



## - FACT SHEET -

# BSB 51107 Diploma of Management

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification reflects 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 organisational 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.

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that all high performing business team members should possess. These competencies relate to the areas of:

- Managing personal work priorities
- Managing operational plan
- Ensuring team effectiveness
- Managing quality customer service
- Ensuring safe workplace
- Facilitating continuous improvement
- Managing people performance
- Innovation

### Purpose

The purpose of the training program is to develop the skills and knowledge of professional frontline managers, middle managers, supervisors or business operators.

### Program Benefits

- Gain nationally accredited qualification
- Enhanced management skills
- Demonstrated performance improvement
- Management pathway
- Ability to self-manage a work team
- Deliver quantifiable improvements for your organization
- Learn and implement advanced self-management and team management skills
- Improved performance of frontline managers
- Team labour costs reduced

### Units/Modules covered (5 Core, 3 Electives)

- BSBCUS501A (Core) Manage quality customer services
- BSBLED501A (Core) Develop a workplace learning environment
- BSBMGT516A (Core) Facilitate continuous improvement
- BSBOHS509A (Core) Ensure a safe workplace
- BSBWOR501A (Core) Manage personal work priorities and professional development
- BSBMGT502B Manage people performance
- BSBHRM402A Recruit, select and induct staff
- BSBINM501A Manage an information or knowledge management system

- BSBCOM503B Develop processes for the management of breaches in compliance requirements
- BSBMGT515A Manage operational plan
- BSBWOR402A Promote team effectiveness

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.



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### The training you need to excel as an exemplary manager.

