

**Community Leadership Development Program 2008 - 2009
PROGRAM 7
Commencing October 2008**

Application / Information Package
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Overview:

The Diploma of Business has become a benchmark for management and team leaders in the business sector. In the **Community Development and Leadership Program** we have taken a **Diploma of Business** from the business services package to offer to managers, team leaders and coordinators of human service organisations.

There are 8 units to be delivered in one day training sessions during a 12 month period. (Note first training session includes an additional introductory day)

Please note: Each of the above units is approximately one day duration. Slight changes to final delivered modules may change prior to commencement.

DIPLOMA OF BUSINESS	Date
Start up & Session 1: Manage personal work priorities and professional development	1st & 2nd October 2008
Session 2: Manage Effective Workplace	19th November 2008
Session 3: Manage operational plan	21st January 2009
Session 4: Facilitate continuous improvement	4th March 2009
Session 5: Ensure team effectiveness	15th April 2009
Session 6: Facilitate and capitalise on change and innovation	20th May 2009
Session 7: Manage People	1st July 2009
Session 8: Ensure a safe workplace	12th August 2009
Session 9: Project presentation and graduation	23rd September 2009

Course Costs

Thanks to the commitment of MODAL to community services and to leadership development this Nationally Accredited program will cost just \$2,000 (plus GST), this program would normally cost \$6,000-7,000 in a full commercial context.

This cost includes:

- Training and assessment in all eight units over 12 months + 2 hours of coaching credits.
- All text books, training materials and handouts.
- Catering on all courses

Unit information

For more information about the units and assessment process please see the MODAL FAQ handbook.

UNIT ONE: Manage personal work priorities and professional development

managers are responsible for managing their own performance and taking responsibility for their professional development within the context of the organisation.

Unit elements

- Manage self
- Set and meet own work priorities
- Develop and maintain professional competence

UNIT TWO: Establish effective workplace relationships

managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs/outcome

Unit elements

- Gather, convey and receive information and ideas
- Develop trust and confidence
- Build and maintain networks and relationships
- Manage difficulties to achieve positive outcomes

UNIT THREE: Manage operational plan

Managers are actively engaged in planning, implementing, monitoring and recording performance to achieve the business plans of the team/organisation. This pivotal role is carried out to create safe, efficient and effective products and services to customer satisfaction within the organisations productivity and profitability plans.

Unit elements

- Plan resource use to achieve profit/productivity targets
- Acquire resources to achieve operational plan
- Monitor operational performance
- Monitor resource usage

UNIT FOUR: Implement and monitor continuous improvements to systems and processes

Managers have an active role in managing the continuous improvement process in achieving the organisations quality objectives. Their position, closely associated with the creation and delivery of products and services, means that they play an important part in influencing the on-going development of the organisation.

- Implement continuous improvement systems and processes
- Monitor, adjust and report performance
- Consolidate opportunities for further improvement

UNIT FIVE: Ensure team effectiveness

Managers have an important leadership role in the development of the organisation. This will be most evident in the manner in which they conduct themselves, the initiative which they take in influencing others, and the way they manage their responsibilities

Unit elements

- Model high standards of management performance
- Enhance the organisation's image
- Influence individuals and teams positively
- Make informed decisions

UNIT SIX: Facilitate and capitalise on change and innovation

Managers have an active role in fostering change and acting as a catalyst in the implementation of change and innovation. They have a creative role in ensuring that individuals, the team and the organisation gain from change; and that the customer benefits through improved products and services.

Unit elements

- Participate in planning the introduction of change
- Develop creative and flexible approaches and solutions
- Manage emerging challenges and opportunities

UNIT SEVEN: Manage People

This includes determining work allocations; implementing performance management processes; addressing issues related to own personal leadership style and performance within the work team; demonstrating leadership; building commitment within the team; and analysing, reviewing and evaluating the effectiveness of human resource management processes in line with the objectives of the work team and the organisation.

Unit elements

- Manage Performance of individuals in Teams
- Address Performance Related Issues
- Address Issues and Problems of individuals in
- Build Support and Commitment within The Work Team
- Review and Evaluate Management of individuals Within the Work Team

UNIT EIGHT: Ensure a safe workplace

Managers have a key role in ensuring that the workplace meets safety requirements set down in legislation, standards and the organisations policies and practices. While it is recognised that safety is everyone's responsibility, frontline management has an important leadership role in promoting and monitoring a safe workplace and environment.

Unit elements

- Access and share legislation, codes and standards
- Plan and implement safety requirements
- Monitor, adjust and report safety performance
- Investigate and report non-conformance

STEPS TO APPLICATION

1. Read all the information provide, call WACOSS or Modal if you have any other questions
2. Check you are able to attend ALL course dates
3. Check you meet the course eligibility (work and personal)
4. Identify a mentor for the duration of the course
5. Get you line manager or chairperson to provide their approval and support for your application.
6. Provide a written application addressing the selection criteria outlined below
- 7. Complete & return the application form by 15th June 2008**

**Applicants will be selected based on their meeting the criteria
Applicants will be notified within 2 weeks after the closing date**

PLEASE INCLUDE AN APPLICATION ADDRESSING THE CRITERIA

WORK CRITERIA

- You are in a leadership / management role in a Not-For-Profit organisation.
- You supervise others and guide teams.
- You have responsibility for planning and managing activities and people.
- You are expected to provide leadership to staff and the broader community.
- You have the support and commitment of your line managers/ management committee to attend.

PERSONAL CRITERIA

- You are interested examining your own management style.
- You are able to commit to the full course and the project work required between sessions.
- You are willing to actively apply new learning and trial new ways of working.
- You are willing to contribute to group learning and share your experience with others.
- You can identify a mentor to work with during the course

MENTORS ROLE / REQUIREMENTS

- A person in a management role senior to yours (preferably in your organisation, if not any other Not-For-Profit organisation)
- This person is available to meet with you during the program to discuss your progress, learning and application of the workplace projects.
- This person is available to attend a 2 hour briefing session at the start of the program to familiarise themselves wit the content, outcomes and role of mentor.

MORE INFORMATION

**For more information about the program please call
Lyn Levy at WACOSS 9420 7222 , lyn@wacoss.org.au for questions about enrolment, applications
Jacquie Hamilton at MODAL 9224 7900 for questions about course content and assessment**

Community Management & Leadership Program 2008-09

APPLICATION (please print)

I have read and meet the eligibility criteria and wish to apply for the Community Management & Leadership program.

Name: _____

Agency: _____

Role title: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Duration in this role: _____

Current Highest Level of Education: _____

Have you applied for a Lotterywest grant to cover the course costs? Yes / No _____

CHECKLIST (please tick)

I have read and meet the eligibility criteria

I have included a written submission outlining my reasons for applying to enter this course (no more than one A4 page)

I am available on the dates nominated in this application

I am aware that I will be required to complete project work outside my class contact time

I have line management/management committee approval and support to participate

I have identified a mentor for the course

Name of my mentor during the course: _____

Total course cost: \$2,200 (incl GST)

**** Priority of places will be given to WACOSS members**

To be signed by the applicant

I have read this document and wish to commit my time and focus to the completion of this training program.

Signature

Print name

Date

To be signed by the participants line manager or supervisor

I have read this document endorse this persons enrolment into the Community Management and Leadership Development Program. I will ensure they have sufficient support in the workplace to complete this course.

Signature

Print name

Date

See next page for return details

Fax, post or email applications to WACOSS no latter than 15th June 2008. Please note if you are applying to Lotterywest for assistance you should send your Lotterywest application in as early as possible.

WACOSS, City West Lotteries House, 2 Delhi Street West Perth 6005
Email: jyn@wacoss.org.au Fax 9486 7966 Phone 9420 7222

Cancellation Policy

If cancellation occurs:

4 weeks prior to course commencement date no fee will be incurred

3 weeks prior to delivery date a 30% fee will be incurred

1 week prior to delivery date a 40% fee will be incurred

If the withdrawal occurs within three months of course commencement a 50% cancellation fee will be incurred.

In all other cases full course fees are incurred.
