

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.

Entry Requirements: Candidates should have one of the following :

- BSB40807 Certificate IV in Frontline Management or equivalent qualification/s
- Competency in the majority of units required for BSB40807 Certificate IV in Frontline Management or equivalent qualification/s
- Vocational experience in a range of work environments in senior support roles such as coordinator, leading hand, supervisor, team leader but without a qualification.

Career opportunities: Job roles and titles vary across different industry sectors. Possible job titles include manager.

Pre-requisites:

There are no pre-requisites for this course.

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.

BSBFIM501A Manage budgets and financial plans

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.

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.

BSBLED501A 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.

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.

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.

BSBHRM402A Recruit, select and induct staff

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

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.