



BSB50420 – Diploma of Leadership and Management

RTO Code: 91830

Course Flyer

Thank you for considering Challenger Training. Challenger training teams are highly skilled in the relevant fields and provide an engaging and comfortable environment to encourage a positive learning experience.

The Challenger training experience begins with the first client contact, backed by exceptional customer service, with flexible solutions to achieve your goals. The consistently high standards of our team stem from an absolute focus on professionalism, quality products and service, and our ability to tailor products to our clients' training needs.

Our Challenger Training mission statement is:

Deliver skills and knowledge that significantly increase our course participants' on-the-job productivity, thereby enhancing their contributions to the goals of their organisation.

RTO Contact Details

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<https://training.gov.au/Organisation/Details/91830>



BSB40520 Certificate IV in Leadership and Management

OVERVIEW: 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 such as Business Development Manager, Operations Manager, Office Manager, Production Manager, Information Services Manager, Transport Manager, Warehouse Manager.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring workload, analyse information and provide guidance and support individuals to meet organisational or enterprise requirements.

DELIVERY METHOD: Face-to-face, self-paced activities, reinforced by a practical, work-based assignment completed after each workshop.

COURSE DURATION: This program is 12 months. 12-day workshops (face to face classroom training) over 3 separate modules.

COURSE COMPONENTS:

#	MODULE NAME	DURATION	COST
1	Leader, effective workplace relationships and self-management	5 days	\$2,500
2	Communication	3 days	\$1,500
3	Critical thinking & problem solving	4 days	\$2,000
4	TOTAL	12 days	\$6,000

ORIENTATION: New student Orientation will be done via phone, e-mail, Zoom and Moodle. New students will receive an e-mail and call from the Training Manager prior to their date of commencement with all necessary further information and instructions.

If you have any questions regarding this process, please contact 0481 915 437 or email to: jmorrissey@challengertraining.com.au.

ENTRY REQUIREMENTS: There are no prerequisites requirements for this qualification, however, a reasonable level of reading and writing is required, as well as reasonable computer skills. To complete the assessment component of this course you will need to be working in or have access to a workplace where you can complete the workplace assessments. Students require a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate their own work or the work of a team.

PATHWAY INFORMATION: Once students have successfully completed BSB50420 Diploma of Leadership and Management, they can apply for various roles across management positions that have responsibility for the work of other staff and lead teams.

The further study pathways available to students who undertake this qualification include:

- BSB60420 Advanced Diploma of Leadership and Management
- Other Diplomas, Advanced Diplomas or Degree programs in related fields such as Business and Management subject to meeting entry requirements of the intended qualification.

LANGUAGE, LITERACY AND NUMERACY (LLN) REQUIREMENTS: A reasonably high level of reading and writing ability is required to complete the qualification. Students will need to demonstrate the ability to:

- gather, critically analyse, and review information from a variety of sources
- communicate information via emails and reports
- present issues in meetings and manage the discussion effectively
- use numeracy skills to plan and manage time, resources, and budgets

Students are also required to have reasonable computer skills (as typically required by frontline managers working in an office environment) to send emails, word process correspondence and short reports, and research information on the internet.

Those who struggle with reading or writing, or who are unable to use computers, are cautioned against enrolling this qualification unless they also organise appropriate literacy support.

Further advice about the language, literacy, numeracy, and technology skills needed to complete this qualification, and avenues for LLN support, can be obtained by contacting the Training Manager.

ACCESS TO A PRACTICE ENVIRONMENT: Those undertaking the Diploma of Leadership and Management are expected to have access to a work environment in which they can practice and apply their leadership and management skills. This includes leading others and taking responsibility for the functioning, performance, and work outcomes of a team.

Students would also benefit from access to a person in the workplace who is able to support and mentor them as they progress through the program.

Challenger Training is not generally able to organise work placements / practice environments for students undertaking this qualification.

RESOURCES REQUIRED: Those undertaking this qualification will require access to:

- a computer, a printer, and the internet
- people they can lead / supervise in the workplace
- workplace policies, procedures and documentation relating to the role of a frontline manager
- a supervisor / manager who can observe / review their work and provide feedback to Challenger Training.

COURSE FEES: \$6,000.00

Administration Fee

A non-refundable Administration Fee of \$150 is to be paid with the deposit, this is included in the full deposit and is not additional to the payment plan below.

Payment Plan

Deposit, to be paid prior to course commencement: \$495

Progress Payment to be paid at the commencement of each Training Module. Course fees split over each Module. Balance up to \$1,500.

Final Payment to be paid prior to the completion of each Training Workshop Module.

SPECIAL NEEDS: Challenger Training will endeavour to assist those with special needs to successfully complete this qualification. However, we request that students with special needs contact us, before enrolling in the qualification, to discuss their needs. This will help us to provide advice about the suitability of the qualification and to discuss adjustments that could be made to improve the students' learning experience.

QUALIFICATION PACKAGING RULES:

To obtain the Diploma of Leadership and Management students must complete 12 units made up of:

- 6 core units plus
- 6 elective units, of which:
- 4 elective units must be selected from the elective units listed below
- for the remaining 2 elective units:
 - up to 2 units may be selected from the elective units listed below
 - if not listed, up to 2 units may be selected from a Certificate IV or above, from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

UNIT SELECTION

Challenger Training has selected the following units for delivery as part of its public program.

MODULE 1 – LEADERSHIP, EFFECTIVE WORKPLACE RELATIONSHIPS AND SELF-MANAGEMENT 5 DAYS WORKSHOP			
1	BSBLDR523	Lead and manage effective workplace relationships	Core
2	BSBLDR522	Manage people performance	Elective
3	BSBPEF502	Develop and use emotional intelligence	Core
4	BSBTWK502	Manage team effectiveness	Core
5	BSBLDR411	Demonstrate leadership in the workplace	Imported Elective

MODULE 2 – COMMUNICATION – 3 DAYS WORKSHOP			
6	BSBCMM511	Communicate with influence	Core
7	BSBXCM501	Lead communication in the workplace	Elective
8	BSBCMM412	Lead difficult conversations	Elective

MODULE 3 - CRITICAL THINKING & PROBLEM SOLVING – 4 DAYS WORKSHOP			
9	BSBCRT511	Develop critical thinking in others	Core
10	BSBCRT411	Apply critical thinking to work practices	Imported

			Elective
11	BSBOPS502	Manage business operational plans	Core
12	BSBST502	Facilitate continuous improvement	Elective

ASSESSMENT REQUIREMENTS: The Diploma of Leadership and Management is a competency-based qualification. This means that to attain the qualification, students need to do more than just attend the training. They also need to provide evidence that they have understood the training and applied it in the workplace.

This requirement means that it is not possible to complete all the assessment requirements during the face-to-face training.

Note: As part of the process of checking students' understanding during the training, and in an attempt to balance the assessment workload, Challenger Training provides students with opportunities to generate some evidence for assessment during the face-to-face training.

ASSESSMENT METHODS: Students are required to complete a set of assessment tasks for each module they undertake. Satisfactory completion of all assessment tasks is required before a credential can be awarded. Examples of the evidence typically requested from students as part of their assessment tasks include:

- Answers to knowledge-based questions and questions demonstrating students' application of the required knowledge
- Completion of case studies
- Descriptions by students of how they have responded to various scenarios in the workplace
- Completion of workplace-based tasks / projects which require students to apply the relevant competencies in the workplace
- Third party reports from students' supervisors

ASSESSMENT TIMEFRAMES: The timeframe for completing the assessment for each module is four months. That is, students have four months after attending the training for Module 1 to submit the assessment for Module 1; four months after attending the training for Module 2 to submit the assessment for Module 2, and so on.

Students are encouraged to prioritise completion of their assessments ahead of attending further training and should space their attendance at each module so that assessments do not build up.

EXTENSIONS TO ASSESSMENT TIMEFRAMES: Challenger Training recognises work and family pressures can make it challenging for some students to complete their assessments within the designated completion timeframes. Consequently, we provide extensions of up to 3 months where a formal request is received. Additional extensions are sometimes allowed in exceptional circumstances.

Challenger Training does not generally grant extensions of more than 6 months from the original due date of the assessment. Students whose assessments are more than 6 months overdue and who still wish to complete their course may be required to re-attend the course or obtain one-on-one coaching



to refresh their knowledge of the course content. Additional fees apply in these situations.

FACILITIES AND RESOURCES: Challenger Training provides students with the following resources for each module:

Your classes will be conducted in modern classrooms, and you will be able to access Wi-Fi. There are also areas for you to relax, as well as conduct additional study.

You will be provided with a Student Guide relevant to each unit in your course. Recommended textbooks are also available onsite for you to use and borrow if you wish. You may also purchase these textbooks if you require. The recommended textbook for this course is:

Management Theory and Practice, 7th Edition, Cole, Cengage Learning, 2016

DELIVERY LOCATION: 22a Christo Road, Georgetown NSW 2298

SUPPORT PROVIDED: Challenger Training provides email and telephone support to students throughout the program.

We also run assessment support workshops from time-to-time. These provide students with the opportunity to have time away from the workplace to work on their assessments, with support from a Challenger Training facilitator. These workshops may be organised 'in-house' by students' employers, or students may choose to attend a public workshop at our premises in Georgetown NSW (fees apply).

Additional one-on-one coaching is available, for those who need it.

CREDENTIAL ISSUED: Students who successfully complete all requirements for a full credential will be issued with a nationally recognised qualification: BSB50420 Diploma of Leadership and Management.

Those who complete one or more units of competency, but who are unable or not wishing to complete the entire qualification, will be issued with a nationally recognised statement of attainment for the unit(s) they successfully complete.

RECOGNITION OF PRIOR LEARNING: Recognition of Prior Learning (RPL) is available for this qualification.

RPL is suitable for those already have the necessary skills and knowledge in one or more of the areas which make up the Diploma of Leadership and Management, and do not wish to undergo further training in these areas.

RPL is a way of shortcutting the training delivery process. It is not a way of shortcutting the assessment process. To be granted RPL, students must provide evidence of their competence to a Challenger Training assessor. Evidence requirements may vary, depending on the unit(s) of competency being assessed. However, they typically include answers to theory questions, work samples and supervisor reports. Students must also participate in an assessment interview with a Challenger Training assessor, and in some cases the assessor may wish to observe students' performance in the workplace.

Those who are considering seeking RPL, are invited to speak with a Challenger Training Manager. The Training Manager will make an initial assessment of the student's suitability for RPL and discuss

the RPL process in detail before sending an application kit.

Challenger Training's RPL policy and some general information about the RPL process and the costs associated with RPL are available in the Policies and Procedures area of our website.

NATIONAL RECOGNITION: Challenger Training recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.

Students who have already achieved some of the units covered by the course may be able to obtain a reduction in training or assessment requirements and should contact a Challenger Training Advisor for advice.

Before recognition can be granted, a Challenger Training representative will need to sight the statement(s) of attainment for any units for which recognition is being sought.

Challenger Training policy for National Recognition is available from the Policies and Procedures area of our website.

ADVICE FOR COMPLETING THE QUALIFICATION SUCCESSFULLY: Challenger Training offers the following advice to students to help them complete this qualification successfully:

- If your employer is sending you on the course, find out why you have been selected to attend the training, and how your role will change (if at all) after you have completed the training.
- Approach the training with an open mind. Demonstrate a willingness to learn, as well as to share the benefits of your experience with others.
- Find a mentor who can support and guide you as you undertake the training. This could be your supervisor or another manager in your organisation who you admire. We recommend that you set aside time to discuss your progress with them on a regular basis.
- After each module, discuss with your mentor or supervisor how the training undertaken relates to your workplace, as well as the assessment requirements.
- Try to align the assessment activities with your work requirements. In this way, you will be completing your assessments at the same time as you go about your day-to-day work.
- Set aside regular time to work on your assessment activities. This could be at work, at home, or a combination of the two. As a rough guide, plan to set aside 2 – 4 hours per week for the duration of the program to work on your assessments.
- If possible, negotiate with your employer for them to provide time at work for you to work on your assessments.
- Refer back to the information contained in your Learner Guides as you undertake your assessments.
- If the assessment requirements of some unit(s) do not align well with your workplace, be prepared to work with your supervisor / mentor to identify opportunities for completing the assessments. For example, they may be able to assign you a special project or alternative duties to help satisfy assessment requirements.



- Speak with your mentor or contact Challenger Training if you get stuck or become confused about any part of your assessment.

FURTHER INFORMATION: For all further details, please refer to the Student Handbook available on www.challengertraining.com.au for all related policies and procedures.

Please contact the Training Manager on 0481 915 437 or jmorrissey@challengertraining.com.au for further information.