

# BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

## Team Leader, Supervisor and Manager

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.

### Entry requirements

- Good English language, literacy and numeracy skills (or completion of English to Year 12)
- Access to a computer with video, audio and internet capability
- Computer proficiency
- Previous experience in the community sector in a job role that required self directed application of knowledge, independent judgement and decision-making, and a range of technical skills
- Current employment in an appropriate retirement village, aged or community care context where access to service coordination and management skills can be demonstrated

### FUNCTIONS

Team Leaders, Supervisors and Managers in aged care may perform the following tasks:

- Manage staff within the unit and provide professional leadership
- Interpret policies and objectives of the service as it applies to the unit or staff
- Manage recruitment of staff
- Prepare annual funding estimates, forecasting the demand for services and allocating budgets
- Liaise with medical and nursing staff
- Participate in management and leadership activities to evaluate the effectiveness of the services in relation to standards, organisational objectives, costs and care principles
- Promote working relationships with other teams
- Interpret industrial awards and other regulations concerning staff employment contracts
- Interpret policies and objectives of the service as it applies to the unit or staff
- Liaise with family and loved ones of clients regarding client care

The work is usually full time and work schedules are more regular than other direct care staff.

### COURSE DURATION

Our program is part-time and flexible to support existing workers in the aged care industry. The course can take up to two (2) years to complete. This will be based on your prior knowledge and experience and the amount of time you can commit to your studies.

This course is delivered through a blended model combining face-to-face classes and monthly webinars.



### FOR MORE INFORMATION

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Our trainers will make two (2) scheduled visits to your workplace (if required), depending on your location. Further unlimited support will be provided via telephone, email support and GoToMeeting (virtual classroom via web cam) to provide students with tuition, learning support, assessment completion and conduct workplace observations.

## ONGOING TRAINING AND LEARNING SUPPORT

Extra learning support is also available by our Study Assistance Service. For more information, please refer to the Study Assistance Support flyer available on the Education Institute website.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is offered to all students on commencement. RPL provides an opportunity for a range of skills relevant to this qualification and the job role to be recognised before formal training commences.

RPL will require you to discuss your experience with our Course Coordinator, gather evidence to support the RPL.

## ADDITIONAL INFORMATION

Students and employers are to make individual arrangements regarding release time/shift scheduling, or personal leave to attend training.

## COURSE COSTS

Member	\$3500
Non Member	\$3800

## QUALIFICATIONS

The Diploma of Leadership and Management qualification is nationally recognised and based on curriculum developed by business industries. Twelve (12) units are required to complete the full qualification made up of 4 core and 8 elective units as listed below:

UNIT CODE	UNIT TITLE
<b>CORE</b>	
BSBLDR511	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness
<b>ELECTIVES</b>	
BSBR501	Manage risk
BSBHRM405	Support the recruitment, selection and induction of staff
BSBMGT502	Manage people performance
BSBMGT516	Facilitate continuous improvement
BSBPMG522	Undertake project work
BSBWHS501	Ensure a safe workplace
BSBCUS501	Manage quality customer service
BSBWOR501	Manage personal work priorities and professional development.



RTO 2863



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