

PERSONAL LEARNING REQUIREMENTS

BSB50420 Diploma of Leadership and Management

The skills and abilities required to study in this course and work in industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to express ideas and communicate concisely and clearly to colleagues and clients
- Capacity to develop effective mediation and conflict resolution skills
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Communicate job and project requirements with all stakeholders
- Demonstrate accurate and clear written communication (e.g. reports, compliance documents, instructional documentation)
- Provide timely, accurate and effective delivery of instructions, feedback and reporting
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Capacity to use computers/smart devices
- Tolerance for working indoors and sitting for long periods of time

Cognitive Skills

- Ability to give detailed instructions such as explaining workplace policies and procedures
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. budgeting, project costings)
- Ability to plan, organise and manage multi-step tasks (e.g. planning and organising meetings and events)
- Anticipate problems in advance and act to avoid them
- Be responsible for self and others' health and safety
- Business acumen and interest
- Capacity to develop, apply and maintain industry knowledge
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Effective problem-solving ability (including in a time efficient manner)
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Identify, assess and act on existing and potential risks
- Innovation, creativity and alternative thinking
- Interpreting and understanding routine data, tables, graphs or charts (e.g. to understand the achievement of individual or team targets and develop reports)
- Monitor own work against quality standards and identify areas for improvement
- Monitor work team tasks in accordance with regulatory and workplace requirements

- Plan work tasks for self and others as required
- Project management skills (e.g. design concepts, oversee jobs)
- Provide support to team members
- Read, understand and interpret written materials (e.g. workplace documents, procedures, industry related terminology, symbols, abbreviations)
- Research skills, with the ability to interpret information and apply to industry requirements
- Understand and follow policies and procedures (e.g. legal compliance, work instructions, work health & safety)

Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Accepts responsibility for own work and outcomes
- Be responsible for self and others' health and safety
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Good time management (e.g. able to work accurately within time constraints)
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Integrity (e.g. honest and ethical)
- Self-motivated
- Self-awareness and ability to adapt to various situations to achieve desired outcomes
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use information technology to support communication (e.g. computers for reports, email)

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon courses here: <https://www.thegordon.edu.au/courses/all-courses>