



Vocational Institute
of Australia™

ABN 60 078 407 673
PO BOX 1120 TORONTO NSW 2283
Phone 49504744 Fax 49504844
info@viatrainig.com.au

first choice for vocational education...

BSB51107 Diploma of Management

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 couple an informed perspective of 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.

Job Roles

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

- Manager

Pathways from the qualification

After achieving the BSB51107 Diploma of Management, candidates may undertake the BSB60407 Advanced Diploma of Management or a range of other Advanced Diploma qualifications or seek admission to universities who offer credit transfers for this qualification towards a range of degrees.

Qualification Rules

A total number of 8 units are required to complete this qualification. They consist of:

- 5 Core Units
- 3 Elective units

At least **3 elective units** may be selected from the core or elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate IV or Advanced Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Core Units

Customer Service

BSBCUS501

A Manage quality customer service

Financial Management

BSBFIM501

A Manage budgets and financial plans

Information Management

BSBINM501

A Manage an information or knowledge management system

Learning and Development

BSBLED501

A Develop a workplace learning environment

Management

BSBMGT502B

Manage people performance

BSBMGT515

A Manage operational plan

BSBMGT516

A Facilitate continuous improvement

Occupational Health and Safety

BSBOHS509

A Ensure a safe workplace

Project Management

BSBPMG510

A Manage projects

Risk Management

BSBRISK501

A Manage risk

Workplace Effectiveness

BSBWOR501

A Manage personal work priorities and professional development

BSBWOR502

A Ensure team effectiveness

Elective Units

Compliance

BSBCOM503B

Develop processes for the management of breaches in compliance requirements

Customer Service

BSBCUS501A

Manage quality customer service

Financial Management

BSBFIN501A

Manage budgets and financial plans

Franchising

BSBFRA502B

Manage a franchise operation

Human Resource Management

BSBHRM402A

Recruit, select and induct staff

BSBHRM503A

Manage performance management systems

BSBHRM504A

Manage workforce planning

Learning and Development

BSBLED501A

Develop a workplace learning environment

Management

BSBMGT502B

Manage people performance

BSBMGT516A

Facilitate continuous improvement

Sustainability

BSBSUS501A

Develop workplace policy and procedures for sustainability

Workplace Relations

BSBWRK509A

Manage industrial relations

Core Units

Element	Unit Descriptor
Customer Service	
BSBCUS501A Manage quality customer service	
<ol style="list-style-type: none"> 1. Plan to meet internal and external customer requirements 2. Ensure delivery of quality products and/or services 3. Monitor, adjust and review customer service 	<p>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.</p>
Financial Management	
BSBFIM501A Manage budgets and financial plans	
<ol style="list-style-type: none"> 1. Plan financial management approaches 2. Implement financial management approaches 3. Monitor and control finances 4. Review and evaluate financial management processes 	<p>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.</p>
Information Management	
BSBIMN501A Manage an information or knowledge management system	
<ol style="list-style-type: none"> 1. Organise learning to use information or knowledge management system 2. Manage use of information or knowledge management system 3. Review use of information or knowledge management system 	<p>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.</p>
Learning and Development	
BSBLED501A Develop a workplace learning environment	
<ol style="list-style-type: none"> 1. Create learning opportunities 2. Facilitate and promote learning 3. Monitor and improve learning effectiveness 	<p>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.</p>

Core Units (cont.)

Element	Unit Descriptor
Management	
BSBMGT502B Manage people performance	
<ol style="list-style-type: none"> 1. Allocate work 2. Assess performance 3. Provide feedback 4. Manage follow-up 	<p>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.</p>
BSBMGT515A Manage operational plan	
<ol style="list-style-type: none"> 1. Develop operational plan 2. Plan and manage resource acquisition 3. Monitor and review operational performance 	<p>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 organisations profitability plans.</p> <p>Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.</p>
BSBMGT516A Facilitate continuous improvement	
<ol style="list-style-type: none"> 1. Lead continuous improvement systems and process 2. Monitor and adjust performance strategies 3. Manage opportunities for further improvement 	<p>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 and to monitor and adjust performance strategies and to manage opportunities for further improvements.</p>
Occupational Health & Safety	
BSBOHS509A Ensure a safe workplace	
<ol style="list-style-type: none"> 1. Establish and maintain an OHS system 2. Establish and maintain participative arrangements for the management of OHS 3. Establish and maintain procedures for identifying hazards and assessing and controlling risks 4. Establish and maintain a quality OHS management system 	<p>This unit describes the performance outcomes skills and knowledge required to establish maintain and evaluate the organisations occupational health and safety (OHS) policies procedures and programmes in the relevant work area in accordance with OHS legal requirements.</p>

Core Units

Element	Unit Descriptor
Project Management	
BSBPMG510A Manage projects	
<ol style="list-style-type: none"> 1. Define project 2. Develop project plan 3. Administer and manage project 4. Finalise project 5. review project 	<p>This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.</p> <p>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 the lessons learnt for application to future projects.</p>
Risk Management	
BSBR501A Manage risk	
<ol style="list-style-type: none"> 1. Establish risk context 2. Identify risk 3. Analyse risk 4. Select and implement treatments 	<p>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.</p> <p>The unit has been designed to be consistent with AS/NZS 4360:2004 Risk Management.</p>
Workplace Effectiveness	
BSBWOR501A Manage personal work priorities and professional development	
<ol style="list-style-type: none"> 1. Establish personal work goals 2. Set and meet own work priorities 3. Develop and maintain professional competence 	<p>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.</p>
BSBWOR502A Ensure team effectiveness	
<ol style="list-style-type: none"> 1. Establish team performance plan 2. Develop and facilitate team cohesion 3. Facilitate teamwork 4. Liaise with stakeholders 	<p>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.</p>

Elective Units

Element	Unit Descriptor
Compliance	
BSBCOM503B Develop processes for the management of breaches in compliance requirements	
<ol style="list-style-type: none"> 1. Develop procedures for responding to breaches in internal and external compliance requirements 2. Monitor adherence to compliance requirements 3. Manage the identification and rectification of breaches in compliance 4. Liaise with relevant personnel and organisations during breach management 5. Evaluate the response to and rectification of, breaches in compliance 6. Document and disseminate the breach management activities and outcomes 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and monitor the processes for managing identified breaches in the fulfillment of compliance requirements within an organisation. This unit has been designed to be consistent with AS3806:2006 Compliance programs.</p>
Customer Service	
BSBCUS501A Manage quality customer service	
<ol style="list-style-type: none"> 1. Plan to meet internal and external customer requirements 2. Ensure delivery of quality products and/or services 3. Monitor, adjust and review customer service 	<p>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.</p>
Financial Management	
BSBFIM501A Manage budget and financial plans	
<ol style="list-style-type: none"> 1. Plan financial management approaches 2. Implement financial management approaches 3. Monitor and control finances 4. Review and evaluate financial management processes. 	<p>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.</p>

Elective Units (cont.)

Element	Unit Descriptor
Franchising	
BSBFRA502B Manage franchise operation	
<ol style="list-style-type: none">1. Establish procedures for managing operation of a franchise2. Implement procedures for managing a franchise operation3. Review a franchise operation	This unit describes the performance outcomes, skills and knowledge required to manage a franchise operation.
Human Resource Management	
BSBHRM402A Recruit, select and induct staff	
<ol style="list-style-type: none">1. Determine job descriptions2. Plan for selection3. Assess and select applications4. Appoint and induct successful candidate	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.
BSBHRM503A Manage performance management systems	
<ol style="list-style-type: none">1. Develop performance management systems2. Implement performance management systems3. Coordinate formal feedback processes4. Coordinate individual/group learning development plans	This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance management systems.
BSBHRM504A Manage workforce planning	
<ol style="list-style-type: none">1. Assess supply and demand2. Develop workforce objectives and strategies3. Implement initiatives to support workforce planning objectives4. Monitor and evaluate workforce trends	<p>This unit describes the performance outcomes, skills and knowledge required to plan workforce strategies to achieve organisational goals and objectives.</p> <p>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.</p>

Elective Units (cont.)

Element	Unit Descriptor
Learning and Development	
BSBLED501A Develop a workplace learning environment	
<ol style="list-style-type: none">1. Create learning opportunities2. Facilitate and promote learning3. Monitor and improve learning effectiveness	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.
Management	
BSBMGT502B Manage people performance	
<ol style="list-style-type: none">1. Allocate work2. Assess performance3. Provide feedback4. Manage follow up	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.
BSBMGT516A Facilitate continuous improvement	
<ol style="list-style-type: none">1. Lead continuous improvement systems and processes2. Monitor and adjust performance strategies3. Manage opportunities for further 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 improvement.
Sustainability	
BSBSUS501A Develop a workplace policy and procedures for sustainability	
<ol style="list-style-type: none">1. Develop workplace sustainability policy2. Communicate workplace sustainability policy3. Implement workplace sustainability policy4. Review workplace sustainability policy implementation	<p>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.</p> <p>This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.</p>
Workplace Relations	
BSBWRK509A Manage industrial relations	
<ol style="list-style-type: none">1. Develop industrial relation strategies/policies2. Implement industrial relations strategies/policies and plans3. Manage negotiations conflict and disputes	<p>This unit describes the performance outcomes, skills and knowledge required to manage industrial relation matters within an organisation, with day to day involvement.</p> <p>It includes strategic planning and policy development for industrial relations as well as negotiation, conflict management and dispute resolution.</p>