



Workplace
Training
Specialists

Diploma of Management (BSB51107)

About the course

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 will learn to couple an informed perspective of the specific work requirements with 'best practice' managerial approaches. In particular you will learn to plan, carry out and evaluate your own work and the work of others in your team.

About River Murray Training

RMT has been a registered training organisation (RTO) in business/administration since 1997. RMT has a reputation as an innovative provider in work-based learning and the use of flexible delivery methods to meet enterprise and individual client needs.

Quick Facts

Duration of Course	12 months full time; 2 years part time. The average program is approximately 520 nominal hours, undertaken as 4 contact hours per month, and up to 8-10 hours per week independent learning using online and print based resources, and applying skills in the workplace.
Prerequisites	Nil, however as this qualification is at Australian Qualification Framework (AQF) level 5 there is an expectation that the learner will have language, literacy and numeracy skills equivalent to at least year 11, and computer skills to undertake routine administrative tasks
Pathways into this qualification	After achieving BSB40807 Certificate IV in Frontline Management or other relevant qualification/s OR With vocational experience but without a formal supervision or management qualification
Recognition of Prior Learning (RPL)	Competence in units can be fully or partially awarded through recognition of prior experience and/or learning. RPL reduces the time required to complete the course, and reduces the cost of a qualification. Indicate your interest in RPL on the Enquiry Form.
National Recognition	River Murray Training recognises the AQF qualifications and Statements of Attainment issued by other RTO's where a certified statement of Attainment/Qualification and statement of results is provided.
Cost of Course Fee arrangements for individuals - No GST	\$3500, \$500 on commencement, \$1000 at 3 months & 6 months & 9 months RPL \$220/unit For refund and fees in advance policy and fee breakdown please refer to website. All learning materials are included in the fees. GST additional when invoiced to an ABN.
Skill Development	This program utilises opportunities to develop skills in a work environment

River Murray Training (RTO# 1093) Head Office: 18 Strawbridge St, BERRI, SA, 5343

P: (08) 8582 3658 F: (08) 8582 3662 E admin@r-m-t.com.au W www.r-m-t.com.au Version 1.0, 12/11

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Manager.

Enrolment process

Prior to enrolment please read the **RMT Code of Practice**, **Fees in advance** and **refund policies** and **service guarantee advice** found on www.r-m-t.com.au.

1. Indicate your interest in the program by contacting RMT by phone, email or Form enquiry
2. Participate in a pre-enrolment interview to discuss your requirements and learning context such as reason for study, flexible delivery, Recognition of Prior Learning, enterprise arrangements and learning support needs. Fees, advance fee policy, refund policy and service guarantee is documented in a Client Services Agreement.
3. Complete an enrolment form, select units of competency and apply for RPL. There may be an RPL fee payable.
4. An RMT Facilitator will guide you through the RPL process, and provide feedback on "not yet competent" units
5. An individual learning program is developed and included in the Client Services Agreement
6. Other arrangements are negotiated and documented in the Client Service Agreement - Fees; Delivery and Assessment; Enterprise; Client support plan; and learner/RTO/enterprise roles and responsibilities.

Learner (and enterprise) orientation is arranged and undertaken. The Client Service Agreement is signed by relevant parties. Learner is given login and password to access to www.r-m-t-online.com. (Guardian must sign also, where learner is under 18)

Online Delivery

Online delivery provides a flexible way to study. **Learn at a time convenient to you and stay in contact with your facilitators using internet communication technology and online meeting software.**

- o Regular weekly online session (1- 2 hours) either 1:1 or part of a small group
- o eLearning accessible from www.r-m-t-online.com supplements facilitated online sessions along with print-based resources which are supplied to the learner in hard copy , and downloadable from the website.
- o Facilitator is accessible via email, Internet chat or phone for additional support if required.

Arrangements can be made for self-directed study at RMT Computer Suite at 18 Strawbridge Street, Berri where additional tuition support is available.

Your choice of units

Because of our flexible delivery strategy we are able to offer clients their choice of units within the qualification rules. If there is a skill not listed we may be able to import an appropriate unit from another industry Training Package. Please raise this at the pre-enrolment interview with the RMT business facilitator.

Client support

The need for additional support is discussed during the pre-enrolment interview and where agreed, a client support plan is developed, documented and included in the Client Services Agreement. This will be reviewed with the client on a regular basis. River Murray Training can provide additional tutoring support and counselling on other support options.

RMT offers reasonable adjustments in how assessment is undertaken to accommodate a client's special needs where a client has indicated he/she has special needs. A list of local support services and contacts is provided to clients in their induction pack. Please discuss your needs with our Business Program Coordinator or your Facilitator.

Assessment

Assessment of competence is demonstrated through application of skills and knowledge in a work context. This could be the student's workplace or other negotiated arrangements, which will be documented in the Client Services Agreement. Assessment methods will vary per unit but generally include:

- o Work journal
- o Self assessment
- o Formative exercises and case studies in Learner Guide
- o Questioning (oral & written) and interviewing
- o Demonstration
- o Portfolio of work related documents
- o Third Party verification and/or testimonial

River Murray Training moderates and validates its assessment processes, tools and outcomes regularly with staff, other RTOs, employers, and learners.

Continuous improvement strategy

River Murray Training regularly seeks feedback from its learners and employers and gathers data from its RTO activities, national training system data, national e-learning participation data, and industry-based surveys. Data and feedback are reviewed at management meetings and opportunities for improvement recognised and acted upon. RMT clients can submit feedback to us anytime using our Stakeholder Feedback Form.

Code of Practice

River Murray Training makes a commitment to providing high quality training and has a record of excellent outcomes from its training programs. How we achieve this and our commitment to our clients is set out in our Code of Practice which is on our website at: <http://www.r-m-t.com.au/> and in our Business Induction Pack.

Accreditation

Upon successful completion of this course students will be awarded a BSB51107 Diploma of Management. This qualification is recognised nationally under the Australian Qualifications Framework (AQF 5). A statement of attainment is issued where there is partial completion only.

Pathways from the Qualification

After achieving the BSB51107 Diploma of Management, students may undertake the BSB60407 Advanced Diploma of Management. Many of the skills in the Diploma are transferable into other industry sectors.

Subsidised training

The Commonwealth Government offers incentives for eligible workers. Contact an [Australian Apprenticeships Centre](#) for advice on the incentives available.

Resources

Resources are a blend of commercial and RMT customised learner guides.

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Program Qualification Rules

Total number of units = 8

8 elective units (5 elective units must be selected from the Group A units listed below. 3 elective units may be selected from Group A or Group B units listed below, from this training package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed below 1 of the elective units may be selected from a Certificate IV or Advanced Diploma qualification)

<i>Group A</i>		
BSBCUS501C (40)	Manage quality customer service	This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. Operators may have staff involved in delivering customer service and are responsible for the quality of their work. In many instances the work will occur within the organisation's policies and procedures framework. At this level, the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies, will be required
BSBFIM501A (70)	Manage budgets and financial plans	This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation.
BSBINM501A (50)	Manage an information or knowledge management system	This unit describes the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system.
BSBLED501A (60)	Develop a workplace learning environment	This unit describes the performance outcomes, skills and knowledge required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning, and to monitor and improve learning performance.
BSBMGT406A (50)	Plan and monitor continuous improvement	This unit describes the performance outcomes, skills and knowledge required to plan and monitor the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements
BSBMGT502B (70)	Manage people performance	This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management
BSBMGT515A (60)	Manage operational plan	This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

BSBMGT516C (60)	Facilitate continuous improvement	This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements
BSBOHS509A (60)	Ensure a safe workplace	This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements
BSBPMG510A (60)	Manage projects	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects
BSBRISK501B (60)	Manage risk	This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area.
BSBWOR501B (60)	Manage personal work priorities and professional development	This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence
BSBWOR502B (60)	Ensure team effectiveness	This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation
<i>Group B</i>		
BSBCOM503B (30)	Develop processes for the management of breaches in compliance requirements	This unit describes the performance outcomes, skills and knowledge required to identify and interpret the range of internal and external compliance requirements and obligations that must be fulfilled by an organisation. A range of legislation, rules, regulations and codes of practice may apply to this unit at the time of endorsement, depending on job roles and jurisdictions.
BSBDIV501A (60)	Manage diversity in the workplace	This unit describes the performance outcomes, skills and knowledge required to manage diversity in the workplace. It covers implementing the organisation's policy on diversity, fostering diversity within the work team, and promoting the benefits of a diverse workplace
BSBFRA502B (120)	Manage a franchise operation	This unit describes the performance outcomes, skills and knowledge required to manage a franchise operation.
BSBHRM402A (50)	Recruit, select and induct staff	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

BSBHRM503B (60)	Manage performance management systems	This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance management systems. It includes developing and managing ongoing performance feedback strategies and conducting formal performance feedback meetings. The unit also includes specific intervention associated with under-performance or misconduct
BSBHRM504A (60)	Manage workplace planning	This unit describes the performance outcomes, skills and knowledge required to plan workforce strategies to achieve organisational goals and objectives. It includes aligning workforce objectives with business plans, analysing labour market trends and predictions, and designing strategies and succession plans to ensure a competent and appropriately diverse workforce is available to meet anticipated changes.
BSBINN501A (50)	Establish systems that support innovation	This unit describes the performance outcomes, skills and knowledge required to conceptualise and establish new systems that support and encourage innovation in the workplace.
BSBINN502A (50)	Build and sustain an innovative work environment	This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice
BSBIPR501A (60)	Manage intellectual property to protect and grow business	This unit describes the performance outcomes, skills and knowledge required to protect, secure and effectively use intangible assets of value to an organisation. It focuses on establishing and maintaining systems to protect and exploit an organisation's intellectual property to ensure business growth
BSBHRM511A (60)	Manage expatriate staff	This unit describes the performance outcomes, skills and knowledge required to manage Australian staff working in other countries. It covers planning for offshore work, supporting expatriate staff and arranging for the repatriation of expatriate staff.
BSBSUS501A (50)	Develop workplace policy and procedures for sustainability	This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.
BSBWRK509A (80)	Manage industrial relations	This unit describes the performance outcomes, skills and knowledge required to manage industrial relations matters within an organisation, with day to day involvement. It includes strategic planning and policy development for industrial relations as well as negotiation, conflict management and dispute resolution.

Employability Skills

The following table contains a summary of employability skills for this qualification. Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions". Employability skills are embedded in units of competency and assessed as part of the unit. The Employability Skills for this qualification are listed below.

Communication

- o communicating with business contacts to promote the goals and objectives of the business
- o obtaining feedback from colleagues and clients

Teamwork

- o leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices

Problem Solving

- o accessing and assessing information for accuracy and relevance developing strategies for minimising risks

Initiative and Enterprise

- o identifying networking opportunities and developing operational strategies to ensure the viability of the business instigating new or different work practices to improve productivity or service delivery

Planning and Organising

- o allocating work to meet time and budget constraints
- o developing plans and schedules

Self-management

- o prioritising tasks

Learning

- o participating in professional networks and associations to obtain and maintain personal knowledge and skills
- o systematically identifying learning and development needs

Technology

- o using business technology to access, organise and monitor information

Registration of Interest - Diploma of Management (BSB51107)

Name:	_____		
Address	_____		
Phone	_____	Mobile	_____
		Email	_____

Details of other Training Qualifications completed

Study intentions

Study reasons

Employer support

Do you have internet access at work and at home?

If yes, what type of internet access do you have?

Other information:

FAX OR EMAIL to RIVER MURRAY TRAINING

Fax: (08) 8582 3662

Email: admin@r-m-t.com.au

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