

The MasterClass approach to **Diploma of Leadership & Management** [BSB51915] and **Certificate IV in Leadership & Management** [BSB41915]

VALUE ABOVE AND BEYOND THE QUALIFICATION

Across Australia the interest in accredited Leadership and Management training has never been greater. Both the Certificate IV and Diploma qualifications are recognised and valued in many areas of industry, commerce and government. With this growing interest, the demand for quality outcomes has increased. The time has passed when companies measure success through how many of their people achieve a certificate; they want to see real outcomes with people and process improvement at the heart of the business.

BUILDING THE “WANT TO” NOT JUST THE “HOW TO”

Today, skills and attitude development should not just meet the qualification competencies to provide the “how to” application in the workplace but also the “want to” in making a longer term cultural difference in the business environment. All sessions need to be tailored to meet the day to day workplace realities through highly interactive and imaginative learning experiences. But that’s not enough: participants need to see deeper value in the content to stimulate both their professional and personal development.

OBLIGATION OR OPPORTUNITY

If the whole process of leadership and management training and assessment is seen as a burden to be endured, then it’s time for a rethink and a fresh start. It’s time not just to apply the competencies but to build personal self-worth to drive business capabilities to a higher level.

COST BENEFIT ANALYSIS

Every business development activity needs to support a strong return on investment. Leadership and management programs should deliver a transparent and specific outcome in the development of quality leadership.

Well structured, highly relevant and tailored program content when supported with excellent interactive training delivery will enhance the learning experience.

Further the traditional process of assessment needs review to avoid the often torturous and complex methods used in the early development of the frontline management qualification.

CONTENT TAILORING

Prior to the program MasterClass arrange discussions with the sponsor client to integrate internal issues, forms and processes into the training. These may include business and team plans, performance review, skills and behaviour coaching, OHS etc.

Training groups respond best when examples and issues are drawn directly from their workplace, so prior to each program.

MasterClass conduct focus groups with senior, frontline and direct line managers. These focus groups are designed to identify issues and fine tune content.

Because of the flexibility in the MasterClass approach to delivery and assessment many content options can be included.

This tailored approach is designed to not just provide for the achievement of the qualification but also to deliver a real return on investment through competent & effective leaders and managers equipped for the realities of a changing and dynamic workplace.

A FRESH APPROACH TO TRAINING DELIVERY

Traditionally Leadership and Management training has been delivered by many providers on a competency by competency basis in a separate silo approach. Each competency has been presented over one or two days and then with a month or more delay to the next training session in the process. The end result has meant the full set of competencies with assessments may take over 12 month.

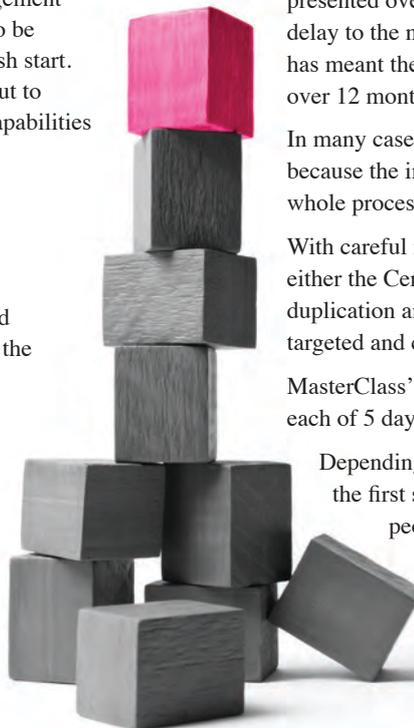
In many cases this has proved to be inefficient and ineffective because the impetus for the achievement may be lost and the whole process becomes an obligation rather than an opportunity.

With careful mapping of the competencies required to achieve either the Certificate IV or Diploma qualification a great deal of duplication and content overlap can be consolidated and a better targeted and condensed training schedule becomes available.

MasterClass’ approach is to conduct the training over two panels each of 5 days staged around 3 months apart.

Depending on the elective selection by each client, it is likely the first session would deliver the competencies on managing people, whereas the second set would address managing work and business process competencies.

This approach has proved highly successful as participants are motivated to achieve results over a shorter time.



Powerful, Professional Results Driven Training

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Registered Training Organisation 51182

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The MasterClass approach to **Diploma of Leadership & Management** [BSB51915] and **Certificate IV in Leadership & Management** [BSB41915]

A FRESH APPROACH TO ASSESSMENT

MasterClass carefully map the elements of competency and take a holistic approach to assessment.

Through this mapping approach across all the competencies much of the overlap in the traditional silo approach to assessment is eliminated or simplified.

Because of the tailoring of the training content to meet business needs in addition to qualification requirements the evidence gathering for the assessment process is integrated into the participant's day to day workplace activities.

Generally participants do not have to do any extra beyond documenting their actions to support a claim for competence.

EVIDENCE JOURNAL

During the training program, participants are introduced to the MasterClass evidence journal. This involves a thorough explanation of the assessment purpose and details required. The journal is available in both hand written and word processing format.

Each participant has their own journal to complete and during the training process time is set aside to make preliminary journal entries. These are assessed and reviewed at the time to avoid any confusion regarding the content and requirements beyond the program.

The journal provides personal evidence and is prepared for review approx 6 weeks following the 5 day training program.

Workplace forms, plans and documentation can be included.

Generally the journal will ask for more than one example of evidence of competence, however because of the mapping by MasterClass of competency requirements across the different training units, supporting evidence from one competency can often be applied to another and this reduces the work load.

The objective of evidence gathering is to build on what people do in their normal work activities, so only the documentation of the evidence is in addition to their normal work role.

The journal includes provision for participants to reflect on their own performance and details opportunities for performance improvement.

WORKPLACE REVIEW

MasterClass build into the program regular review days staged 4 to 6 weeks following the 5 day training panels.

This is to enhance the assessment process and provide additional coaching as required.

This involves a review session with each participant. Each review takes around one hour and can be scheduled throughout the day.

People only need to attend their own particular review session.

In some cases people with the same job description can be reviewed together. The reviews are conducted at a convenient central location or at the worksite.

The purpose of the review sessions is to work through any assessment issues, resolve participant queries and to support the training by discussing any 'on the job' issues relating to the application of the training concepts.

From past experience, this process is successful and supports the training when participants are working on the assessment process with the same presenters involved in the 5 day training panels.

MANAGEMENT SUPPORT BRIEFING

Prior to the training program MasterClass provide an information briefing for the managers to whom each participants reports.

The purpose is to provide client sponsor or senior managers with awareness of the leadership and management course content and the assessment process.

MasterClass will liaise with the sponsor to support the training and assessment outcomes. This consultation includes the confirmation of decisions prior to issuing certificates.



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WHO CAN BENEFIT FROM A DIPLOMA OF LEADERSHIP & MANAGEMENT

All levels of management can benefit from the program

This includes area managers, supervisors, team leaders and coordinators as well as people likely to move into those positions in the near future.

These groups have direct contact with staff at all levels and their skill development will have a direct impact on business performance.

PROGRAM AVAILABILITY

MasterClass Business Solutions offer Leadership and Management prescriptive programs tailored to each client's exact needs.

Programs are delivered at client's premises or other venues convenient to the client.

PREREQUISITES AND QUALIFICATIONS

There are no prerequisites or qualifications necessary to participate in the Leadership and Management program; however experience or access to a line management position, even in an acting capacity is highly desirable.

To achieve the qualification, participants must successfully complete a comprehensive workplace journal.

REGISTERED TRAINING ORGANISATION

MasterClass Business Solutions is formally recognised by the West Australian Training Accreditation Council (TAC) as a Registered Training Organisation (51182) with scope encompassing:

Diploma of Leadership and Management BSB51915

Certificate IV in Leadership and Management BSB41915

INDIVIDUAL PUBLIC ENROLMENTS

MasterClass does not offer scheduled public workshops for individual enrolments but can offer advice and Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) towards qualification.

QUALIFICATION CERTIFICATION

Participants who successfully complete all the requirements for the units needed for the full Leadership and Management qualification will be issued with a nationally recognised Diploma or Certificate IV qualification.

If a participant completes one or more of the units of competency, but choose not to complete others, they will be issued with a nationally recognised statement of attainment of the units successfully completed.

SKILLS RECOGNITION

The qualification offers Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) for participants who may be able to claim exemption from the training process.

MasterClass offer this service on a fee per unit basis. For more details please contact MasterClass Business Solutions.

NATIONAL RECOGNITION

MasterClass Business Solutions recognises qualifications and statements of attainment issued by other Registered Training Organisations. And of course, under these arrangements, all MasterClass certificates are recognised.



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Diploma of Leadership & Management [BSB51915]

QUALIFICATION DESCRIPTION

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.

Total number of units = 12

4 core units plus 8 elective units, of which

- 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.

CORE UNITS

BSBLDR501	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness

ELECTIVE UNITS *(MasterClass have highlighted a typical selection in yellow)*

GROUP A		GROUP B	
BSBCUS501	Manage quality customer service	BSBADM502	Manage meetings
BSBFIM501	Manage budgets and financial plans	BSBCOM503	Develop processes for the management of breaches in compliance requirements
BSBHRM405	Support the recruitment, selection and induction staff	BSBFRA502	Manage a franchise operation
BSBINN502	Build and sustain an innovative work environment	BSBHRM511	Manage expatriate staff
BSBIPR501	Manage intellectual property to protect and grow business	BSBHRM512	Develop and manage performance-management processes
BSBLDR503	Communicate with influence	BSBHRM513	Manage workforce planning
BSBLDR504	Implement diversity in the workplace	BSBINM501	Manage an information or knowledge management system
BSBMGT502	Manage people performance	BSBINN501	Establish systems that support innovation
BSBMGT516	Facilitate continuous improvement	BSBLED501	Develop a workplace learning environment
BSBMGT518	Develop organisation policy	BSBMGT521	Plan, implement and review a quality assurance program
BSBMGT519	Incorporate digital solutions into plans and practices	BSBMKG507	Interpret market trends and developments
BSBMGT520	Plan and manage the flexible workforce	BSBMKG512	Forecast international market and business needs
BSBPMG522	Undertake project work	BSBREL502	Build international business networks
BSBRISK501	Manage risk	BSBSLS501	Develop a sales plan
BSBWHS501	Ensure a safe workplace	BSBSLS502	Lead and manage a sales team
BSBWOR501	Manage personal work priorities and professional development	BSBSUS501	Develop workplace policy and procedures for sustainability
		BSBWRK510	Manage employee relations



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Certificate IV in Leadership & Management [BSB41915]

QUALIFICATION DESCRIPTION

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

Total number of units = 12

4 core units plus 8 elective units, of which

- 4 units must be from Group A
- up to 4 units may be additional units selected from Group A and/or up to 4 units may be selected from Group B
- if not listed below, 1 unit may be from any currently endorsed Training Package at Certificate IV level or above OR any accredited course at Certificate IV level.

CORE UNITS

BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan

ELECTIVE UNITS (MasterClass have highlighted a typical selection in blue)

GROUP A

BSBFIA402	Report on financial activity
BSBINN301	Promote innovation in a team environment
BSBLDR404	Lead a diverse workforce

BSBMGT403 Implement continuous improvement

BSBREL402	Build client relationships and business networks
BSBRSK401	Identify risk and apply risk management processes

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR404 Develop work priorities

TAEDEL404	Mentor in the workplace
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GROUP B

BSBADM409	Coordinate business resources
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BSBCMM401 Make a presentation

BSBCOM406	Conduct work within a compliance framework
BSBCRT401	Articulate, present and debate ideas

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBCUS403	Implement customer service standards
BSBINM401	Implement workplace information system
BSBINT401	Research international business opportunities

BSBIPR401	Use and respect copyright
BSBIPR403	Protect and use brands and business identity

BSBLED401	Develop teams and individuals
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BSBMGT401 Show leadership in the workplace

BSBMGT404	Lead and facilitate off-site staff
BSBMGT407	Apply digital solutions to work processes
BSBMKG413	Promote products and services

BSBPNG522 Undertake project work

BSBRES401	Analyse and present research information
BSBSUS301	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents



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