

# Leadership and Management Skill Sets



2026 Course Information



Learning Pathway



## Welcome

Thank you for your interest in undertaking an accredited Leadership and Management Skill Set through a Learning Pathway at the Centre for Community Welfare Training. These nationally recognised Skill Sets are recommended for experienced leaders in the human services sector who want to build specialised skills across a range of critical skill areas.

The [Centre for Community Welfare Training](#) (CCWT) is the learning and development arm of the Association of Children's Welfare Agencies (ACWA). CCWT is focused on equipping individuals in the community and human services sectors with work skills. If you have any questions or would like to discuss your learning journey prior to enrolment, please contact us at [training@ccwt.edu.au](mailto:training@ccwt.edu.au)

## Course Overview

These accredited Skill Sets have been developed by sector specialists exclusively for leaders in the human services sector to gain or consolidate their skills. Each has a focus on building specialised skills and provides practical skills and theoretical knowledge to equip you to lead confidently.

Select one or more skill sets to meet your individual learning needs or work towards a qualification. Each skill set provides credit towards a nationally recognised qualification, BSB50420 **Diploma of Leadership and Management**.

Each skill set is comprised of two nationally recognised units of competency. A range of 7 skill sets are available however you need only complete **6 skill sets** to meet the requirements for the awarding of the Diploma of Leadership and Management. Select either Mastering Risk Management and Financial Leadership or Ensuring a Safe Workplace: From Policy to People skill sets for the Diploma pathway.

## How will the course be delivered?

The skill sets are delivered by experienced facilitators over two consecutive days via an **online workshop**. The course materials are provided electronically via the Learning Management System.

The **assessments** are linked to real-world scenarios and may include questioning, case studies, observation, workplace projects or self-reflection. As this is a nationally recognised skill set, assessments are competency-based, meaning that the tasks will involve the demonstration of skill, knowledge and the ability to work consistently to the required standards.

## Equipping You as Leader

Workshop	Learning Outcomes	Units of competence
<b>23 + 24 March</b>	Develop advanced personal effectiveness skills, including self-awareness and emotional intelligence, to strategically manage and drive the personal, professional, and performance development of yourself and your team.	BSBPEF501 Manage personal and professional development (Elective)  BSBPEF502 Develop and use emotional intelligence (Core)

## Leading and Influencing Workplace Relationships

<b>29 + 30 April</b>	Master the essential leadership skills to build and manage highly effective workplace relationships while developing the influential communication and negotiation techniques required to lead discussions, drive consensus, and achieve strategic outcomes.	BSBCMM511 Communicate with influence (Core)  BSBLDR523 Lead and manage effective workplace relationships (Core)
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## Planning for Success and Continuous Improvement

<b>26 + 27 May</b>	Develop and implement robust operational plans—including resource acquisition and performance monitoring which serve as the foundation to lead a culture of continuous improvement, to achieve your organisation's long-term objectives and ongoing excellence.	BSBOPS502 Manage business operational plans (Core)  BSBSTR502 Facilitate continuous improvement (Elective)
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## Mastering Risk Management and Financial Leadership

<b>23 + 24 June</b>	Master the critical management skills to effectively plan, implement, and monitor comprehensive business risk management strategies while ensuring adherence to financial compliance and regulatory requirements.	BSBOPS504 Manage business risk (Elective)  BSBFIN502 Manage financial compliance (Elective)
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## Cultivating a Critical Thinking and Customer-Focused Mindset

Workshop	Learning Outcomes	Units of competence
<b>21 + 22 July</b>	Master the strategies to develop critical and creative thinking in others, empowering them to analyse information, solve complex problems, and design robust systems for managing superior organisational customer service.	BSBCRT511 Develop critical thinking in others (Core)  BSBOPS505 Manage organisational customer service (Elective)

## Ensuring a Safe Workplace: From Policy to People

<b>19 + 20 August</b>	Gain expertise in meeting legal obligations by establishing compliant WHS procedures and leading a culture of care through effective workplace debriefing and support. Learn to protect your team from both physical and psychological risk to maintain service continuity and staff retention.	CHCMGT005 Facilitate workplace debriefing and support processes (Elective)  BSBWHS521 Ensure a safe workplace for a work area (Elective)
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## Leading High-Performing Teams

<b>22 + 23 September</b>	Master the skills to build a resilient, client-focused team culture, while strategically managing staff development, providing feedback, and effectively addressing performance issues.	BSBTWK502 Manage team effectiveness (Core)  BSBLDR522 Manage people performance (Elective)
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### What are the key time frames?

The online workshops run over two consecutive days, and attendance is required on both days.

You will have up to **3 months** to complete the assessment tasks following the workshop.

## Are there any prerequisites?

There are no mandated prerequisites for this skill set however the course is for experienced practitioners who want to build their leadership skills. During the application and enrolment process, you may be asked to:

- Provide evidence of being over 18 years of age,
- Complete an LLND (Language, Literacy, Numeracy, Digital) skills assessment,
- Provide evidence of previous study or work experience in the community or human services sector

As the course materials are provided electronically, you need to have sufficient digital skills to download and upload course materials, navigate an online Learning Management System and access to a computer and stable internet connection.

## Fee Schedule

**Cost:** \$850 (GST Free) per Skill Set.

Fees are charged by Skill Set reducing the upfront investment.

The course fee is required on acceptance of enrolment.

You can find out more about payment methods, and our terms and conditions here: [CCWT Terms & Conditions](#)

## What is included in my course fee?

The course cost, as detailed above includes:

- Digital learning and assessment resources
- Attendance at the two-day workshop
- Assessment services for up to 3 attempts for each task
- Support provided by the CCWT team, including an allocated assessor and administrative support
- Relevant certification, that is, a Statement of Attainment on successful completion

## Can I get recognition for my existing skills and knowledge?

CCWT offers a Recognition of Prior Learning (RPL) Pathway for BSB50420 Diploma of Leadership and Management which is designed for experienced leaders in the Human Services Sector. RPL is an assessment approach that measures your current and prior knowledge and skills against the learning outcomes and standards of the units of competency. For more information on the RPL Pathway, please contact the CCWT team at [training@ccwt.edu.au](mailto:training@ccwt.edu.au).

## Credit Transfers

A credit transfer provides automatic credit for equivalent units that you have previously completed in an accredited course with CCWT or another training provider. We will ask you to provide your Unique Student Identifier (USI) Transcript as part of your enrolment to explore any eligible Credit Transfers. There is no charge for credit transfers, and your course fees will be reduced if you are eligible.

## What additional support is provided?

CCWT is committed to providing quality support through our team of experienced trainers and assessors and support staff. Our Trainers and assessors are qualified industry experts and on enrolment you will be allocated an assessor who will support you throughout your learning journey. Your assessor is available to assist you throughout your enrolment as are the Student Support team. The Student Support team can provide guidance on the application and enrolment process, assist with accessing the learning platform and answer any queries related to the course structure.

## How do I enrol?

**Step 1** Review the information in this brochure to explore if this is the best pathway for you and that you meet the pre-requisites.

**Step 2** Use the link on the [CCWT website](#) to commence the online application process. Once you have completed the online application, you will receive a confirmation email acknowledging that we have received your application.

**Step 3** Your application will be reviewed, and you will be advised of the outcome via email.

**Step 4** If your application is successful, we will provide you with an online enrolment link. Alternatively, we will discuss other learning options with you.

**Step 5** You will receive confirmation of your enrolment, please note that enrolment is not confirmed until fees have been paid.

**Step 6** You can now access your learner portal and will receive further information about your allocated assessor, and how to move through the program. Welcome to the course!

## Meet our industry qualified trainers

### **Belinda Essex**

Belinda brings over 25 years of experience in child protection and management and leadership development. Belinda has worked across a wide network of services in the community sector including child and family, homelessness, AOD and other health services. Knowing the impact of a positive workplace culture on client outcomes, Belinda's passion is to inspire and support agencies to develop a healthy organisational culture, with successful, confident teams, in the hope that we can have stronger, more positive outcomes for the community sector clients we are committed to.

### **Nicole Devereux**

Nicole has over 28 years' experience working in the community services sector, working in the areas of child protection, domestic and family violence, case management, out of home care, intensive support services, adolescent services, family assessment, disaster welfare and management. Nicole has an ongoing commitment to ensuring that practitioners are well supported and continue to develop their skills and knowledge whilst working in the sector.

### **Tricia Williams**

Tricia has over 30 years of experience as a consultant in child protection and family violence work. Tricia is passionate about working with staff, leaders and organisations to build cultures of intentional and meaningful practice to improve the experience and outcomes for the clients we work with.

## Testimonials

*"Completing the Diploma of Leadership and Management via the module workshops allowed me to space out my learnings and put them into my everyday practice as a manager. It was really beneficial for me to undertake training in this format as a busy working mum who oversees several programs it was more manageable, and I didn't need to miss as much work. Holding a Diploma will also be beneficial to my career development in the future. The online facilitators were fantastic and the learnings were insightful to the sector. I also found the Cloud Assess platform easy to navigate."*  
Rochelle, 2025 Diploma of Leadership and Management Graduate

*"Undertaking the micro-credential workshops to complete the Diploma of Leadership and Management meant that I could remain working for the duration of the course and not have too much extra load. I found it relatively easy to do the 2 days back to back for each of modules, and having others complete the course who were in the same industry was priceless. So much useful information shared across the sessions. Highly recommend this pathway for others, and I have recommended it for my staff who are moving up to leadership positions."*  
Carly, 2025 Diploma of Leadership and Management Graduate

## Other courses at CCWT

CCWT provides cost effective and accessible training for people working across the human services sector, in a broad range of areas. CCWT provides short courses, nationally recognised qualifications and In-House training as well as specialised programs, coaching and supervision. We offer face to face delivery at our Sydney training centre or we can bring the training to you. We also have a wide range of online training options available. To explore the learning opportunities available, visit our [website](#).

For further information about the Leadership and Management Skill Sets or any other learning pathway at CCWT, please contact us at [training@ccwt.edu.au](mailto:training@ccwt.edu.au) or 02 9281 8822.

We look forward to sharing your learning journey with you.

*The Centre for Community Welfare Training (CCWT) is the learning and development arm of the Association of Children's Welfare Agencies (ACWA). CCWT is focused on equipping individuals in the Human Services sector. As a Registered Training Organisation (RTO 90494) CCWT has been delivering quality accredited vocational training since 1995.*