



AUSTRALIAN INSURANCE ACADEMY

BSB51918 Diploma of Leadership and Management



NATIONALLY RECOGNISED
TRAINING

COURSE INFORMATION

Who will benefit from this course?

The course has been designed specifically for people working in the general insurance industry, who provide leadership and guidance to others. Terminology, scenarios and case studies relevant to general insurance are used throughout the course.

What does the course cover?

The course comprises seven modules, which together form the qualification. The units of competency included in each module are:

DLM501 BSBWOR501 BSBLDR511	Managing Self Manage personal work priorities and professional development Develop and use emotional intelligence
DLM502 BSBLDR513 BSBADM502	Effective Communication Communicate with influence Manage meetings
DLM503 BSBHRM405	Recruiting Staff Support the recruitment, selection and induction of staff
DLM504 BSBMGT517 BSBFIM501	Operational Management Manage operational plan Manage budgets and financial plans
DLM505 BSBLDR502	Managing Relationships Lead and manage effective workplace relationships
DLM506 BSBWOR502 BSBMGT502 BSBMGT404	Managing People Lead and manage team effectiveness Manage people performance Lead and facilitate off-site staff
DLM507 BSBLE501	Managing Workplace Learning Develop a workplace learning environment

How does it work?

You can apply at any time by completing the registration form on our website. You will be asked to complete a pre-enrolment evaluation pack, which will ask for details of your employment history, current role and access to technology. It will also ask for copies of your CV, position description and any qualifications you hold. We require this information to ensure that you have sufficient employment experience to successfully complete the qualification.

Once you complete the pre-enrolment evaluation pack, you will be contacted by a trainer to discuss the information you have provided. The trainer will advise whether you have met the entry requirements for the course. Once you are accepted, your trainer will work with you and support you for the duration of your course.

As the course is self paced study, there are no exam dates or submission dates set for you. Your trainer will work with you to set submission dates for your work. You will be expected to meet the dates to which you have agreed. Under extenuating circumstances, of course, submission dates can be re-scheduled.

You are required to undertake the modules in the order in which they are shown overleaf. This is to ensure that you are introduced to concepts at the appropriate time in your studies.

What support do I get?

For each module, you will receive a Learning Resource, which covers all mandatory content, and a Learner Workbook, which outlines the assessment tasks that you are required to undertake. In addition, each Learning Resource has several 'breakout' sections, which provide additional viewing or reading links to complement the information in the Learning Resource, and broaden your understanding.

Your trainer will agree a regular schedule of contact with you (at least once per month) by email or telephone, depending on the facilities you have access to and your preferences.

These discussions are referred to as student welfare checks, and are informal catch ups to discuss your progress and clarify any questions you may have, as well as validating that you are on track to meet the dates you have set. You can use these scheduled times for any one on one training you feel you require.

In addition, all students are subscribed to a regular newsletter, containing articles relevant to leadership and management.

Entry Requirements

You must have been employed within the general insurance industry for at least five years, and have recently held, hold or are aspiring to a supervisory role.

If you have not been in the industry for this length of time, but have comparable experience, just contact us to discuss your situation.

How long does it take?

Most students will complete the qualification within two years, part time. You can take a shorter or longer period than this – your trainer will agree time frames with you. You should be prepared to allow approximately five to six hours per week to study and complete the assessment tasks, although many students need less time than this.

How is the course assessed?

Each module has a range of assessment tasks. Some of these are completed as you work through the Learning Resource and others are designed to be completed once you have finished and absorbed the learning material.

In addition to written work, you may be asked to carry out simulated exercises, with your trainer viewing via a webinar service, or you may elect to record video or audio evidence of role plays and simulations. Your trainer will discuss your options with you at the beginning of each module and agree on assessment methods that are suitable for your circumstances. In addition, an observation form will be required to be completed by your direct manager, or another suitable person, for each module.

Can I get credit for previous life or work experience?

You may be able to apply for Recognition of Prior Learning (RPL). Our Student Handbook outlines the process or just contact us. The procedure is the same for all our qualifications.

How much does it cost?

The qualification costs \$4,000, structured as:

Non-refundable enrolment fee: \$400

DLM501 Managing Self	\$600	DLM505 Managing Relationships	\$300
DLM502 Effective Communication	\$600	DLM506 Managing People	\$900
DLM503 Recruiting Staff	\$300	DLM507 Managing Workplace Learning	\$300
DLM504 Operational Management	\$600		

An initial payment of \$1,000 is due within 14 days of enrolment covering the enrolment fee and first module. An invoice will be generated for each remaining module when materials are dispatched, and is payable within 14 days. Our refund policy is outlined in our Student Handbook and this can be provided on request.

If you only complete one or more modules but not the full Qualification, you will be issued a Statement of Attainment for the units of competency you have completed.

All Nationally Recognised Qualifications delivered by The Australian Insurance Academy Pty Ltd are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Other Information

If you have any queries at all, please contact us at: learning@insuranceacademy.com.au