

# Diploma of Management – BSB51107



NATIONALLY RECOGNISED  
TRAINING

## 2012 Information Kit

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Australian  
Institute of  
Management  
WESTERN AUSTRALIA

# AUSTRALIAN INSTITUTE OF MANAGEMENT

AIM is Western Australia's leading private provider of management, learning and development services. As a private not-for-profit membership based organisation, AIM is committed to raising the standards of management and leadership in the Region.

## ESSENTIAL INFORMATION

### Compliments, Suggestions and Complaints

AIM WA is committed to continuous improvement. We encourage open communication and contributions from all our stakeholders and clients. At the end of each program you will have opportunity to provide feedback on the program and other aspects of our service. Depending on the qualification you complete through AIM WA, you may also receive a survey for both you and your employer to complete regarding your experience, including the assessment process. All feedback received is valued and is used to improve our services. If you would like to further discuss any aspect of our service, please contact the Client Service team.

### Grievances and Appeals

If you are unhappy with the outcome of your assessment of competence via your submission, you have a right of appeal. The appeals/grievance process is:

- 1) Ask the Assessor to explain their decision in more detail. Discuss the areas they feel required more attention or more evidence
- 2) If you are happy with their explanation, work together on a development plan to help you acquire the relevant skills and/or knowledge, or to provide additional evidence of your competence
- 3) If you are still unhappy after hearing the Assessor's explanation then your appeal/grievance should be made in writing to the Assessments Department.

Any grievance about AIM and/or appeal against an assessment decision will be managed in strict confidence.

### Privacy

AIM WA recognises that it is important for you to know that any information provided by you to AIM WA is:

- Stored securely
- Maintained accurately
- Not shared with others without your consent.

Read our Privacy Policy on the website, [www.aimwa.com](http://www.aimwa.com)

# QUALIFICATION OVERVIEW

## Diploma of Management – BSB51107

### WHO WILL BENEFIT

Managers working at the frontline of an organisation, from supervisors and team leaders through to business unit and divisional managers. The breadth and depth of the capabilities developed during the program enable participants to apply leadership and management competencies across a range of different work roles in a variety of organisational contexts within both the Public and Private sectors. There are two training pathways to achieve the Diploma of Management. See the Program Overview at the end of this document for more information.

#### The Frontline Manager Program – Intensive Option

#### The Frontline Manager Program – Flexible Option

### QUALIFICATION PATHWAYS

- Attend the required training as outlined and successfully complete the assessment requirements
- Apply for Recognition of Prior Learning (RPL)
- A combination of both training and RPL.

### ASSESSMENT

#### The Frontline Manager Program – Intensive Option

The assessment component consists of a workplace project which is identified at the start of the program and is submitted after the face-to-face components of the program are completed.

The cost of assessing the workplace project is included in the program fee.

#### The Frontline Manager Program – Flexible Option

The assessment component consists of assignments handed out at each program. There is an additional cost to assess the workplace assignments.

### EMPLOYABILITY SKILLS

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification listed above:

<http://employabilityskills.training.com.au>

# FREQUENTLY ASKED QUESTIONS

## How do I apply to be registered on the qualification?

Complete and submit the Application Form contained in this information kit to the AIM Client Service Team. If you have already attended the training or are applying for Recognition of Prior Learning (RPL), submit your Application Form to the Assessment Department.

It is important that you complete the application to register on the qualification as it makes us aware that you are working towards a qualification. We can then monitor your progress and alert you to any changes that may affect your training/assessment choices.

## How do I enrol on the training programs that lead to the qualification?

Complete and submit the Enrolment Form contained in this information kit detailing your selected dates to the AIM Client Service Team, or call to speak to a member of the team.

## What are the assessment requirements for this qualification?

By successfully completing the face-to-face and assessment requirements of The Frontline Manager Program, or apply for Skills Recognition.

Skills Recognition is a process that enables those who are interested in gaining the qualification to be granted exemption from some or all training programs.

## How long do I have to complete the qualification?

You have two years to complete the qualification from the date you apply to be registered. You are encouraged to submit your assessment within 3 months of completing any associated training to maximise retention of information and to capitalise on the motivation resulting from the training. Some qualifications have specific submission dates – see the information under ASSESSMENT on the previous pages.

## How much will it cost?

Your investment for any qualification will vary according to the programs you select, and whether or not you choose to apply for Recognition of Prior Learning (RPL). On most programs, additional fees apply for assessment. Assessment and RPL Fees are calculated per **Unit of Competency**. Additional travel costs and fees apply for on-site assessment outside Perth metropolitan area.

Qualification Level	Non Member	Corporate/Professional Member
Advanced Diploma or Diploma	\$235.00	\$220.00
Certificate IV	\$190.00	\$175.00

## Can I use AIM Training Vouchers?

AIM Training Vouchers can be used to pay for up to 50% of the program fees (in \$50 increments) but may not be used to pay Assessment and RPL fees. If you are not a Corporate or Professional Member of AIM, call us on (08) 9383 8088 to find out more about the benefits of membership.

### **What if I need help finishing the qualification?**

The Assessment Department can assist with your queries or arrange for an assessor to contact you. We will help get you on the right track!

### **What if I am asked for further evidence or to re-submit my assignment?**

Your assessor will contact you if they require you to submit further information to satisfy the rules of evidence – they will guide you as to how you can go about filling the gaps. Provided the additional evidence is submitted within a reasonable time-frame, no additional fee will be applied.

If your assessor determines that you are not yet competent, you may resubmit your assignment as many times as required. Re-assessment is charged per Unit of Competence, at the standard rate.

### **What if I already have the skills?**

As an alternative to attending formal learning sessions, it may be possible to gain nationally recognised qualifications through Recognition of Prior Learning (RPL). In order to have the skills you have gained through life or work experience formally recognised, you need to provide evidence of how you have obtained that expertise or knowledge. If the skills and knowledge are gained through accredited training, a process of Recognition of Current Competency (RCC) will be applied.

Please contact the Assessment Department to discuss your options or to apply for any of the above.

### **When will a Qualification be issued?**

Statements of Attainment are issued upon successful demonstration of competence against nationally recognised unit(s) of competency.

Once you have completed all of the required units of competency for your qualification and received Statements of Attainment for them you will be issued with a testamur (the Qualification) as well as a Record of your Results. Your qualification will also be professionally framed.

Please note that it will take approximately 4-6 weeks, from the time you submit your assessment to issue you with your Statement of Attainment/Qualification.



# APPLICATION FORM

## Diploma of Management – BSB51107

I will be attending the **intensive** training program  I wish to apply for RPL for the full Qualification   
 I will be attending the **flexible** training options  I wish to RPL for some units (indicated on enrolment form)

My details are: ( **please PRINT details** – Certification documents will show name details given below).

Title: Dr / Mr / Mrs / Ms / Miss	First Name:	Surname:	
Gender: M / F	Date of Birth:	Position Title:	
Organisation Name:			
Building/ Property Name:			
Flat/ Unit Number:	Street Number:	PO Box or Roadside Delivery Box Number:	
Street Name:			
Suburb:		State/Territory:	Postcode:
Telephone: Organisation ( )		Facsimile: Organisation ( )	
E-mail Address:			
<b>Private Mailing Address</b>			
Flat/ Unit Number:	Street Number:	PO Box or Roadside Delivery Box Number:	
Street Name:			
Suburb:		State/Territory:	Postcode:
Telephone: ( )		Facsimile: ( )	
E-mail Address:		Mobile:	

Please nominate selected dates for the programs you would like to attend on the following page/s and email to [aimwa@aimwa.com](mailto:aimwa@aimwa.com) or fax together with this application form to (08) 9387 6171. For further information please contact Client Services on (08)9383 8000.

**Membership Details:** Corporate  Professional  Affiliate  Non-Member

### Collection Statement

- I have read the AIM WA Privacy Policy at [www.aimwa.com](http://www.aimwa.com) and I consent to the collection, storage, use and disclosure of my personal information in accordance with this policy.
- I acknowledge that if my employer or their designated organisation representative has paid for this training program, it is a condition of my enrolment that AIM WA may disclose details of my attendance and assessment to my employer.
- I understand that AIM WA will not otherwise disclose my personal information to other individuals or organisations except in accordance with the AIM WA Privacy Policy.
- Should an organisation representative be completing this form on behalf of the participant, the organisation warrants that it has obtained consent of the participant to disclose their personal information to AIM WA and for AIM WA to disclose details of the participant's attendance and assessment.
- I have read, understood and agree to be bound by the conditions of enrolment as viewed at [www.aimwa.com](http://www.aimwa.com)
- I have read this information kit.

Signature of Applicant

Date: \_\_\_\_\_

Signature of Authorising Officer

Date: \_\_\_\_\_

Office Use Only: DMI12/ DMF12

Applicant ID

Please turn over





Name: \_\_\_\_\_

1. What is the suburb or town or locality in which you usually live?

\_\_\_\_\_

2. What is the postcode of the suburb or town in which you usually live?

\_\_\_\_\_

3. In which country were you born?

- Australia  
 Other – Please specify:

4. Do you speak a language other than English at home?

(If more than one language, indicate the one that is spoken most often)

- No, English only **Go to question 6**  
 Yes, other – Please specify:

5. How well do you speak English?

- Very well  Not well  
 Well  Not at all

6. Are you of Aboriginal or Torres Strait Islander origin?  
(For persons of both Aboriginal and Torres Strait Islander origin, mark both boxes **Yes**)

- No  
 Yes, Aboriginal  
 Yes, Torres Strait Islander

7. Do you consider yourself to have a disability, impairment or long-term condition?

- Yes **Go to question 9**  
 No

8. If yes, then please indicate the areas of disability, impairment or long-term condition.  
(You may indicate more than one area)

- Hearing/Deaf  
 Physical  
 Intellectual  
 Learning  
 Mental illness  
 Acquired brain impairment  
 Vision  
 Medical condition  
 Other

9. What is your highest completed school level?  
(Tick **one** box only)

- Year 12 or equivalent  
 Year 11 or equivalent  
 Year 10 or equivalent  
 Year 9 or equivalent  
 Year 8 or below  
 Never attended school **Go to question 11**

10. In which **year** did you complete that school level?

\_\_\_\_\_

11. Are you still attending secondary school?

- Yes  
 No

12. Have you **successfully** completed any of the following qualifications?

- Yes  
 No

If yes, then tick any applicable boxes.

- Bachelor Degree or Higher Degree  
 Advanced Diploma or Associate Degree  
 Diploma (or Associate Diploma)  
 Certificate IV (or Advanced Certificate/Technician)  
 Certificate III (or Trade Certificate)  
 Certificate II  
 Certificate I  
 Certificates other than above

13. Of the following categories, which **best** describes your current employment status?  
(Tick **one** box only)

- Full-time employee  
 Part-time employee  
 Self-employed – not employing others  
 Employer  
 Employed – unpaid worker in a family business  
 Unemployed – seeking full-time work  
 Unemployed – seeking part-time work  
 Not employed – not seeking employment

14. Your major reason for study?  
(Tick **one** box only)

- Get a job  
 To develop my existing business  
 To start my own business  
 To try for a different career  
 To get a better job or promotion  
 It was a requirement of my job  
 I wanted extra skills for my job  
 To get into another course of study  
 For personal interest or self-development  
 Other reasons

*The Australian Skills Quality Authority (ASQA) requires AIMWA to collect this information. Although not all the questions are relevant to all AIMWA clients, the standardised form enables ASQA to capture consistent and accurate information on all VET students, their courses and qualifications.*

*Thank you for completing the information.*

# ENROLMENT FOR THE FRONTLINE MANAGER PROGRAM – INTENSIVE OPTION

Name: \_\_\_\_\_ Organisation: \_\_\_\_\_

## REQUIREMENTS TO ACHIEVE THE DIPLOMA OF MANAGEMENT

By successfully completing the face-to-face and assessment requirements of The Frontline Manager Program, or apply for Recognition of Prior Learning (RPL) participants can achieve a Diploma of Management, which is a nationally recognised qualification.

RPL is a process that enables those who are interested in gaining the qualification to be granted exemption from some or all training programs.

Programs				Tick Training Dates	
<b>Program Name:</b>		<b>The Frontline Manager Program – Intensive Option</b>		<input type="checkbox"/> Intake 1	
Program No:		631Y		<input type="checkbox"/> Intake 2	
<b>Units of Competency:</b>		Tick below for RPL		<input type="checkbox"/> Intake 3	
BSBPMG510A Manage projects		<input type="checkbox"/>			
BSBR501A Manage risk		<input type="checkbox"/>			
BSBOHS407A Monitor a safe workplace		<input type="checkbox"/>			
BSBMGT502B Manage people performance		<input type="checkbox"/>			
BSBCUS501B Manage quality customer service		<input type="checkbox"/>			
BSBMGT516C Facilitate continuous improvement		<input type="checkbox"/>			
BSBWOR502B Ensure team effectiveness		<input type="checkbox"/>			
BSBINM501A Manage an information or knowledge management system		<input type="checkbox"/>			
Week	Module	Intake 1	Intake 2	Intake 3	Days
1	Projects, Plans and Priorities	May 14-16	July 18-20	September 10-12	3 days
4	Risk and Safety	June 7-8	August 9-10	October 8-9	2 days
7	Project Workshop	June 25	August 29	October 31	½ day
9	Performance and Relationships	August 9-10	September 13-14	November 12-13	2 days

**Note:** Intakes are not transferrable.

## TRAINING AND ASSESSMENT FEES FOR THE DIPLOMA OF MANAGEMENT – BSB51107

Assessment and Training Fees	Non Member	Corporate/Professional Member
<b>TOTAL (Assessment and Training)</b>	\$5370.00	\$4655.00

# ENROLMENT FOR THE FRONTLINE MANAGER PROGRAM – FLEXIBLE OPTION

Name: \_\_\_\_\_ Organisation: \_\_\_\_\_

## REQUIREMENTS TO ACHIEVE THE DIPLOMA OF MANAGEMENT

Participants must attend the eight programs listed in the table and successfully complete the assessment requirements for each program, or apply for Recognition of Prior Learning (RPL).

RPL is a process that enables those who are interested in gaining the qualification to be granted exemption from some or all training programs.

Programs		Tick Training Dates
<b>Program Name:</b> Manage Projects		<input type="checkbox"/> February 22 <input type="checkbox"/> May 16 <input type="checkbox"/> September 17 <input type="checkbox"/> December 6
Program No: 612		
<b>Units of Competency:</b>	Tick below for RPL	
BSBPMG510A Manage projects	<input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00 \$ 520.00 Corporate/Professional Member Additional fee applies for Assessment		
<b>Program Name:</b> Continuous Improvement		<input type="checkbox"/> February 1 <input type="checkbox"/> May 10 <input type="checkbox"/> August 8 <input type="checkbox"/> November 28
Program No: 625		
<b>Units of Competency:</b>	Tick below for RPL	
BSBMGT403A Implement continuous improvement, or	<input type="checkbox"/>	
BSBMGT516C Facilitate continuous improvement	<input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00 \$ 520.00 Corporate/Professional Member Additional fee applies for Assessment		

Programs		Tick Training Dates
<b>Program Name:</b>	<b>Workplace Safety</b>	<input type="checkbox"/> January 30 <input type="checkbox"/> April 2 <input type="checkbox"/> July 6 <input type="checkbox"/> October 11
Program No:	624	
<b>Units of Competency:</b>	Tick below for RPL	
BSBOHS407A	Monitor a safe workplace, <b>or</b> <input type="checkbox"/>	
BSBOHS509A	Ensure a safe workplace <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		
<b>Program Name:</b>	<b>Operational Plans</b>	<input type="checkbox"/> February 7 <input type="checkbox"/> May 18 <input type="checkbox"/> July 25 <input type="checkbox"/> October 3
Program No:	614	
<b>Units of Competency:</b>	Tick below for RPL	
BSBMGT402A	Implement operational plan, <b>or</b> <input type="checkbox"/>	
BSBMGT515A	Manage operational plan <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		
<b>Program Name:</b>	<b>Team Effectiveness</b>	<input type="checkbox"/> February 8 <input type="checkbox"/> April 13 <input type="checkbox"/> June 8 <input type="checkbox"/> August 20 <input type="checkbox"/> November 6
Program No:	618	
<b>Units of Competency:</b>	Tick below for RPL	
BSBWOR402A	Promote team effectiveness, <b>or</b> <input type="checkbox"/>	
BSBWOR502B	Ensure team effectiveness <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		

Programs		Tick Training Dates
<b>Program Name:</b>	<b>Workplace Leadership</b>	<input type="checkbox"/> January 23 <input type="checkbox"/> March 8 <input type="checkbox"/> May 1 <input type="checkbox"/> August 3 <input type="checkbox"/> September 13 <input type="checkbox"/> November 1
Program No:	605	
<b>Units of Competency:</b>	Tick below for RPL	
BSBMGT401A	Show leadership in the workplace <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		
<b>Program Name:</b>	<b>Manage People Performance</b>	<input type="checkbox"/> March 16 <input type="checkbox"/> June 6 <input type="checkbox"/> August 29 <input type="checkbox"/> October 24
Program No:	611	
<b>Units of Competency:</b>	Tick below for RPL	
BSBMGT502B	Manage people performance <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		
<b>Program Name:</b>	<b>Managing Team Budgets</b>	<input type="checkbox"/> April 5 <input type="checkbox"/> July 26 <input type="checkbox"/> September 24 <input type="checkbox"/> December 7
Program No:	613	
<b>Units of Competency:</b>	Tick below for RPL	
BSBFIM501A	Manage budgets and financial plans <input type="checkbox"/>	
<b>Fees:</b>		
\$ 630.00		
\$ 520.00 Corporate/Professional Member		
Additional fee applies for Assessment		

## TRAINING AND ASSESSMENT FEES FOR THE DIPLOMA OF MANAGEMENT – BSB51107

Assessment and RPL Fees are calculated per **Unit of Competency**. Additional travel costs and fees apply for on-site assessment outside Perth metropolitan area.

Qualification Level	Non Member	Corporate/Professional Member
Advanced Diploma or Diploma	\$235.00	\$220.00

## Calculating My Total Fees

Total Training and Assessment Fees	
Selected Training	\$
Assessment/RPL	\$
<b>TOTAL</b>	\$

## THE FRONTLINE MANAGER PROGRAM – INTENSIVE OPTION



### Program Overview:

This is one of the Institute's most successful and well regarded programs for the development of supervisors, team leaders and Frontline managers. With four modules spread over nine weeks, participants receive a comprehensive coverage of the essential skills, knowledge and strategies required to operate effectively in a frontline management role. Participants will be challenged to reflect on their own role and style and to explore ways they can significantly improve the performance of their work team.

The program is specifically designed to create a Return on Investment (ROI) for both the organisation and the individual through a highly participative learning approach and the implementation of a workplace project.

**As a Loop Premium Program the learning begins two weeks prior to the start date with access to the online learning management system and continues for 12 months through Professional Membership of the Institute.**

## THE FRONTLINE MANAGER PROGRAM – FLEXIBLE OPTION

### MANAGE PROJECTS

#### Program Overview:

This program provides an overview to managing a project for those involved in low value, low risk projects. The content includes a conceptual understanding of the four phases of project management – initiation, development, implementation and finalisation.

A practical activity provides an opportunity for participants to practice the concepts and language of project management.

An understanding of the team skills vital to project success forms an integral part of the program.

### CONTINUOUS IMPROVEMENT

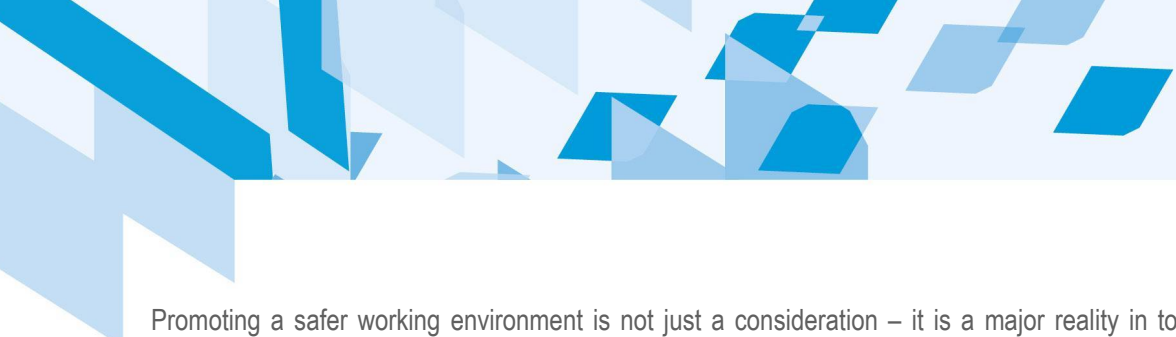
#### Program Overview:

Market forces place increased pressure on organisations to improve their products and services. To remain competitive in this environment, organisations must continually seek ways to improve all aspects of their business, including workplace relationships, processes, products and services. While the focus on achieving quality products and services is not new, it has shifted from being reactive (inspect and fix) to pro-active (plan to get it right the first time).

Through case studies and activities, this practical program will equip participants with the vital skills and knowledge to ensure the quality and continuous improvement approach becomes a natural way of thinking.

### WORKPLACE SAFETY

#### Program Overview:



Promoting a safer working environment is not just a consideration – it is a major reality in today’s workplace. In this program, participants will gain an understanding of the principles and practices that support an effective occupational health and safety system and identify safety issues that need to be addressed in their workplace.

## OPERATIONAL PLANS

### Program Overview:

Planning at the organisational level sets the direction and influences activities at the team and individual level. Effective implementation of an operational plan can contribute towards better performance and improved processes and production within an organisation. Other important by-products of the planning process are increased customer satisfaction and the capacity to manage change more effectively. Sound planning is essential if an organisation is to reach its desired goals, but the implementation of that plan is the important key to success. Implementation is also a key function of managers at all levels.

## TEAM EFFECTIVENESS

### Program Overview:

This program describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team and proactively working with the management of the organisation. This program examines strategies to ensure your team work effectively together to achieve a set of goals and objectives.

## WORKPLACE LEADERSHIP

### Program Overview:

Responsible leadership is a prerequisite for high performing teams. This program takes participants through the essential elements of being a leader in a workplace environment.

In particular, it focuses on creating an understanding of the role of the leader in a modern organisation.

In addition to contributing to the organisation’s leadership profile, participants will also explore the aspects of leadership that relate to leading teams and individuals. The key ingredient here is flexibility and the capacity to apply a range of leadership styles to suit the situation. This program not only builds the awareness of this need but also begins the skill building process that helps create flexibility in leadership. Based around in-depth case studies, participants will be encouraged to identify leadership principles and how they can be applied in their work environment.

## MANAGE PEOPLE PERFORMANCE

### Program Overview:

Managing the performance of others is an ongoing cycle of planning with people what they are doing, what they are to achieve, helping them with their day-to-day activities, reviewing their performance and collaboratively helping them to meet required outcomes as well as ensuring they develop their skills and knowledge.

The key component in effective performance management is communication. Communication between all levels of responsibilities is required for people to identify how their role fits into the organisation’s direction. Using the case study of Southwest airlines plus others, this program challenges participants to make managing performance beneficial to both employer and employee.

**Note:** This program does not cover creating performance review processes or systems.

## MANAGING TEAM BUDGETS

### **Program Overview:**

A strong financial know-how is a key requirement of any manager in today's workplace. Indeed, the frontline manager must have the skills and knowledge to deal directly with team members responsible for the financial management and budgetary processes.

This program includes planning, developing, implementing and reviewing budgets and financial plans through consultation and communication with the work team. The program will enable participants to contribute to the budget process while developing the work team's financial and budget management skills.