

# THE NEW GENERATION ACCM 2019



CONTACT THE **CMAA** FOR MORE DETAILS

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## INCORPORATING

1. FOUNDATION SKILLS Component of accredited formal education, mandatory.
2. PLUS Choice of three (3) Activity Pathways requiring accrual of 200 CPD points applied to professional development activities over a two year period

## FOUNDATION SKILLS

**As the required educational component of your ACCM certification, foundation skills can be met in one of two ways:**

You can meet this requirement by completing the Club Managers Leadership and Management Program and attaining the formal qualification, BSB50915 Diploma of Leadership and Management through Australis College

CMAA will conduct an assessment on applicants who have completed other formal/ accredited qualifications relevant in leadership, management and/or business.

## PLUS SELECT 1 ACTIVITY PATHWAY FROM BELOW

### ACCREDITED TRAINING

If you wish to do further accredited training (in addition to the foundation skills) you will be credited with 30 points for each completed unit. Units will need to be completed through a Registered Training Organisation (RTO) and you will need to provide evidence of completion through Statements of Attainment or Academic Transcripts. There is no extra charge for participants who wish to attain the Diploma

### SUMMITS/CONFERENCES

**Non Accredited CMAA and other courses (30pts per course)**

1. Secretary Managers course | 2. CMDA Effective Operations Managers course | 3. CSA governance course (max 1) | 4. GMDC course | 5. Mandatory Managers or Directors course (OLGR NSW) | 6. Duty Manager Program | 7. Affiliate Program | 8. Any Cert IV or higher nationally accredited WHS course from a registered provider. (max 1) | 9. RMLV course (QLD) | 10. Any CMDA delivered Summit | 11. CMAA conferences | 12. Australian Institute of Management (AIM) short courses (non-accredited)  
There is no extra charge for participants who wish to attain the Diploma

### CMAA CERTIFICATE IN GAMING - SERVICE MANAGEMENT EXCELLENCE

**(20pts per Course or 140pts full certificate)**

Build a Service Blueprint for Exceptional Customer Experience | Delivering Front Line Service Quality | Find and Fix Service Quality Gaps  
How to Innovate Using the Voice Of Customer | Profiting from Service Recovery | Understand and Apply Data for Customer Retention  
There is no extra charge for participants who wish to attain the Diploma



# CLUB MANAGERS LEADERSHIP AND MANAGEMENT PROGRAM

This program is designed to provide you, as an existing or prospective club manager, with the tools to successfully lead a team of club employees who are highly effective in their performance and output. Skills gained from this Leadership and Management program will allow you to work as a valued member of your club and as an organisational manager.

## DELIVERY

The program is delivered via an interactive, online platform providing you with the flexibility to progress through the components at times that suit you and at a pace that suits you. The program is comprised of readings, links, videos, webinars, activities and quizzes in a comprehensive learning experience.

In addition to your online learning journey, you'll have the opportunity to attend "Masterclass" workshops where face to face sessions will present, explore and discuss key areas of subject matter.

## COMPONENTS

Managing and developing yourself, your club and your team	Build and sustain a high-performing club team
Hiring the 'right' team members into your club	Planning for the next stages of your club's future
Encourage and support an environment where club work and learning come together	Present and negotiate persuasively to club members and colleagues
Motivating high performance of your club's team members	Developing and managing effective relationships within your club
Self-awareness, social awareness and relationship management in your club	Undertake financial management within your work team in your club
Managing the delivery of quality club member service	Focusing on continual club improvement

## ACCREDITATION

This program is a CMAA-accredited course and on completion you will receive a CMAA/Australis College Certificate of Completion.

Please note, this program has been mapped to the **BSB50915 Diploma of Leadership and Management**. Participants will have the opportunity, if they desire, to also attain this formal qualification subject to Australis College enrolment and assessment requirements. There is no charge for participants who wish to also attain this Diploma.

**If you are ready to register please click the link**

<https://www.australiscollege.edu.au/lp/club-managers-registration/>

## ARTICULATION

Australis College has cooperated with the **University of Southern Queensland (USQ)** to establish an articulation pathway for the BSB51915 Diploma of Leadership and Management. Completion of this Australis qualification may result in receiving credit towards the **USQ Bachelor of Business and Commerce**.



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