



## Descriptor

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.

## Possible Job Titles

- Leading Hand
- Sales Team Coordinator / Team Leader
- Sales Team Manager / Business Manager
- Human Resource Manager Assistant

## Mode of delivery

This course is delivered to domestic students via online/distance education and/or on-the-job.

## Assessment and Monitoring

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments. Monitoring will take the form of monitoring of online activities and telephone/Skype consultation.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Conditions apply. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

## Target Groups

Students with substantial experience in a business environment or those wishing to develop such skills to increase their job opportunities.

## COURSE DURATION

52 weeks

## UNITS OF COMPETENCY:

### CORE UNITS

- BSBLDR511 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness

### ELECTIVE UNITS

- BSBWOR501 Manage personal work priorities and professional development
- BSBADM502 Manage meetings
- BSBCUS501 Manage quality customer service
- BSBHRM512 Develop and manage performance-management processes
- BSBHRM513 Manage workforce planning
- BSBRSK501 Manage risk
- BSBWHS521 Ensure a safe workplace for a work area
- BSBWRK520 Manage employee relations

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