



**Workplace  
Learning  
Initiatives** Pty Ltd  
ABN 49 065 607 561

# ***Diploma of Management***

***BSB51107***

**COURSE INFORMATION**



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## About WLI

With more than 15 years experience conducting and assessing Competency Based Training behind us, Workplace Learning Initiatives, an award winning Registered Training Organisation, has developed an innovative range of courses designed to provide accreditation and ongoing professional development to people in a wide range of occupations, including leadership and management.

## The WLI Commitment to Quality



Quality  
ISO 9001



We are a quality assured company. Our quality assurance accreditation covers systems for the design, development and implementation, on and off-site, of vocational education and training products and services that facilitate workplace learning and change and may lead to recognised credentials. This certification also includes commissions for research relating to work, adult education and vocational training.



We have been awarded "Highly Recommended" status in the Australian Achiever Awards for excellence in customer service again—proving we deliver on the promise of customer care.



NATIONALLY RECOGNISED  
TRAINING

We are a Registered Training Organisation authorised to offer training and assessment services which may lead to the issue of nationally recognised Australian Qualifications Framework (AQF) qualifications or statements of attainment. We also comply with the quality requirements of the NRT standards.

## ***Aim (Course Objectives)***

This course will provide you with the necessary knowledge and skills to manage the work of others or to add value to, or review, management practices. Your role may be in any industry or organisational setting. Typically you will have considerable experience in your respective industry or vocational area and couple an informed perspective of the specific work requirements with your managerial approaches.

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

Learn how to become a competent manager by developing your management and leadership skills in:

- Financial management
- Information management
- Project management
- Risk management
- Human resource management
- Employee and workplace relations and more.

## ***Learning and Recognition Options***

At WLI, we believe that every person is an individual, each one with different needs. As a result, we have developed several different options for participants to undertake this program.

Our Diploma of Management is offered in the following formats:

- RCC only
- RCC + make-up course work (where applicable) for those who have experience but no formal qualifications
- Small group workshops
- Customised flexible delivery, and
- Corporate, in-house program

The program examples outlined below have been developed as an indication only and while certificate outcomes must meet the requirements of the Training Package qualifications, the examples shown should not be considered our only approach.

For corporate groups, we are happy to run courses either at our premises or yours. Call us to discuss a tailored program for your organisation.

<b>RCC only \$850.00</b>	
<b>Suitable for:</b>	<b>How it works:</b>
<p>People who have all, most or some of the skills, knowledge and industry experience required to demonstrate competency but do not hold any formal training or assessment qualifications.</p>	<p>Once you have enrolled into the program, a suitable time to undertake your initial Recognition of Current Competence (RCC) interview will be organised with you. This may be performed either face to face, or over the telephone (which means location is not an issue).</p> <p>During your initial interview, we will discuss your experiences and abilities, and map these to the qualification requirements. This saves you time, as there is no need to complete complex documentation.</p> <p>We will help you to develop an evidence portfolio, and to identify proof of competency. Where you have the ability, but no evidence, we may set assessment activities for you to complete (tailored to your workplace and industry).</p> <p>Using a tailored checklist that we provide, you collect the evidence, and then send it to us for assessment.</p> <p>It really is that simple. No more confusing processes or complex documents to complete. We take the hard work out of your RCC Process.</p>
<b>Duration:</b>	The RCC process can usually be completed in about 4 to 6 weeks.

<b>RCC Program + Course work = \$850.00 up to \$1100.00</b>	
<b>Suitable for:</b>	<b>How it works:</b>
<p>People who have most of the skills knowledge and industry experience required to demonstrate competency but do not hold any formal training or assessment qualifications.</p>	<p>We conduct an RCC process, just like the one above. However if we find that you do not meet all of the requirements of the qualification we will set course work for you to complete. This course work will usually take the form of work based projects and each project will be tailored to meet the needs of the individual applicant.</p> <p>Additional fees will be charged for any course work or project work required to achieve the qualification. The maximum additional fee charged will be \$250.00.</p>
<b>Duration:</b>	The duration of any additional coursework will vary depending on the amount and complexity of the work required, and, of course, you.

**Small Group Workshops - \$2200.00**

Suitable for:	How it works
People who want to gain this qualification, and prefer a face-to-face learning environment.	<p>Again, we start with identifying your current skills, and offering RCC where appropriate.</p> <p>All training is face-to-face; either in small groups (2-4 students) or one-on-one. Training is made as practical as possible and where applicable, participants will be encouraged to use an actual workplace training program throughout the course.</p>
<b>Duration:</b>	Our regular program is a 10 day program and runs for one day per week for 10 consecutive weeks. This is to allow enough time for participants to complete all coursework and assessments.

**Customised flexible delivery - \$2050.00**

Suitable for:	How it works
People who want to gain this qualification, but may not have a lot of time during working hours to attend sessions.	<p>As per all programs, we start with identifying your current skills, and offering RCC where appropriate</p> <p>We then tailor a program for you to progress through at your own pace. This program is offered as mainly "project" based, and is supported by on-line learning and regular contact with one of our experienced trainers.</p> <p>Talk to us for more details</p>
<b>Duration:</b>	This depends entirely on you but we would encourage participants to complete the course within 12 months.

**Corporate in-house program - \$POA**

Suitable for:	How it works
Organisations with a group of trainers who need the qualification.	<p>We come to your workplace, and facilitate a professional program for your staff. We will tailor the program to your organisation's policies and procedures; ensuring that your team have current industry knowledge that can be applied immediately.</p> <p>When training five or more people, this may be the most economical option.</p>

## Qualification Structure

The Diploma of Management requires the successful completion of 8 units in total; comprising of 5 Core and 3 Elective units. Please note that the 3 electives may be chosen from the core and elective units shown below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. One elective may be selected from either a Certificate IV or Advanced Diploma qualification.

<b>CORE UNITS (Choose 5)</b>	
<b>Unit Code</b>	<b>Unit Title</b>
BSBCUS501A	Manage quality customer service
BSBFIM501A	Manage budgets and financial plans
BSBINM501A	Manage an information or knowledge management system
BSBLED501A	Develop a workplace learning environment
BSBMGT502B	Manage people performance
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement
BSBOHS509A	Ensure a safe workplace
BSBPMG510A	Manage projects
BSBRSK501A	Manage risk
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness

<b>ELECTIVE UNITS (Choose 3 from the list below or any remaining elective)</b>	
<b>Unit Code</b>	<b>Unit Title</b>
BSBCOM503B	Develop processes for the management of breaches in compliance requirements
BSBCUS501A	Manage quality customer service
BSBFIM501A	Manage budgets and financial plans
BSBFRA502B	Manage a franchise operation
BSBHRM402A	Recruit, select and induct staff
BSBHRM503A	Manage performance management systems
BSBHRM504A	Manage workforce planning
BSBLED501A	Develop a workplace learning environment
BSBMGT502B	Manage people performance
BSBMGT516A	Facilitate continuous improvement
BSBSUS501A	Develop workplace policy and procedures for sustainability
BSBWRK509A	Manage industrial relations

## ***Sample Qualification***

<b>Core/Elective</b>	<b>Unit Code</b>	<b>Unit Title</b>
Core	BSBMGT502B	Manage people performance
Core	BSBMGT515A	Manage operational plan
Core	BSBOHS509A	Ensure a safe workplace
Core	BSBWOR501A	Manage personal work priorities and professional development
Core	BSBWOR502A	Ensure team effectiveness
Elective	BSBPMG510A	Manage projects
Elective	BSBCUS501A	Manage quality customer service
Elective	BSBMGT516A	Facilitate continuous improvement

## ***About the units of competency***

## Core Units

### Customer Service

#### **BSBCUS501A 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.

Many managers are involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation. Typically these managers 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.

### Financial Management

#### **BSBFIM501A 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.

This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s.

The unit applies to managers working in small and large business environments and not for profit organisations.

### Information Management

#### **BSBINM501A 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.

This unit applies to managers who have responsibility for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes.

The unit does not address the requirement to select the technical system (software or hardware), which is seen as the role of an information technology specialist, although in some smaller organisations this may be a part of the manager's role.

### Learning and Development

### **BSBLED501A 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.

This unit applies to managers. All managers have a prominent role in encouraging, supporting and facilitating the development of a learning environment in which work and learning come together.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

### **Management**

#### **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.

This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

#### **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.

Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.

This unit applies to people who manage the work of others and operate within the parameters of a broader strategic and/or business plan. The task of the manager at this level is to develop and implement an operational plan to ensure that the objectives and strategies outlined in the strategic and/or business plan are met by work teams. However in some larger organizations operational plans may be developed by a strategic planning unit.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

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

This unit applies to managers who take an active role in managing the continuous improvement process in order to achieve the organisation's objectives. Particularly where managers are closely associated with the creation and delivery of products and services, they play an important part in influencing the ongoing development and betterment of the organisation.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

### **Occupational Health and Safety**

#### **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.

Managers play an important role in ensuring the safety of the workplace and the wellbeing of their staff. This unit applies to managers working in a range of contexts. It takes a systems approach and ensures compliance with relevant legislative requirements.

All those who have, or are likely to have, a management responsibility for OHS should undertake this unit. It is relevant for those with managerial responsibilities, either as an owner or employee-manager of a business.

### **Project Management**

#### **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 learnt for application to future projects.

The unit focuses on the application of project management skills and the requirement to meet time lines, quality standards, budgetary limits and other requirements set for the project.

The unit does not apply to specialist project managers. For specialist project managers, the units of competency in the Project Management competency field will be applicable.

## **Risk Management**

### **BSBRSK501A Manage risk**

This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organization or for a specific business unit or area.

The unit has been designed to be consistent with AS/NZS 4360:2004 Risk management.

This unit addresses the management of the risk across the organisation or within a business unit or area. It does not assume any given industry setting.

This unit applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

## **Workplace Effectiveness**

### **BSBWOR501A 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, analyzing information and using a range of strategies to develop further competence.

This unit applies to managers and focuses on the need for managers to be organised, focussed and skilled, in order to effectively manage the work of others. As such it is an important unit for most managers, particularly as managers serve as role models and have a significant influence on the work culture and patterns of behaviour.

### **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.

This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

## Elective Units

### Compliance

#### **BSBCOM503B Develop processes for the management of breaches in compliance requirements**

This unit describes the performance outcomes, skills and knowledge required to develop and monitor the processes for managing identified breaches in the fulfilment of compliance requirements within an organisation. This unit has been designed to be consistent with AS 3806:2006 Compliance programs.

This unit applies to individuals working as a chief executive or manager in a small organisation (where it would be part of their broad role), or as a compliance officer or senior manager within a larger organisation with responsibility for identifying, classifying, investigating, rectifying and reporting breaches in compliance requirements.

Application of this unit must be consistent with the pertinent sections of relevant Australian and international standards and legislative requirements including: AS 3806:2006 Compliance programs, AS ISO 10002:2006 Customer satisfaction - Guidelines for complaints handling in organizations, AS/NZS 4360:2004 Risk management and AS ISO 15489:2004 Records management.

### Customer Service

#### **BSBCUS501A 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.

Many managers are involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation. Typically these managers 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.

### Financial Management

#### **BSBFIM501A 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.

This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s.

The unit applies to managers working in small and large business environments and not for profit organisations.

## **Franchising**

### **BSBFRA502B Manage a franchise operation**

This unit describes the performance outcomes, skills and knowledge required to manage a franchise operation.

This unit applies to franchisors managing an existing franchise operation to support franchisees and meet franchisor obligations under the particular franchising agreement entered into with those franchisees.

## **Human Resource Management**

### **BSBHRM402A Recruit, select and induct staff**

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.

It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case.

Performance of the work described in this unit will be underpinned by in depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resource functions.

### **BSBHRM503A Manage performance management systems**

This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance management systems.

It includes ongoing performance feedback strategies as well as formal performance feedback meetings. Specific intervention associated with underperformance and/or misconduct is also included.

This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and performance management who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.

They may or may not have staff who report to them but they are authorised to ensure the establishment of an effective performance management system for the organisation.

### **BSBHRM504A Manage workforce 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, analyzing 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.

This unit applies to human resources managers or staff who take a role in a policy or planning unit with a focus on workforce planning. Typically this work would occur in larger organizations where supply of skilled labour needs special attention.

The unit covers the research associated with labour markets and the requirement to match organisational needs with employee skill and commitment.

### **Learning and Development**

#### **BSBLED501A 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.

This unit applies to managers. All managers have a prominent role in encouraging, supporting and facilitating the development of a learning environment in which work and learning come together.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

### **Management**

#### **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.

This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

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

This unit applies to managers who take an active role in managing the continuous improvement process in order to achieve the organisation's objectives. Particularly where managers are closely associated with the creation and delivery of products and services, they play an important part in influencing the ongoing development and betterment of the organisation.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

### **Sustainability**

#### **BSBSUS501A 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. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

This unit addresses the knowledge, processes and techniques necessary to develop approaches to sustainability within workplaces, including the development and implementation of policy.

This unit applies to people with managerial responsibility who undertake work developing approaches to create strategies within workplaces, including the development and implementation of policy and includes:

- communicating with relevant stakeholders
- developing and monitoring policies
- reviewing and improving policies.

A person who demonstrates competence in this unit must be able to provide evidence of the ability to develop and implement integrated sustainability policies and procedures within an enterprise. The review of the policy after implementation will also need to be evidenced.

The context of the unit applies to all sectors of the business industry; it may be applied to all sections of an organisation, including the office, the factory floor, or work area. With such a broad application, the unit will need to be contextualised as it is applied across an organisation and across different industry sectors.

## **Workplace Relations**

### **BSBWRK509A 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.

This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and industrial relations who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.

They may or may not have responsibility for supervising the work of others but are authorised to oversee industrial relations in the organisation. However they will have knowledge of current industrial relations trends and legislation.

The unit addresses staff who have responsibility for working across the organisation to ensure that there is a policy infrastructure which ensures legislative compliance and clarifies issues. It also addresses the requirement for responding to industrial conflict and grievances.