



# AUSTRALIAN INSURANCE ACADEMY

## BSB51918 Diploma of Leadership and Management

### COURSE INFORMATION



NATIONALLY RECOGNISED  
TRAINING

## 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 is comprised of seven modules, which together form the qualification. The units of competency included in each module are:

### **DLM501 Managing Self**

BSBWOR501	Manage personal work priorities and professional development
BSBLDR511	Develop and use emotional intelligence

### **DLM502 Effective Communication**

BSBLDR513	Communicate with influence
BSBADM502	Manage meetings

### **DLM503 Recruiting Staff**

BSBHRM405	Support the recruitment, selection and induction of staff
-----------	---

### **DLM504 Operational Management**

BSBMGT517	Manage operational plan
BSBFIM501	Manage budgets and financial plans

### **DLM505 Managing Relationships**

BSBLDR502	Lead and manage effective workplace relationships
-----------	---

### **DLM506 Managing People**

BSBWOR502	Lead and manage team effectiveness
BSBMGT502	Manage people performance
BSBMGT404	Lead and facilitate off-site staff

### **DLM507 Managing Workplace Learning**

BSBLED501	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. If you have been accepted, this trainer will work with 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.

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.

Of course, you don't have to wait until one of those times to ask a question. Your trainer will advise you of the best way to contact them to clarify anything you wish.

In addition, all students are subscribed to a regular newsletter, which will include articles concerning (but not limited to):

- Current events related to leadership and management
- Current events that impact on society and the responsibilities of business professionals
- New innovations relevant to leaders and managers
- Cultural and social information relevant to the corporate sector

## 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.

You must have:

- access to a computer, running Windows 7 or higher (or Mac equivalent)
- access to word processing software and presentation software, such as Microsoft Office (Word and Powerpoint)
- internet access, including a web browser and a dedicated email address
- employer's permission to access organisation processes, procedures, systems, ASIC approved Operations Manual, company telephony, internet and computer services and interview/quiet rooms
- login details for organisation systems

## 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.

## Pathways after this qualification

The further study pathways available to students who undertake this qualification include:

BSB61015 - Advanced Diploma of Leadership and Management

*Note: This RTO does not offer this qualification.*

## How much does it cost?

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

Non-refundable enrolment fee: \$400

<b>DLM501</b> Managing Self	\$600	<b>DLM505</b> Managing Relationships	\$300
<b>DLM502</b> Effective Communication	\$600	<b>DLM506</b> Managing People	\$900
<b>DLM503</b> Recruiting Staff	\$300	<b>DLM507</b> Managing Workplace Learning	\$300
<b>DLM504</b> 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.

### GST

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.

## Customisation

---

We are happy to talk with enterprises about customising a qualification to suit the needs of the organisation – just give us a call.

## Other Information

---

If you have any queries at all, please contact us at: [learning@insuranceacademy.com.au](mailto:learning@insuranceacademy.com.au) or one of our principals:

Tina Dean: 0419 869 264

Peter Dean: 0419 161 259

