

MANAGEMENT WORKSHOP PROGRAM

Prerequisite

Certificate IV in Frontline Management (BSB40807)

No specific pre-requisites required

Diploma of Management (BSB51107)

The State Enterprise Training entry requirement for Diploma Level is to establish that each participant can demonstrate they have the competencies equivalent to Level IV. In brief this means the participant can:

- Demonstrate that they apply solutions to a range of unpredictable problems
- Identify and apply skill & knowledge to a wide variety of tasks
- Take responsibility for their own outputs and take limited responsibility for the output of others

Diploma Upgrade Program (BSB51107)

Certificate IV in Frontline Management (BSB40807) completed through the State Enterprise Training Management Workshop program.

Qualification Overview

This course is designed to provide you with the skills and knowledge to help manage your organisation for improved productivity and performance.

Target Audience

This course is ideally suited for, but not limited to:

- First Line and Middle Managers, Supervisors and Team Leaders in roles of responsibility in organisations
- Individuals aspiring to roles of responsibility
- Individuals identified by organisations as potential Managers, Supervisors and Team Leaders
- Senior Team Members and support staff

Qualification Outcomes

By the successful completion of this program you will be able to:

- Communicate ideas and information by sharing knowledge, presenting plans, drafting reports, memos and letters
- Apply the concepts and practice of working with others and teamwork
- Engage in planning tasks and activities
- Collect and analyse information from the internal and external environments
- Apply problem solving skills
- Deal specifically with issues relating to cross-cultural factors

Learning and Assessment Strategies

Workshop delivery only

This program, incorporating both Level IV and Diploma Qualifications is delivered off site at selected training venues.

Each unit is delivered and assessed in a full day workshop program incorporating contemporary management learning resources, group discussion and group activities. This learning strategy allows participants to network and discuss management topics with other managers and supervisors.

Assessments for the following qualification will include:

- Written learning and reflection activities
- Group activities
- Group discussion
- Observation

The diploma qualification will include an additional holistic assessment incorporating the ten units that have been studied. The holistic assessment will be chosen in consultation with your facilitator and can be any of the following:

- Assignment
- Evidence portfolio or
- Nominated manager(s) testimonies

UNIT DESCRIPTION

Certificate IV in Frontline Management (BSB40807)

Ten workshop units must be completed for this qualification.

Diploma of Management (BSB51107)

Ten workshop units must be completed for this qualification along with the Diploma holistic assessment.

MANAGING FIRST THINGS FIRST

BSBWOR404A Develop work priorities
BSBWOR501A Manage personal work & personal professional development

MANAGE EFFECTIVE WORKPLACE RELATIONS

BSBWOR401A Establish effective workplace relationships

LEADERSHIP FOR EFFECTIVE TEAMS

BSBMGT401A Show leadership in the workplace

MANAGING TEAM EFFECTIVENESS

BSBWOR402A Promote team effectiveness
BSBWOR502A Ensure team effectiveness

MANAGE OPERATIONAL PLAN

BSBMGT402A Implement operational plan
BSBMGT515A Manage operational plan

PROJECT MANAGEMENT

BSBPMG510A Manage projects

MANAGING SAFETY IN THE WORKPLACE

BSBOHS407A Monitor a safe workplace
BSBOHS509A Ensure a safe workplace

MANAGING IN THE INFORMATION AGE

BSBINM401A Implement workplace information system
BSBINM501A Manage an information or knowledge management system

STRIVING FOR CONTINUOUS IMPROVEMENT

BSBMGT403A Implement continuous improvement
BSBMGT516A Facilitate continuous improvement

STRATEGIC CUSTOMER SERVICE

BSBCUS401A Coordinate implementation of customer service strategies
BSBCUS501A Manage quality customer service