LEADERSHIP MANAGEMENT COURSES

Explore and expand your skills in strategic leadership. Lead your company to success and be an excellent leader that employees want to follow.

CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT
DIPLOMA OF LEADERSHIP AND MANAGEMENT
ADV. DIPLOMA OF LEADERSHIP AND MANAGEMENT

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### Certificate IV in Leadership and Management

**Occupation / Work Function**
Coordinator, Leading Hand, Supervisor, Team Leader

**Description**
This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE DURATION</th>
<th>TOTAL HOURS</th>
<th>MATERIAL FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB42015</td>
<td>38 WEEKS (include 8 weeks holidays)</td>
<td>600 HOURS</td>
<td>$500</td>
</tr>
</tbody>
</table>

**Core Units**
- BSBBLDR401: Communicate effectively as a workplace leader
- BSBBLDR402: Lead effective workplace relationships
- BSBBLDR403: Lead team effectiveness
- BSBMGT402: Implement operational plan

**Electives Units**
- BSBFIA402: Report on financial activity
- BSBINN301: Promote innovation in a team environment
- BSBMGT403: Implement continuous improvement
- BSBWOR404: Develop Work Priorities
- BSBWRT401: Write complex documents
- BSSUS401: Implement and monitor environmentally sustainable work practices
- BSBLED401: Develop teams and individuals
- BSBADM409: Coordinate business resources

### Diploma of Leadership and Management

**Occupation / Work Function**
Manager

**Description**
This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work or the work of a team.

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE DURATION</th>
<th>TOTAL HOURS</th>
<th>MATERIAL FEES</th>
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<tbody>
<tr>
<td>BSB51915</td>
<td>38 WEEKS (include 6 weeks holidays)</td>
<td>640 HOURS</td>
<td>$500</td>
</tr>
</tbody>
</table>

**Core Units**
- BSBBLDR501: Develop and use emotional intelligence
- BSBMGT517: Manage operational plan
- BSBBLDR502: Lead and manage effective workplace relationships
- BSBWORSQ2: Lead and manage team effectiveness

**Electives Units**
- BSBPMG522: Undertake project work
- BSBMGT520: Plan and manage the flexible workforce
- BSBWH5501: Ensure a safe workplace
- BSBRSK501: Manage risk
- BSBINN501: Manage an information or knowledge management system
- BSBADM502: Manage meetings
- BSBLED501: Develop a workplace learning environment
- BSSUS501: Develop a sales plan

### Advanced Diploma of Leadership and Management

**Occupation / Work Function**
Area Manager, Department Manager, Regional Manager

**Description**
This qualification reflects the role of individuals who have senior or managerial responsibilities. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>COURSE DURATION</th>
<th>TOTAL HOURS</th>
<th>MATERIAL FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB61015</td>
<td>52 WEEKS (include 12 weeks holidays)</td>
<td>800 HOURS</td>
<td>$500</td>
</tr>
</tbody>
</table>

**Core Units**
- BSBFIM601: Manage finances
- BSBINN601: Lead and manage organisational change
- BSBMGT605: Provide leadership across the organisation
- BSBMGT617: Develop and implement a business plan

**Electives Units**
- BSBRRK601: Define recordkeeping framework
- BSBHRM602: Manage human resources strategic planning
- BSBMK609: Develop a marketing plan
- BSBUC602: Manage customer engagement information
- BSBINN601: Manage knowledge and information
- BSBADM603: Plan and establish compliance management systems
- BSBMGT615: Contribute to organisisation development
- BSBUC601: Optimise customer engagement operations
HUMAN RESOURCE MANAGEMENT COURSES

Combine your passion for people with your interest for business and develop skills in managing people in organisations

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DIPLOMA OF HUMAN RESOURCE MANAGEMENT
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CERTIFICATE IV
in Human Resources

OCCUPATION / WORK FUNCTION
Human resources assistant, Human resources coordinator, Human resources administrator, Human resources officer, Payroll officer

DESCRIPTION
This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

CORE UNITS
- BSBHRM403 Support performance management process
- BSBHRM404 Review human resource functions
- BSBHRM405 Support the recruitment, selection and induction of staff
- BSBWH5401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSSLLR402 Lead effective workplace relationships (Equivalent to BSBWOR401A)
- BSSWRK411 Support employee and industrial relations procedures

ELECTIVES UNITS
- BSBCUS402 Address customer needs
- BSBCM401 Make a presentation
- BSBFIA302 Process payroll
- BSBDAM405 Organise meetings

COURSE CODE: BSB41015
CRICOS CODE: 087060B
COURSE DURATION: 38 WEEKS (include 8 week holidays)
TOTAL HOURS: 600 HOURS
MATERIAL FEES: $500
COURSE FEES: $7,000

DIPLOMA
of Human Resources Management

OCCUPATION / WORK FUNCTION
Human resources adviser, Human resources and change manager, Human resources consultant, Human resources manager, Senior human resources officer

DESCRIPTION
This qualification reflects the role of individuals who have a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff.

CORE UNITS
- BSBHRM501 Manage human resource services
- BSBHRM506 Manage recruitment selection and induction processes
- BSBHRM512 Develop and manage performance management processes
- BSBHRM513 Manage workforce planning
- BSSWRK510 Manage employee relations
- BSSWH5401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

ELECTIVES UNITS
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBLSE502 Manage programs that promote personal effectiveness
- BSSHRM507 Manage separation or termination

COURSE CODE: BSB50615
CRICOS CODE: 087324E
COURSE DURATION: 38 WEEKS (include 6 week holidays)
TOTAL HOURS: 640 HOURS
MATERIAL FEES: $500
COURSE FEES: $8,000

ADVANCED DIPLOMA
of Leadership and Management

OCCUPATION / WORK FUNCTION
Area Manager, Department Manager, Regional Manager

DESCRIPTION
This qualification reflects the role of individuals who have senior or managerial responsibilities. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.

CORE UNITS
- BSBFIM601 Manage finances
- BSBINN601 Lead and manage organisational change
- BSBBMG605 Provide leadership across the organisation
- BSBBMG617 Develop and implement a business plan

ELECTIVES UNITS
- BSBRK611 Define recordkeeping framework
- BSSHRM602 Manage human resources strategic planning
- BSBBMG609 Develop a marketing plan
- BSBCUE602 Manage customer engagement information
- BSSINN601 Manage knowledge and information
- BSSCOM603 Plan and establish compliance management systems
- BSBBMG615 Contribute to organisation development
- BSBCUE601 Optimise customer engagement operations

COURSE CODE: BSB61015
CRICOS CODE: 089018K
COURSE DURATION: 52 WEEKS (include 12 week holidays)
TOTAL HOURS: 800 HOURS
MATERIAL FEES: $500
COURSE FEES: $9,000
ACCOUNTING COURSES

Gain the skills to provide professional **financial services** and you may have an opportunity to an **extra-curricular program** and a **vibrant career**.

**CERTIFICATE IV IN ACCOUNTING**

**DIPLOMA OF ACCOUNTING**

**ADVANCED DIPLOMA OF ACCOUNTING**

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CERTIFICATE IV in Accounting

OCCUPATION / WORK FUNCTION
Account Clerk managing a small finance unit of a company

DESCRIPTION
This qualification reflects accounting job roles in financial services and other industries requiring accounting support functions.

CORE UNITS
- BSBFIA401 Prepare financial reports
- BSBITU306 Design and produce business documents
- FNSACC301 Process financial transactions and extract interim reports
- FNSACC404 Prepare financial statements for non-reporting entities
- FNSACC406 Set up and operate a computerised accounting system
- FNSBKG404 Carry out business activity and instalment activity statements
- FNSBKG405 Establish and maintain a payroll system
- FNSACC302 Administer subsidiary accounts and ledgers
- FNSACC402 Prepare operational budgets
- FNSINC401 Apply principles of professional practice to work in the financial services industry

ELECTIVES UNITS
- FNSORG506 Prepare financial forecasts and projections
- FNSACC303 Perform financial calculations
- FNSACC403 Make decisions in a legal context

DIPLOMA of Accounting

OCCUPATION / WORK FUNCTION
Assistant Accountant

DESCRIPTION
This qualification reflects professional accounting job roles in financial services and other industries. Individuals in these roles apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and guidance to others within defined guidelines.

This qualification has Entry Requirements - see below for details:
1. Pre requisite in Cert IV Accounting [BSBFIA401, FNSACC301]
2. Pre requisite in Dip of Accounting [FNSACC501]

CORE UNITS
- FNSACC501 Provide financial and business performance information
- FNSACC502 Prepare tax documentation for individuals
- FNSACC503 Manage budgets and forecasts
- FNSACC504 Prepare financial reports for corporate entities
- FNSACC506 Implement and maintain internal control procedures
- FNSACC507 Provide management accounting information

ELECTIVES UNITS
- FNSACC607 Evaluate Business Performance
- FNSFMK505 Comply with financial services regulation and industry codes of practice
- FNSORG505 Prepare financial reports to meet statutory requirements
- BSBITU402 Develop and use complex spreadsheets
- FNSACC505 Establish and Maintain accounting information systems

ADVANCED DIPLOMA of Accounting

OCCUPATION / WORK FUNCTION
Accountant

DESCRIPTION
This qualification is designed to reflect the role of individuals working in accounting and seeking professional identification.

This qualification has Entry Requirements - see below for details:
1. Pre requisite in Diploma of Accounting [FNSACC604]
2. Pre requisite in Dip of Accounting [FNSACC501]
3. Pre requisite in Diploma of Accounting [FNSACC504]
4. Pre requisite in Diploma of Accounting [FNSACC504]
5. Pre requisite in Diploma of Accounting [FNSACC504]
6. Pre requisite in Diploma of Accounting [FNSACC504]
7. Pre requisite in Diploma of Accounting [FNSACC504]

CORE UNITS
- FNSACC604 Monitor corporate governance activities
- FNSINC601 Apply economic principles to work in the financial services industry
- FNSINC602 Interpret and use financial statistics and tools

ELECTIVES UNITS
- FNSACC609 Develop and implement risk mitigation plan
- FNSACC602 Audit and report on financial systems and records
- FNSACC603 Develop and implement financial strategies
- FNSACC608 Evaluate organisation’s financial performance
- FNSACC605 Implement Organisational Improvement Programs
- FNSACC606 Conduct Internal Audit
- FNSRSK602 Determine and manage risk exposure strategies
- FNSACC614 Prepare complex corporate financial reports
- FNSACC611 Implement an insolvency program
- FNSACC612 Implement reconstruction plan
BANKING SERVICES MANAGEMENT COURSES

Develop skills in retail financial services and prepare your career in banking services and management with us.

- CERTIFICATE IV IN BANKING SERVICES
- DIPLOMA OF BANKING SERVICES MANAGEMENT
- ADV. DIPLOMA OF BANKING SERVICES MANAGEMENT

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## Certificate IV in Banking Services

<table>
<thead>
<tr>
<th>Occupation / Work Function</th>
<th>Core Units</th>
<th>Electives Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Sales Consultants in branch or customer contact centres (CCC), Lending Consultants</td>
<td>BSBCUS403 Implement customer service standards</td>
<td>FNSINC401 Apply principles of professional practice to work in the financial services industry</td>
<td>Prepares individuals for job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments</td>
</tr>
<tr>
<td></td>
<td>BSBWH5201 Contribute to health and safety of Self and others</td>
<td>FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSBWOR204 Use business technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FNSINC401 Establish client relationship and analyse needs</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>FNSINC402 Develop, present and negotiate client solutions</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>BSBWOR501 Manage personal work priorities and professional development</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSBCUS401 Coordinate implementation of customer service strategies</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Duration</th>
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<th>Material Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNS42015</td>
<td>38 WEEKS (include 8 week holidays)</td>
<td>600 HOURS</td>
<td>$500</td>
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<tr>
<td>CRICOS Code</td>
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## Diploma of Banking Services Management

<table>
<thead>
<tr>
<th>Occupation / Work Function</th>
<th>Core Units</th>
<th>Electives Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leader (Contact Centre), Branch Managers, Contact Centre Managers, Small Business Banking Manager</td>
<td>BSBINM401 Implement workplace information system</td>
<td>FNSSAM601 Monitor performance in sales of financial products or services</td>
<td>This qualification is designed to reflect a range of the job roles with team and business result responsibilities in banking or other deposit taking institutions’ customer contact centres or retail and/or commercial financial services environments</td>
</tr>
<tr>
<td></td>
<td>BSBMG7502 Manage people performance</td>
<td>FNSINC401 Establish client relationship and analyse needs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSSMBM405 Monitor and manage small business operations</td>
<td>FNSINC402 Develop, present and negotiate client solutions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FNSINC401 Establish client relationship and analyse needs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Duration</th>
<th>Total Hours</th>
<th>Material Fees</th>
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<tbody>
<tr>
<td>FNS50915</td>
<td>38 WEEKS (include 6 week holidays)</td>
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<td>CRICOS Code</td>
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<td>Course Fees</td>
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</table>

## Advanced Diploma of Banking Services Management

<table>
<thead>
<tr>
<th>Occupation / Work Function</th>
<th>Core Units</th>
<th>Electives Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Executive, Senior Manager in the Contact Centre, Business Banking Managers / Account Executives</td>
<td>BSSMBM409 Build and maintain relationships with small business stakeholders</td>
<td>FNSRSK601 Implement a sales plan</td>
<td>This qualification is designed to flexibly reflect senior management and/or sales and service job roles, with team and business result responsibilities in banking, or other deposit taking institutions’ customer contact centres or retail and/or commercial financial services environments</td>
</tr>
<tr>
<td></td>
<td>BSSMBM601 Monitor performance in sales of financial products or services</td>
<td>FNSMG605 Develop and manage a budget</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FNSINC401 Establish client relationship and analyse needs</td>
<td>FNSPRM605 Establish or review marketing, client services and supplier relationships</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSSMBG7502 Manage people performance</td>
<td>FNSPRG605 Develop and manage financial systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSSMBG7508 Manage innovation and continuous improvement</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>FNSSM602 Identify and evaluate marketing opportunities in the financial services industry</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Duration</th>
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</tr>
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<tbody>
<tr>
<td>FNS60615</td>
<td>52 WEEKS (include 12 week holidays)</td>
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## Additional Information

- **COURSE CODE**: FNS50915
- **COURSE DURATION**: 38 WEEKS (include 6 week holidays)
- **TOTAL HOURS**: 640 HOURS
- **MATERIAL FEES**: $500
- **COURSE CODE**: FNS52015
- **COURSE DURATION**: 38 WEEKS (include 8 week holidays)
- **TOTAL HOURS**: 600 HOURS
- **MATERIAL FEES**: $500
- **COURSE CODE**: FNS60615
- **COURSE DURATION**: 52 WEEKS (include 12 week holidays)
- **TOTAL HOURS**: 800 HOURS
- **MATERIAL FEES**: $500

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