

Diploma of Management BSB51107

Aim of the Program

The aim of the Diploma of Management program is to provide participants with a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team. Successful completion of the program results in the award of the nationally recognised qualification from BSB07 Business Services Training Package.

Target Audience

Any person involved in for example: Team Leadership, Coordinating, Leading Hand or Supervisory positions. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include – Manager.

Program Overview

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.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Units in the Program

There are 8 Units in the program (5 Required + 3 Elective).

The 3 elective units may be selected from the core or elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate IV or Advanced Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Required Units

Customer Service

BSBCUS501A Manage quality customer service

Financial Management

BSBFIM501A Manage budgets and financial plans

Information Management

BSBINM501A Manage an information or knowledge management system

Learning and Development

BSBLED501A Develop a workplace learning environment

Management

BSBMGT502B Manage people performance

BSBMGT515A Manage operational plan

BSBMGT516A Facilitate continuous improvement

Occupational Health and Safety

BSBOHS509A Ensure a safe workplace

Project Management

BSBPMG510A Manage projects

Risk Management

BSBRISK501A Manage risk

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development

BSBWOR502A Ensure team effectiveness

Elective Units

Compliance

BSBCOM503B Develop processes for the management of breaches in compliance requirements

Customer Service

BSBCUS501A Manage quality customer service

Financial Management

BSBFIM501A Manage budgets and financial plans

Franchising

BSBFRA502B Manage a franchise operation

Human Resource Management

BSBHRM402A Recruit, select and induct staff

BSBHRM503A Manage performance management systems

BSBHRM504A Manage workforce planning

Learning and Development

BSBLED501A Develop a workplace learning environment

Management

BSBMGT502B Manage people performance

BSBMGT516A Facilitate continuous improvement

Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace Relations

BSBWRK509A Manage industrial relations

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

Manager, Information Services

5 core units plus 3 elective units selected from:

BSBCOM503B Develop processes for the management of breaches in compliance requirements

BSBINM501A Manage an information or knowledge management system

BSBMGT516A Facilitate continuous improvement

BSBRISK501A Manage risk

PSPSEC601A Define information systems framework

Store Manager

5 core units plus 3 elective units selected from:

BSBCUS501A Manage quality customer service
BSBHRM402A Recruit, select and induct staff
BSBMGT516A Facilitate continuous improvement
BSBOHS509A Ensure a safe workplace
WRR01B Manage merchandise and store presentation

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