
	BSBSUS501	Develop workplace policy and procedures for sustainability	
	BSBWRK520	Manage employee relations	

How is the qualification assessed?

To achieve this qualification learners are required to be found Competent in 12 units of competency. The following methods are used to gather evidence of competence:

NDA training course

- NDA offers training courses that align to some units of competency. Assessment activities completed during these training courses can lead to competency in the aligned unit.

Activities

- Learners are provided with workbook resource material for each of their self-paced study units in the qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor.

Questions and answers

- If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.

Project or workplace evidence

- The projects are designed for the unit of competency. These are generic projects and may not correlate to the learner's industry. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.

Supervisor/assessor/third party report

- This report allows the learner's supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn't have a supervisor, then the assessor or a third party can perform this task.

RPL portfolio

- Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

The training plan completed upon induction outlines the training and assessment methods for each unit of competency. It also outlines the units to be assessed via an assessment visit with you, your supervisor and your NDA assessor. Assessment visits are normally spaced between 3-4 month intervals. Your assessment co-ordinator will arrange a date, time and place for your assessment visit.

Payment

Fees charged by NDA include all resources, training and assessment services *including* attendance at *relevant NDA training courses*.

Total Course Fee: \$4,000

User Choice Funded

Qualifications that are partially funded under the Department of State Growth User Choice Funding scheme may attract an additional employer contribution fee. This is invoiced one month after enrolment.

Fee for Service

The invoicing structure for fee for service clients is as follows:

- **First Instalment – 50%**

This is invoiced the month after enrolment and includes a **\$600** non-refundable enrolment fee.

- **Second Instalment – 25%**

This is invoiced at the halfway point of the qualification (in units or time).

- **Final Instalment – 25%**

This is invoiced one month before the completion of the qualification.

Refunds

NDA's refund policy can be found on our website www.nda.com.au