

# DIPLOMA OF MANAGEMENT

BSB51107



NATIONALLY RECOGNISED TRAINING

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 organizational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective or the specific work requirements with their managerial approaches.

The BSB51107 Diploma of Management requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team.

## The units of competency covered in the Diploma of Management –

### 5 core units:

- **Manage operational plan**
- **Facilitate continuous improvement**
- **Ensure a safe workplace**
- **Manage personal work priorities and professional development**
- **Ensure team effectiveness**

### 3 elective units:

- ***Manage projects BSBPMG510A***

This unit covers the management of a straightforward project or a section of a larger project. It focuses on the application of project management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project. It covers the full cycle of planning monitoring and review projects.

- ***Manage people performance BSBMGT502B***

This unit specifies the outcomes required to manage and lead team members within an organisation. This includes determining work allocations; implementing performance management processes; addressing issues related to own personal leadership style and performance within the work team; demonstrating leadership; building commitment within the team; and analysing, reviewing and evaluating the effectiveness of human resource management processes in line with the objectives of the work team and the organisation.

- ***Manage quality customer service BSBCUS501A***

This unit specifies the outcomes required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation and the customer. It focuses on planning in order to meet the requirements of internal and external customers as well as monitoring, adjusting and reviewing customer service.

## **Recognition of Prior Learning (RPL)**

RPL is granted to participants who throughout the Certificate IV in Frontline Management Program demonstrated their experience and competence through workplace based assignments, to supply evidence of working at a the Diploma level.

## **Benefits**

The Diploma in Frontline Management Program provides benefits for the University.

- Improved productivity and innovation
- Identifying individual managers for further development
- Assessing individual performance in a structured way
- Motivated and up-skilled managers

### ***Individuals should benefit from:***

- Having existing competencies formally recognised
- Improving existing competencies and acquiring new competencies
- Increased productivity and higher levels of personal satisfaction
- Acquiring a nationally recognised management qualification