BSB51107 Diploma of Management 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 combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work or the work of a team.

**Job Roles**
- Manager

**Entry requirements**
There are no entry requirements for this qualification.

**Pathways**
After achieving the BSB51107 Diploma of Management, candidates may wish to undertake the BSB60407 Advanced Diploma of Management, or a range of other advanced diploma qualifications.

**Qualification Details**
To achieve a BSB51107 Diploma of Management the student is required to complete a total of 8 units, comprising of

- 8 Elective Units

Please see Unit Descriptors for details.
<table>
<thead>
<tr>
<th>Core/Elective</th>
<th>Unit</th>
<th>Element</th>
<th>Unit Description</th>
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</thead>
<tbody>
<tr>
<td>Elective</td>
<td>BSBCUS501C Manage quality customer service</td>
<td>🟱 Plan to meet internal and external customer requirements 🟱 Ensure delivery of quality products and/or services 🟱 Monitor, adjust and review customer service</td>
<td>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.</td>
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<tr>
<td>Elective</td>
<td>BSBFIM501A Manage budgets and financial plans</td>
<td>🟱 Plan financial management approaches 🟱 Implement financial management approaches 🟱 Monitor and control finances 🟱 Review and evaluate financial management processes</td>
<td>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.</td>
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<tr>
<td>Elective</td>
<td>BSBINM501A Manage and information or knowledge management system</td>
<td>🟱 Organise learning to use information or knowledge management system 🟱 Manage use of information knowledge management system 🟱 Review use of information or knowledge management system</td>
<td>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.</td>
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<tr>
<td>Elective</td>
<td>BSBLED501A Develop a workplace learning environment</td>
<td>🟱 Create learning opportunities 🟱 Facilitate and promote learning 🟱 Monitor and improve learning effectiveness</td>
<td>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.</td>
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<tr>
<td>Elective</td>
<td>BSBMGT502B Manage people performance</td>
<td>🟱 Allocate work 🟱 Assess performance 🟱 Provide feedback 🟱 Manage follow up</td>
<td>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.</td>
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| Elective      | BSBMGT515A | Manage operational plan | Develop operational plan  
Plan and manage resource acquisition  
Monitor and review operational performance  
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. |
| Elective      | BSBMGT516C | Facilitate continuous improvement | Lead continuous improvement systems and processes  
Monitor and adjust performance strategies  
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 improvements. |
| Elective      | BSBWHS501A | Ensure a safe workplace | Establish and maintain and WHS system  
Establish and maintain effective and compliant participation arrangements for managing WHS  
Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks  
Evaluate and maintain a WHS management system  
This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area according to WHS legislative requirements. |
| Elective      | BSBPMG522A | Undertake project work | Define project  
Develop project plan  
Administer and monitor project  
Finalise project  
Review project  
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. |
| Elective      | BSBRSK501B | Manage Risk | Establish risk context  
Identify risks  
Analyse risks  
Select and implement treatments  
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. |
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| Elective     | BSBWOR501B | Manage personal work priorities and professional development | Establish personal work goals  
Set and meet own work priorities  
Develop and maintain professional competence  
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. |
| Elective     | BSBWOR502B | Ensure team effectiveness | Establish team performance plan  
Develop and facilitate team cohesion  
Facilitate teamwork  
Liaise with stakeholders  
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. |
| Elective     | BSBCM503B | Develop processes for the management of breaches in compliance requirements | Develop procedures for responding to breaches in internal and external compliance requirements  
Monitor adherence to compliance requirements  
Manage the identification and rectification of breaches in compliance  
Liaise with relevant personnel and organisations during breach management  
Evaluate the response to and rectification of breaches in compliance  
Document and disseminate the breach management activities and outcomes  
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. |
| Elective     | BSBHRM405A | Support the recruitment, selection and induction of staff | Plan for Recruitment  
Plan for selection  
Support Selection Process  
Induct successful candidate  
This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. 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 resources functions. |
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| Elective      | BSBHRM512A Manage performance management systems | ☐ Develop integrated performance-management processes  
☐ Facilitate the implementation of performance-management processes  
☐ Coordinate individual/group learning development | This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance-management processes. The unit also includes specific intervention associated with under-performance or misconduct and developing approaches to address skill and performance gaps. |
| Elective      | BSBHRM513A Manage workforce planning | ☐ Assess supply and demand  
☐ Develop workforce objectives and strategies  
☐ Implement initiatives to support workforce planning objectives  
☐ Monitor and evaluate workforce trends | 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. |