



Australian Smart College

7 Greenfield Parade, Bankstown NSW 2200

ABN 45 607 618 244

RTO ID: 45302 CRICOS Code: 03661E

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Australian Smart College Pty Limited

Course Information Outline

Qualification/Course Name: Diploma of Leadership and Management

National Code: BSB51918

CRICOS Code: 098919J

Total Course Fees: A\$9,000



NATIONALLY RECOGNISED
TRAINING

Provider	Australian Smart College Pty Limited t/a Australian Smart College ABN 45 607 618 244 RTO ID: 45302 CRICOS Code: 03661E Address: 7 Greenfield Parade, Bankstown NSW 2200 T: 61-2-8747 4794 E: info@ascollege.nsw.edu.au
Target Group	<p>The target participants for the BSB51918 Diploma of Leadership and Management course are international students wishing to acquire the knowledge and skills required to be employed as an Business Manager, Business Owner, Department Manager, Team Leader or similar. Candidates for this course will be located onshore (in Australia) on a student visa and will be aged 18 years or above.</p> <p>This course may also apply to overseas students with no vocational experience, but who possess understanding of theoretical business skills and knowledge which they would like to develop to create further educational and employment opportunities.</p>
Course Description	<p>The BSB51918 Diploma of Leadership and Management course is designed for candidates looking for a career within the business services sector. It is a nationally recognised course. A student will learn a minimum how to:</p> <ul style="list-style-type: none">• Manage Quality Customer Service• Manage Risk• Lead and manage effective workplace relationships• Ensure a Safe Workplace• Lead and Manage Team Effectiveness• Manage Meetings• Manage people performance• Develop and Use Emotional Intelligence• Manage Operational Plan• Support the Recruitment, Selection and Induction of Staff• Communicate with Influence• Manage Workforce Planning
Entry Requirements	<p>There are no stated pre-requisite requirements for entry in the Diploma of Leadership and Management</p> <p>However international students must meet certain English language requirements for admission into Australian Smart College (ASC).</p>

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	<p><u>English Language competence:</u></p> <p>English language competence can also be demonstrated through verified documented evidence of any of the following:</p> <ul style="list-style-type: none"> You have achieved a minimum General Training IELTS score of 5.5 with no band under 5.5. You were educated for 5 years in an English-speaking country. You have completed at least 6 months of a Certificate level course in an Australian RTO. You have successfully completed your High School in the English language <p><u>Language, Literacy and Numeracy (LLN)</u></p> <p>Your LLN skills may also be reviewed with a LLN Course Pre-Assessment test during Orientation. The test will be carried out by the Administration Office and will help determine if you require any LLN support.</p> <p><u>Age restrictions</u></p> <ul style="list-style-type: none"> You must be 18 years of age or above <p><u>Education Requirements</u></p> <ul style="list-style-type: none"> Minimum year 12 education successfully completed or equivalent <p><u>Adherence to student's responsibilities as listed in the Student Handbook and the ESOS Framework</u></p> <ul style="list-style-type: none"> It is your responsibility to read, understand and accept your responsibilities as an overseas student. <p>You will need to provide the necessary documentary evidence as indicated in the Enrolment Application Form (MKT-06-01), such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level gained within the last 2 years.</p> <p>If you cannot provide evidence of your English Language proficiency, you may be issued with a Conditional Letter of Offer based on you successfully completing a required English language course.</p> <p>You will also need to provide documentary evidence if you are applying for Credit Transfer and/or RPL in a course. See the section in the Student Handbook on credit transfer and/or RPL.</p>
Pre-requisites	Nil
Delivery Mode	<p>The delivery mode is face-to-face classroom based delivery and assessment.</p> <p>The face-to-face delivery includes lecture, group activities, and pair work and class presentations. Students are required to attend 20 hours face-to-face full-time study within the duration of the unit of competency/course.</p> <p>Our program is designed to allow for the adoption of a range of learning approaches to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities. Students are expected to attend all scheduled training sessions and they are expected to undertake reading and research activities in their own time in conjunction with the delivery of face-to-face theory and practical sessions.</p> <p>Our program is designed to allow for the adoption of a range of learning approaches to cater</p>

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	for differences in learning styles, learning interests and needs, and variations in learning opportunities. Students are expected to attend all scheduled training sessions. Students have 12 units of study to complete this course. Theory will be delivered to set up the content of each unit so students are prepared for practical applications of the theory in simulated situations, within the classroom. These theory-focused classes provide the underpinning knowledge and skills demonstrations. They also set up the learning tasks in readiness for assessment. Theory classes will be conducted by delivering training contents, conducting question and answer sessions and completing Learning Activities in a face to face classroom environment.	
Course Duration and Delivery Days	Duration: 66 weeks (51 weeks delivery + 15 weeks break) 2.5 days per week as follows(20 hours’ face-to-face scheduled classroom delivery per week) Shift 1 Classroom schedule consists of: <ul style="list-style-type: none">• Saturday and Sunday (8:30am to 5:00pm)• Monday (8:30am to 12:30pm) Shift 2 Classroom schedule consists of: <ul style="list-style-type: none">• Thursday (8:30am to 5:00pm)• Friday (8:30am to 5:00pm)• Monday (1:00pm to 5:00pm) i.e. 51 weeks x 20 hour/week = 1020 hours face to face delivery.	
Delivery Location	7 Greenfield Parade Bankstown NSW 2200 Australia	
Course Structure	BSB51918 Diploma of Leadership and Management require the completion of 4 core units and 8 electives.	
Units of Competency		
Unit Code	Unit Name	
BSBCUS501	Manage Quality Customer Service	Elective
BSBRK501	Manage Risk	Elective
BSBLDR502	Lead and manage effective workplace relationships	Core
BSBWHS501	Ensure a Safe Workplace	Elective
BSBWOR502	Lead and Manage Team Effectiveness	Core
BSBADM502	Manage Meetings	Elective
BSBMGT502	Manage people performance	Elective
BSBLDR511	Develop and Use Emotional Intelligence	Core
BSBMGT517	Manage Operational Plan	Core

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BSBHRM405	Support the Recruitment, Selection and Induction of Staff	Elective
BSBLDR513	Communicate with Influence	Elective
BSBHRM513	Manage Workforce Planning	Elective
Training Strategy	<p>This program is delivered through in class face-to-face sessions with a qualified trainer / assessor. The mode of delivery will combine:</p> <ul style="list-style-type: none"> theory-based material; practical sessions; and simulated work environments may involve individual study, small discussion groups, pair work, team activities, class presentations and practical projects. <p>Throughout the training program, students will receive in addition to classroom lectures, instructions, worksheets and supplementary learning materials for each of the units to be studied</p> <p>ASC contextualises its resources.</p>	
Assessment Strategy	<p>Evidence is the term used to describe the information used to gain competency in each unit of competency of the course. It can be gathered in a variety of ways and the trainer/assessor will use a combination of these methods throughout and after delivery of the learning program. In some situations, the trainer/assessor will have several types of assessment activities to choose from and will be required to conduct a minimum of two or more assessments to judge competency in certain units.</p> <p>Due to the nature of some units, the number of assessment required will vary and the trainer/assessor will inform the students of the number being undertaken. The assessment plan identifies the type of evidence that will be collected to enable judgments to be made about student's success in units of competency.</p> <p>Assessments are conducted at various points throughout a unit. It is at the discretion of the trainer/assessor as to when these occur.</p> <p>Assessment methods may include:</p> <ul style="list-style-type: none"> In class written/ oral questions Practical assessment Case studies In class observation/ discussion <p>At the start of each unit of competency, the trainer/assessor will:</p> <ul style="list-style-type: none"> Explain the purpose of the assessment and the assessment process; Explain the consequence of not meeting the requirements of the assessment; Explain the units of competency to be assessed and the evidence to be collected; Outline the specific tasks (in detail) listed within the benchmark of performance tasks listed within the observation/demonstration record and how these will be facilitated within their simulated work environment; Identify individual needs of the student and, where applicable, negotiate reasonable adjustment for individual needs without compromising the competency outcomes; 	

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	<ul style="list-style-type: none"> ○ Seek feedback regarding the student's understanding of the unit of competency, evidence requirements and assessment process.
Assessment outcome	Students will be marked either Competent (C) or Not Yet Competent (NYC) for each unit of competency.
Customisation and contextualisation	The course and its learning and assessment materials are subject to customisation and contextualisation to suit the needs of overseas students. Further customisation and contextualization will be made after collection of student's feedback on continuous basis where additional needs have been identified and will be conducted in consultation with students. Our Training and Assessment Strategy reflects improvements ahead of delivery.
Recognition of Prior Learning and Credit Transfer	ASC will offer Recognition of Prior Learning (RPL) and Credit Transfer to all students through the enrolment process. ASC has documented policies and procedures for these processes and students are provided details in the Student Handbook of how to apply for RPL or Credit Transfer through the enrolment process.
Additional Support	<p>The following support will be available to students:</p> <p>ASC strives to maximize opportunities for access, participation and outcomes for all overseas students. ASC ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent overseas students from accessing and participating in our services.</p> <p>Language, Literacy & Numeracy (LLN) support</p> <p>Based on the results of the applicant's enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ASC may be able to provide for a learner, with a view to creating an action plan that best addresses a student's LLN needs.</p> <p>ASC will make every reasonable effort to ensure that it can accommodate an overseas student's needs.</p> <p>However, sometimes those needs are beyond the assistance that can reasonably be provided by ASC (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other students' involvement in the course, or without causing the training provider significant financial disadvantage).</p> <p>Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at http://www.readingwritinghotline.edu.au. Any costs incurred will be the responsibility of the student.</p> <p>The types of assistance ASC will be able to offer:</p> <p><u>Any LLN difficulty</u></p> <p>To help establish competency, Administration staff may:</p> <ul style="list-style-type: none"> • Interview the student • Ask students to demonstrate their skills <p><u>Speaking difficulties</u></p> <ul style="list-style-type: none"> • ASC will organize for interpretation of terminology or more complex issues. <p><u>Listening difficulties</u></p>

	<ul style="list-style-type: none"> • Provision of seating close to trainer • Ensure course materials are presented in clear, plain and easy English. <p><u>Reading difficulties</u></p> <ul style="list-style-type: none"> • Provision of seating close to screen/ whiteboard • Ensure all course materials are written in plain English • The trainer may read written materials to students on a one on one basis • Increase the use of graphics in course materials. <p><u>Writing difficulties</u></p> <ul style="list-style-type: none"> • The trainer/assessor may use alternative assessment method (e.g. oral questions) <p>The types of assistance ASC will not be able to offer:</p> <p><u>Speaking difficulties</u></p> <ul style="list-style-type: none"> • Provision of foreign language version of course materials <p><u>Reading difficulties</u></p> <ul style="list-style-type: none"> • Braille version of course materials unless cost is met partially or in full by student <p><u>Writing difficulties</u></p> <ul style="list-style-type: none"> • Enrolment in the course if competency in the course outcomes depends upon writing skills that cannot be met. <p>Additional training and tutorials</p> <p>Every effort, within reason, will be made by ASC staff to ensure a successful outcome for its students. Additional training and / or tutorial may be negotiated. Note: some options may incur additional costs.</p> <p>Reasonable adjustment</p> <p>Where overseas students are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each unit of competency, alternative forms and times of assessment may be negotiated with a trainer prior to the assessment date. If illness is the reason why an assessment cannot be completed, a doctor's certificate must be supplied.</p> <p>ASC has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the trainer, and student.</p> <p>Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.</p> <p>The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.</p>
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	<p>Students at risk</p> <p>ASC has intervention strategies, including student support services available to enable overseas students to complete the qualification in the expected timeframe. Students at risk of not completing within this timeframe are identified as early as possible.</p> <p>ASC is always concerned with the welfare of its students. The Students Support Services staff will counsel students as appropriate and/or refer them to qualified counsellors. Staff is required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.</p> <p>If students require extra support or counseling, they need to contact the Student Support Services Officer at ASC who will be eager to assist and refer them to the appropriate support services.</p>
Education Pathways	Students who complete this course may wish to further their study with a range of Advanced Diploma level qualifications
Employment pathways	This qualification can lead you to job roles, which include an Business Manager, Business Owner, Department Manager, Team Leader or similar.
Course outcomes	<p>On successful completion of this qualification students will be able to:</p> <ul style="list-style-type: none"> • Manage: <ul style="list-style-type: none"> ○ Quality Customer Service ○ Risk ○ People Performance ○ Meetings ○ Operational Plan ○ Workforce Planning • Build and Sustain an innovative work environment • Ensure a Safe Workplace • Lead and manage effective workplace relationships • Lead and manage team effectiveness • Develop and Use Emotional Intelligence • Support the Recruitment, Selection and Induction of Staff • Communicate with Influence
Qualification awarded	<p>At the successful completion of this course the participant will receive a BSB51918 Diploma of Leadership and Management.</p> <p>Those students who do not complete this course or who are deemed not yet competent in any unit will receive a Statement of Attainment for those units they have completed successfully.</p>
How to Enrol / Apply	<ol style="list-style-type: none"> 1. Read the <i>Student Handbook</i> in conjunction with the <i>Course Information Outline</i> 2. Carefully read and complete the <i>Enrolment Form</i> and submit to ASC office by email or in person. Pay particular attention to Course Tuition Fees, Payment Schedule and Refund Policy.
Complaints and Appeals	Australian Smart College Complaints and Appeals Policy (SC-4) and related procedures have been developed to ensure that Australian Smart College responds effectively to individual cases of dissatisfaction. This policy outlines Australian Smart College approach to managing complaints and appeals and ensures that all students are aware of the steps to take to have their dissatisfaction addressed appropriately.
Access and Equity	The principles and practices adopted by ASC aim to ensure that current and prospective

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	<p>students, clients and other stakeholders are treated fairly and equitably in their dealings with ASC irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer responsibilities.</p> <p>All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.</p> <p>ASC provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.</p>
Contact Details	<p>Enrolments: +61-2-8747 4794</p> <p>Website: www.ascollege.nsw.edu.au</p> <p>Email: info@ascollege.nsw.edu.au</p> <p>In Person: 7 Greenfield Parade, Bankstown, NSW, 2200</p>