

# Diploma of Management

BSB51107

## Overview

Training for Work's Diploma of Management is designed for students who work in a management or team leader role. The qualification provides training in people and performance management, project management, customer service management and continuous improvement.

The Diploma of Management is delivered one-on-one over a period of 12 to 24 months with up to 9 x 1 to 1.5 hour training and assessment visits at the student's workplace by a qualified and experienced Industry Training Consultant.

## Entry Criteria

To enrol in Training for Work's Diploma of Management, students must be:

- an Australian citizen or permanent resident; and
- currently employed as a manager, team leader, supervisor or equivalent.

People with disabilities are encouraged to enrol.

## Programme Structure

### CORE UNITS

Students are required to complete all core units listed below.

BSBCUS501C

Manage quality customer service

BSBINM501A

Manage an information or knowledge management system

BSBLED501A

Develop a workplace learning environment

BSBMGT502B

Manage people performance

BSBMGT516C

Facilitate continuous improvement

BSBPMG510A

Manage projects

BSBWOR502B

Ensure team effectiveness

### ELECTIVE UNITS

Students are required to select and complete one elective unit from the list below.

BSBWRT401A

Write complex documents

BSBOHS407A

Monitor a safe workplace

BSBWOR404B

Develop work priorities

BSBMKG413A

Promote products and services

BSBADM407B

Administer projects

BSBWOR402A

Promote team effectiveness

BSBRSK401A

Identify risk and apply risk management processes

BSBADM409A

Coordinate business resources

BSBMGT402A

Implement operational plan

BSBCUS401A

Coordinate implementation of customer service strategies

BSBINM401A

Implement workplace information system

BSBMGT401A

Show leadership in the workplace

*A summary of the employability skills students will develop through this qualification can be downloaded from <http://employabilityskills.training.com.au/>*

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## Recognition of Prior Learning (RPL)

Training for Work will offer all students RPL. Students may be eligible to receive recognition of prior learning for units based on their work experience and training they have previously undertaken.

## Credit Transfer

Training For Work will offer all students Credit Transfer. Students may be eligible for credit transfer when they have previously completed the identical unit or a unit deemed equivalent by the training package author / developer.

## Assessment

Students will be assessed in each unit using a combination of assessment tasks. The combination of assessment tasks will include:

- written assessment activities;
- a final assessment/project; and
- a manager/peer review.

Students are required to satisfactorily complete all assessment tasks for each unit.

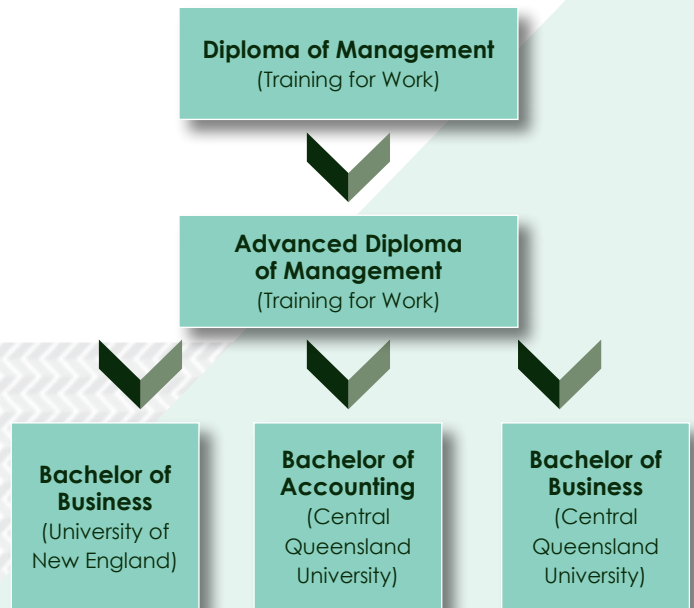
For each unit students will receive an outcome of satisfactory (i.e. competent) or unsatisfactory (i.e. not yet competent). Students who do not satisfactorily complete a unit will be provided feedback and the opportunity to review and resubmit assessment tasks. No additional fees are charged for students who resubmit assessment tasks.

## Support Services

Students may contact their allocated Industry Training Consultant at any time via telephone or email to request support. Support may include, but is not limited to, assistance with assessment tasks and language, literacy and numeracy.

## Pathways

Students who successfully complete Training for Work's Diploma of Management have the opportunity to further their studies and undertake a Bachelor degree by distance education/online learning with three leading Australian Universities.



## Fee Agreement

### For students located in New South Wales

This training is funded by the NSW Government in partnership with the Commonwealth Government.

### For students located in all other Australian States / Territories

Dependent on individual student circumstances, Training for Work in conjunction with the relevant State / Territory and the Commonwealth Government may be able to access a subsidy or incentive to cover the cost of training.



**Government funded  
places available**

Call 1300 885 720  
for further information