

BSB51107 Diploma of Management



Your Course Guide

BSB51107 Diploma of Management

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The Diploma of Management has been created to reflect 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 organizational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The Diploma of Management provides the skills and knowledge to encourage and support the development of a learning environment in which work and learning come together and the skills to lead and manage continuous improvement systems and processes within an organisation. The course also covers:

- Performance Management
- Management of customer service strategies
- Financial Management
- Project Management
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

- **Communication**
 - communicating with business contacts to promote the goals and objectives of the business
 - obtaining feedback from colleagues and clients
- **Teamwork**
 - leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices



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HOW LONG DOES THE COURSE TAKE?

Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

EMPLOYABILITY SKILLS CONT.

- **Problem Solving**

- accessing and assessing information for accuracy and relevance
- developing strategies for minimising risks

- **Initiative and Enterprise**

- identifying networking opportunities and developing operational strategies to ensure the viability of the business
- instigating new or different work practices to improve productivity or service delivery

- **Planning and Organising**

- allocating work to meet time and budget constraints
- developing plans and schedules

- **Self Management**

- prioritising tasks

- **Learning**

- participating in professional networks and associations to obtain and maintain personal knowledge and skills
- systematically identifying learning and development needs

- **Technology**

- using business technology to access, organise and monitor information

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 8 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBCUS501A (Core)	Manage quality customer service	This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.
BSBMGT515A (Core)	Manage operational plan	This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.
BSBMGT516A (Core)	Facilitate continuous improvement	This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.
BSBOHS509A (Core)	Ensure a safe workplace	This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBWOR502A (Core)	Ensure team effectiveness	This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.
BSBMGT502B (Elective)	Manage people performance	This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.
BSBWOR501A (Elective)	Manage personal work priorities and professional development	This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.
BSBINN502A (Elective)	Build and sustain an innovative work environment	This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice.

ASSESSMENT

<p>ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –</p>	<p>and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.</p>	<p>ASTC’s assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:</p> <ul style="list-style-type: none"> • Multiple choice and/or short answer questionnaires • Third party supervisor demonstration reports • Projects/case studies • Holistic Assessments
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- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

E Books Only	Check out over 100 titles to assist you with your learning and development. New titles added monthly. www.ebooksonly.com.au
Simple Truths	Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. www.thesalesmasters.com/training-courses/simple-truths_dvd.php
DVD Training Library	The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. www.dvdtraining.com.au

To enrol please call 02 9700 9333 or visit www.thesalesmasters.com