

BSB51107 Diploma of Management



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 combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to

ENTRY REQUIREMENTS

- There are no entry requirements for this qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. A possible job title relevant to this qualification is:

- manager

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Business Management
- Department Manager
- HR Manager
- Site Manager
- OHS Manager
- Project Manager
- Customer Service Manager

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Store Manager or Area Manager, General Manager

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



TARGET TRAINING

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COURSE OUTCOMES

Gain the skills required to:

- Communicating with business contacts to promote the goals and objectives of the business
- Accessing and assessing information for accuracy and relevance
- Obtaining feedback from colleagues and clients
- Developing plans and schedules
- Instigating new or different work practices to improve productivity or service delivery
- Developing strategies for minimizing risk
- Leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices.
- Identifying networking opportunities and developing operational strategies to ensure the viability of the business.
- Allocating work time to meet time and budget constraints
- Systematically identifying learning and development needs
- Prioritising tasks
- Participating in professional networks and associations to obtain and maintain personal knowledge and skills
- Using business technology to access, organize and monitor information.

COURSE STRUCTURE

To achieve this qualification, the student is required to complete 8 Units from the list below.

Alternatively, 1 unit may be chosen from any Certificate III, Certificate IV level qualifications that Target Training offers.

ELECTIVE UNITS – Group A

BSBCUS5101A	Manage quality customer service
BSBFIM501A	Manage budgets and financial plans
BSBINM5101A	Manage and information or knowledge management system
BSBLED501A	Develop a workplace learning environment
BSBMGT502A	Manage people performance
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement
BSBOHS59A	Ensure a safe workplace
BSBPMG510A	Manage projects
BSBR501A	Manage risk
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness

Learning Outcomes:

BSBCUS501A Manage quality customer service

1. Plan to meet internal and external customer requirements
2. Ensure delivery of quality products and/or services
3. Monitor, adjust and review customer service

BSBFIM501A Manage budgets and financial plans

1. Plan financial management approaches
2. Implement financial management approaches
3. Monitor and control finances
4. Review and evaluate financial management processes



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BSBINM501A Manage an information or knowledge mgmt system

1. Organise learning to use information or knowledge management system
2. Manage use of information or knowledge management system
3. Review use of information or knowledge management system

BSBLED501A Develop a workplace learning environment

1. Create learning opportunities
2. Facilitate and promote learning
3. Monitor and improve learning effectiveness

BSBMGT502A Manage people performance

1. Allocate work
2. Assess performance
3. Provide feedback
4. Manage follow-up

BSBMGT515A Manage operational plan

1. Develop operational plan
2. Plan and manage resource acquisition
3. Monitor and review operational performance

BSBMGT516A Facilitate continuous improvement

1. Lead continuous improvement systems and processes
2. Monitor and adjust performance strategies
3. Manage opportunities for further improvement

BSBOHS509A Ensure a safe workplace

1. Establish and maintain an OHS system
2. Establish and maintain participative arrangements for the management of OHS
3. Establish and maintain procedures for identifying hazards, and assessing and controlling risks
4. Establish and maintain a quality OHS management system

BSBPMG510A Manage projects

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBRSK501A Manage risk

1. Establish risk context
2. Identify risks
3. Analyse risks
4. Select and implement treatments



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BSBWOR501A Manage personal work priorities & professional development

1. Establish personal work goals
2. Set and meet own work priorities
3. Develop and maintain professional competence

BSBWOR502A Ensure team effectiveness

1. Establish team performance plan
2. Develop and facilitate team cohesion
3. Facilitate teamwork
4. Liaise with stakeholders



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