

BSB61015 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

Release Number: 3, Release Date: 27 September 2018

The **ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT** requires that **12 units** be achieved. There are no pre-requisite or co-requisite units for this qualification. All 12 units must be completed to attain the full qualification. Where only some units of competency are achieved, a statement of attainment will be issued. This qualification forms part of the Business Services Training Package BSB.

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Candidates may enter the qualification through a number of entry points including:

- BSB51915 Diploma of Leadership and Management or other relevant qualification/s
- OR**
- with substantial vocational experience, in management but without a formal qualification.

The units of competency that make up this qualification are: **4 core units** from the list below and **8 elective units**.

Core Units:

National Code	National Title	Unit Description
BSBFIM601	Manage finances	This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit.
BSBINN601	Lead and manage	This unit describes skills and knowledge required

	organisational change	to determine strategic change requirements and opportunities; and to develop, implement and evaluate change management strategies.
BSBMGT605	Provide leadership across the organisation	This unit describes the skills and knowledge required to demonstrate senior leadership behaviour and personal and professional competence. Business ethics are also addressed in this unit.
BSBMGT617	Develop and implement a business plan	This unit describes the skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan.

Elective Units:

4 elective units must be selected from the elective units listed below. The remaining **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at Advanced Diploma level.

National Code	National Title	Unit Description
BSBCUE601	Optimise customer engagement operations	This unit describes the skills and knowledge required to use data and statistical tools to monitor and optimise customer contact processes.
BSBCUE602	Manage customer engagement information	This unit describes the skills and knowledge required to manage customer engagement information and the management information systems (MIS) used in a customer engagement environment.
BSBCUE603	Design and launch new customer engagement facilities	This unit describes the skills and knowledge required to design and establish new customer engagement facilities and substantial enhancement of existing centres.
BSBCUE604	Develop and implement a service level strategy	This unit describes the skills and knowledge required to establish, monitor and maintain a service level strategy in a customer engagement environment.
BSBCUE605	Develop and maintain a customer engagement	This unit describes the skills and knowledge required to develop, maintain and promote a

	marketing strategy	marketing strategy in a customer engagement environment.
BSBCUE606	Forecast and plan using customer engagement traffic information analysis	This unit describes the skills and knowledge required to analyse call or engagement traffic information to forecast and plan resourcing for customer engagement operations.
BSBCUE607	Manage customer engagement centre staffing	This unit describes the skills and knowledge required to maintain stable and productive staffing levels in a business unit within a customer engagement centre, including the recruitment, induction, retention and training and regulatory and legislative compliance of staff.
BSBCUE608	Manage customer engagement operational costs	This unit describes the skills and knowledge required to manage costs in a customer engagement environment.
BSBCOM603	Plan and establish compliance management systems	This unit describes the skills and knowledge required to plan and establish appropriate compliance program/management systems which enable an organisation to fulfil its obligations and responsibilities under applicable compliance requirements.
BSBDIV601	Develop and implement diversity policy	This unit describes the skills and knowledge required to research diversity and its importance to organisational activity and to draft, plan and implement diversity policy.
BSBHRM602	Manage human resources strategic planning	This unit describes the skills and knowledge required to develop, implement and maintain a strategic approach to managing human resources in an organisation ensuring that the organisation has the structure and staff to meet current and foreseeable business and performance objectives.
BSBHRM604	Manage employee relations	This unit describes the skills and knowledge to develop and maintain a positive and productive workplace environment.
BSBINM601	Manage knowledge and information	This unit describes the skills and knowledge required to develop and maintain information processing systems to support decision making; and to optimise the use of knowledge and learning throughout the organisation.

BSBIPR601	Develop and implement strategies for intellectual property management	This unit describes the skills and knowledge required to obtain a strategic advantage from developing and implementing strategies for the management of intellectual property.
BSBMGT608	Manage innovation and continuous improvement	This unit describes the skills and knowledge required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted and rewarded.
BSBMGT615	Contribute to organisation development	This unit describes the skills and knowledge required to contribute to the creation of an organisation development plan which ensures that the organisation will become more effective over time in achieving its goals.
BSBMGT616	Develop and implement strategic plans	This unit describes the skills and knowledge required to establish the strategic direction of the organisation, sustain competitive advantage and enhance competitiveness.
BSBMGT619	Identify and implement business innovation	This unit describes the skills and knowledge required to analyse the market context and current business processes to identify and implement opportunities for innovation and reform in an organisation.
BSBMGT621	Design and manage the enterprise quality management system	This unit describes the skills and knowledge required to design and manage the organisation quality management system.
BSBMGT622	Manage resources	This unit describes the skills and knowledge required to manage resources in accordance with planned business strategies.
BSBMGT623	Monitor corporate governance activities	This unit describes the performance outcomes, skills and knowledge required to develop and implement procedures to ensure the organisation meets its corporate governance obligations.
BSBMGT624	Practice corporate social responsibility	This unit identifies the skills and knowledge required to consult with stakeholders to develop, implement and evaluate corporate social responsibility policy in an organisation.
BSBMKG609	Develop a marketing plan	This unit describes the skills and knowledge required to research, develop and present a marketing plan for an organisation.

BSBRKG601	Define recordkeeping framework	This unit describes the skills and knowledge required to define, identify and establish the recordkeeping framework for an organisation or business unit at functional level.
BSBRSK501	Manage risk	This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.
BSBSUS501	Develop workplace policy and procedures for sustainability	This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances.
BSBWHS605	Develop, implement and maintain WHS management systems	This unit describes the skills and knowledge required to develop, implement and maintain a Work Health and Safety management system (WHSMS) or parts of a WHSMS.
PSPGEN067	Establish and maintain strategic networks	This unit describes the skills required to establish, expand and use strategic networks.
PSPPCM023	Manage strategic contracts	This unit describes the skills required to manage contracts for strategic purchases, to effectively minimise risks and achieve value for money to meet an organisation's core objectives.

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. It is highly recommended that participants view www.training.gov.au for detailed information on packaging arrangements.

The Australian Qualifications Framework (AQF) provides a guide to the volume of learning for each qualification. It describes how long a student may take to complete a qualification and is dependent on a number of factors such as; experience, current skill level, knowledge and job role. Without any prior experience, skill or knowledge it is anticipated a student would take 18 – 24 months to complete this qualification.

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