



Evidence Guide

BSB50420 Diploma of Leadership & Management

This guide describes the types of documentation that must be provided and how to submit the evidence.

Evidence required

Personal Information		
1a	Resume or CV	A description of your work history and experience from your recent leadership and management based roles (within the last five years would be ideal)
1b	Position description	A description of your current roles and responsibilities, as they relate to leadership and management
1c	Strengths and weaknesses	Evidence of you assessing your strengths and weaknesses and identifying your emotional triggers . An example of this would be a screenshot, report, or transcript of an Emotional Intelligence (EI) test you have completed (such as https://testyourself.psychtests.com/testid/3979)
1d	Qualifications	A copy of any qualifications you have attained (both front page and back page with transcript)
1e	Leadership and management professional development	A copy of any statement of attendance or statement of attainment for any course or professional development related to leadership and management
1f	Personal performance review and development plan	<p>A personal performance review and development plan conducted on you. This may include feedback on:</p> <ul style="list-style-type: none"> • Your ability to lead and manage others • Review on your performance within your leadership role (e.g. KPIs) • What you've done well • What needs improvement • A personal development plan that includes relevant goals and objectives over a defined period

People Leadership		
2a	Performance reviews and development plans	<p>Two performance reviews and development plans conducted by you for at least two different individuals (a total of 4). These must include feedback on:</p> <ul style="list-style-type: none"> • Review on their performance • What they've done well • What needs improvement • A personal development plan that includes relevant goals and objectives over a defined period
2b	Emotional intelligence	<p>Evidence of providing an opportunity for development of emotional intelligence in another person on at least one occasion. Examples may include:</p> <ul style="list-style-type: none"> • Having a team member complete the EI test, as per 1c • Conducting a toolbox talk or meeting where you delivered a presentation about EI • Email communications • Notes or minutes of a meeting where you have discussed or helped someone re EI • Screenshots of workplace chat where you have discussed EI
2c	Critical thinking	<p>Evidence of helping one of your team members to develop their critical thinking skills. Typically, this would help them to solve problems or difficulties. Evidence of this may include:</p> <ul style="list-style-type: none"> • Two-way emails • Meeting minutes • Work chats • Diary entries from team meetings or one-on-ones
2d	Difficult conversations	<p>Evidence of two instances where you have had difficult conversations/meetings with others (e.g., performance management of a team member). This may include:</p> <ul style="list-style-type: none"> • Notes before the conversation/meeting (e.g., meeting agenda, diary notes etc) • Notes from the conversation/meeting itself (e.g., meeting minutes, counselling form, written warning etc)
2e	Position descriptions	Position descriptions of two team members that you manage which were written by you or someone else
2f	Delegation	Team roster or schedule written and modified by you, showing the work delegated to the people you manage

Communicate with influence

*For this section, you need to participate in and lead at least **two meetings** with at least **two other people in each meeting** (details as per **3d** and **3e**)*

3a	Scheduling meeting attendees	Evidence of you organising and inviting others to the meeting (for example, email, screenshots of Outlook, Google Meet, Zoom, Teams etc.)
3b	Meeting agendas	Meeting agendas (these could be included as part of 3a , or they may be separate documents)
3c	Meeting minutes	Meeting minutes, notes, summaries or action items arising from the meetings, and evidence of these being sent to the participants
3d	Departmental update meeting	<p>Meeting 1 – evidence of you presenting information relating to your area of responsibility. Including but not limited to reporting KPIs, updates, news, new opportunities. Examples of this might include:</p> <ul style="list-style-type: none"> • Audio or audio-visual evidence of the meeting, such as Teams, Zoom, Skype recordings (this would be gold standard) • The presentation you delivered (e.g., video, PowerPoint, flip charts, handouts, questionnaire etc.) • Any other documents presented at the meeting • Screenshots of online meeting tools (e.g., Traction, Slack, Trello etc.)
3e	Change/opportunity meeting	<p>Meeting 2 – a presentation related to an area of change/opportunity within the workplace. Examples of this might include:</p> <ul style="list-style-type: none"> • Audio or audio-visual evidence of the meeting, such as Teams, Zoom, Skype recordings • The presentation you delivered (e.g., video, PowerPoint, flip charts, handouts, questionnaire etc.) • Any other documents presented at the meeting • Screenshots of online meeting tools (e.g., Traction, Slack, Trello etc.)

Operational planning, monitoring and reviewing

An operational plan sets out the tasks that a business needs to perform to reach a specific outcome.

4a	Operational plan	An operational plan, which includes: <ul style="list-style-type: none">• Goals and objectives• Resource requirements (human and/or physical)• Key performance indicators• Monitoring processes• Contingency plans
4b	Monitoring the plans	Evidence of monitoring the plan, such as communications to stakeholders, which may include: <ul style="list-style-type: none">• Weekly meeting agendas and minutes• Weekly progress reports (reporting on KPIs)• Email communications with relevant stakeholders regarding the performance of the plan
4c	Organisational chart	Organisational chart which includes your immediate supervisor, any direct reports and downline work group

Qualification Description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from various sources.

Packaging Rules

This qualification consists of 12 units – 6 core units and 6 elective units.

Core Units	
BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness

Elective Units	
<i>Typical elective units may include:</i>	
BSBCMM412	Lead difficult conversations
BSBLDR522	Manage people performance
BSBPEF501	Manage personal and professional development
BSBSTR502	Facilitate continuous improvement
BSBTWK503	Manage meetings
BSBXCM501	Lead communication in the workplace

This is a nationally recognised qualification. For more information, please visit:

<https://training.gov.au/Training/Details/BSB50420>

Need help?

Feel welcome to contact us anytime:

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