

## Diploma of Management BSB51107

### Career-relevant, Accredited and Industry Endorsed

Because QTC vocational courses are developed in consultation with relevant industry and community groups, you can rest assured that your qualification is highly valued by industry employers, education and training providers and the wider community.

This Management Diploma has been developed under the Australian Qualifications Framework, so it's government-accredited, as well as nationally recognised.

Once you've completed this QTC Diploma course, you may choose to further your studies with a postgraduate degree course at either Edith Cowan University (ECU) or Curtin University. This Diploma will be considered towards your entry requirements.

To obtain your Diploma, you need to provide evidence of your competency to manage.

From our experience, you will find it relatively easy to provide evidence of the Diploma competencies if you meet one or more of the following criteria:

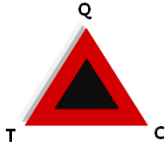
- You are working as a management specialist
- You have had 3 or more years experience as a manager
- You have an existing Certificate IV or higher qualification in a management/business-related field
- You are managing, or have previously managed

### Learning and support strategy

You will be strongly supported in your learning. You can contact us at any time by phone or email. You must be self-disciplined and have sound time management skills if you are to meet your assessment due dates.

Following enrolment, the Program Coordinator will arrange with you an initial telephone discussion about the workshop and the assessment activities and the preparation of your workplace portfolio. Email is used where a telephone discussion is not possible.

# QTC Training & Education



So that the Program Coordinator can gain a better understanding of your current work role, work experience and previous learning related to management, you will need to provide your current resume with summary details of:

- Your management experience
- Any other workplace experience relevant to the units of competency; for example, planning, preparing budgets, managing risk, managing people etc
- Any relevant non-workplace experience that may provide evidence of competency; for example, managing events, organising a school reunion or charity works
- Any certificates/qualifications relating to other management courses attended
- Any certificates/qualifications relating to any other courses relevant to the management units of competency; for example, planning, preparing budgets, managing risk, managing people etc

## Learning activities

For each unit of competency we will utilise the nominated chapter from the text (*Management, theory and practice*) and other source related procedures.

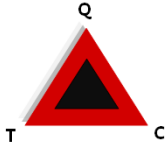
You will have access to the Program Coordinator throughout the course. Individual support, personalised to your needs, is provided by the Coordinator via email and telephone discussions.

You are required to attend all the workshops.

## Textbook

*Management, theory and practice* is a unique textbook written to align with the Australian management competency standards that underpin current management theory and application.

The textbook is an excellent resource and covers all units. It will be issued to you on enrolment. The cost of the textbook is included in your fee.



## What you'll learn with the Diploma of Management

This course aims to give you the knowledge and skills required to work in a workplace at the Manager level. Among other things, you'll learn how to:

### **BSBMGT502B      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.

### **2. BSBMGT515A      Manage operational plan**

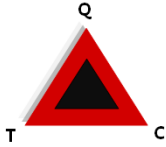
This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

### **3. BSBMGT516A      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 analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

### **4. BSBPMG510A      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 learned for application to future projects.



## 5. BSBOHS509A 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.

## 6. BSBRSK401A Identify risk and apply risk management processes

This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.

## 7. BSBWOR501A Manage personnel work priorities and professional development

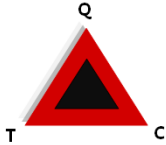
This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.

## 8. BSBWOR502A 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.

### Pre-requisites

There are no formal pre-requisites for undertaking the course. However, course participants are expected to have levels of language, literacy and numeracy usually required of managers and to be in a position to assemble the required portfolio of workplace evidence.



## Assessment

You should read and make sure you understand the unit descriptor as you commence each unit. To achieve your qualification you must gather and provide appropriate evidence to demonstrate that you are competent against each unit.

Being competent means:

- You can perform a task/job/activity to the industry standard
- You can do it in a consistent way, over time
- You have sufficient knowledge to enable you to perform it in a range of situations
- The level of your performance is consistent with the requirements of the level of the qualification

## What you need to do

Undertaking Diploma of Management, there are two assessment activities per unit of competency that you are required to successfully undertake to achieve your qualification - Activity 1 and Activity 2.

### Activity 1: Workshop participation

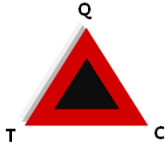
Read the relevant chapters/documents contained in:

*Management, theory and practice* and your workplace procedures and actively participate and contribute to the workshop, engaging in the activities.

### Activity 2: Assessment activities

Based on your reading, prepare a report that addresses the questions asked in the assessment tool. This report will include an analysis of the key similarities between your workplace policies and procedures and the text.

Read each question you have to answer carefully. Number each question so it is clear which question you are attempting. Short sentences or the use of dot points is quite acceptable. Please ensure your writing style is clear and concise.



## Submission of your work

All documentation must be presented to the standard expected in a workplace. All work should be submitted within agreed timeframes. Remember, meeting deadlines is an important facet of management.

It is a requirement that the work you submit for assessment is your own. You may seek help from your peers should you be required to as part of the consultation process. You may also ask your peers for assistance if you are experiencing difficulties. However, once the problem has been resolved you must produce the assessment work by yourself.

## Submitting your work

Following receipt of your portfolio work, your assessor will contact you with feedback, review sample processes you used throughout and ask you questions. The questions will vary depending on the nature of your documentation.

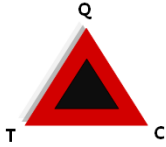
Your portfolio work will be securely stored, kept strictly confidential and is only available to your assessor. When you have satisfactorily completed all Activities, we will issue your qualification.

## Not demonstrating all of the required competencies?

We realise that all workplaces are different and some will not cover all of the management areas. It is possible that your assessor will ask for additional documentation. There are four principles of assessment that must be applied by QTC in establishing competency. These principles are:

- *Validity*: your evidence must clearly and directly relate to the evidence requirements for each unit of competency.
- *Reliability*: other assessors would make the same judgement about your competency.
- *Flexibility*: assessment should reflect your needs and occur at a mutually convenient time and situation.
- *Fairness*: the assessor will objectively consider your needs and learning characteristics and any reasonable adjustments that should be applied.

Opportunity exists for you to negotiate your assessment and provision for reassessment is provided.



## The rules of evidence in competency-based assessment

The evidence you submit for assessment must meet the following rules:

- *Valid*: your evidence must clearly and directly relate to the evidence requirements for each unit of competency. Check the overview of evidence and the specific evidence requirements contained within the unit descriptor.
- *Sufficient*: there must be enough evidence to enable us to make a decision in relation to your competency. Try to present enough evidence, not too much/not too little, across the units of competency.
- *Current*: the evidence must be indicative of your current competence. Evidence from the previous two years is preferable.
- *Authentic*: your evidence must be your own and not another person's work. We will need to confirm that the evidence you provide is actually your own work.

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