

BUSINESS SERVICES TRAINING QUALIFICATION OUTLINE
MANAGEMENT WORKSHOP PROGRAM

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QUALIFICATIONS

AN OVERVIEW OF THE AQF

A qualification is the award granted upon completion of an accredited course of study at school, university, TAFE or a private education provider such as State Enterprise Training.

An accredited course is one that has undergone a government administered process of review, either directly through relevant state and territory authorities or indirectly through universities which are appointed 'self-accrediting' entities. An increasing number of courses have national accreditation, giving them recognition throughout Australia by industry and education bodies.

THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent yet flexible framework for all qualifications in post-compulsory education and training. The framework was introduced Australia-wide on 1 January 1995.

The AQF connects the schools sector, vocational education and training sector and higher education sector in a single framework, listing the qualifications available in each sector, and providing guidelines about the links between them.

<p style="text-align: center;">AQF</p> <p style="text-align: center;">Schools Sector Senior Secondary Certificate of Education</p> <p style="text-align: center;">Vocational Education & Training sector (VET)</p> <p style="text-align: center;">Certificate I Certificate II Certificate III Certificate IV Diploma Advanced Diploma Vocational Graduate Certificate Vocational Graduate Diploma</p> <p style="text-align: center;">Higher Education Sector</p> <p style="text-align: center;">Diploma Advanced Diploma Associate Degree Bachelor Degree Graduate Certificate Graduate Diploma Master Degree Doctoral Degree</p>	<p style="text-align: center;">Business Services Training Package Management Qualifications Pathway</p> <p style="text-align: center;">Certificate II in Business Certificate III in Business Certificate IV in Frontline Management Diploma of Management Advanced Diploma of Business Management</p> <p style="text-align: center;">Leading to Higher Education:</p> <p style="text-align: center;">Bachelor Degree in Business Management Graduate Certificate & Diploma in Business Management Master of Business Management Doctoral Degree in Business Management</p>
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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

MANAGEMENT WORKSHOP PROGRAM

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

MANAGEMENT WORKSHOP PROGRAM

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

- ④ BSBWOR404A Develop work priorities
- ④ BSBWOR501A Manage personal work & personal professional development

MANAGE EFFECTIVE WORKPLACE RELATIONS

- ④ BSBWOR401A Establish effective workplace relationships

LEADERSHIP FOR EFFECTIVE TEAMS

- ④ BSBMGT401A Show leadership in the workplace

MANAGING TEAM EFFECTIVENESS

- ④ BSBWOR402A Promote team effectiveness
- ④ BSBWOR502A Ensure team effectiveness

MANAGE OPERATIONAL PLAN

- ④ BSBMGT402A Implement operational plan
- ④ BSBMGT515A Manage operational plan

PROJECT MANAGEMENT

- ④ BSBPMG510A Manage projects

MANAGING SAFETY IN THE WORKPLACE

- ④ BSBOHS407A Monitor a safe workplace
- ④ 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

TOPICS

The Business Management workshop programme offers great flexibility by allowing you to choose from a range of possible units. Following are the unit descriptions of the 10 units in the workshop program.

MANAGING FIRST THINGS FIRST

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development. On successful completion of this unit the participant should be able to plan their own and others' work schedules, and both monitor and obtain feedback on their own and others' work performance and professional development.

This unit covers the skills and knowledge required to:

- Plan personal and workgroup schedules that are consistent with organisational goals, priorities and systems which also take account of contemporary trends and issues.
 - Communicate workgroup plans effectively to stakeholders to facilitate effective attainment of workgroup objectives
 - Monitor and assess his or her own performance and the performance of team members against established performance objectives
-

MANAGING EFFECTIVE WORKPLACE RELATIONS

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

This unit covers the skills and knowledge required to:

- Collect, analyse and communicate information and ideas
 - Develop trust and confidence
 - Develop and maintain networks and relationships
 - Manage difficulties into positive outcomes
-

LEADERSHIP FOR EFFECTIVE TEAMS

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. This unit addresses work that is normally carried out within routine and non routine methods and procedures which require the exercise of discretion and judgement.

This unit covers the skills and knowledge required to:

- Model high standards of management performance and behaviour
 - Enhance organisations image
 - Make informed decisions
-

MANAGING 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.

This unit covers the skills and knowledge required to:

- Establish team performance plan
- Develop and facilitate team cohesion
- Facilitate teamwork
- Liaise with stakeholders

MANAGE OPERATIONAL PLAN

This unit specifies the outcomes required of frontline managers to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing report on performance as required.

This unit covers the skills and knowledge required to:

- Implement operation plan
- Implement resource acquisition
- Monitor operational performance

PROJECT MANAGEMENT

This unit specifies the outcomes required to manage a straightforward project or a section of a larger project. It focuses on the application of project management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the 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 learned for application to future projects.

The unit does not apply to specialist Project Managers. For specialist Project Managers, the Certificate IV or Diploma in Project Management would be more applicable.

This unit covers the skills and knowledge required to:

- Identify project requirements
- Define the project
- Develop the project plan
- Administer and monitor the project
- Finalise the project
- Review the project

MANAGING SAFETY IN THE WORKPLACE

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements.

This unit covers the skills and knowledge required to:

- Provide information to the work group about Occupational Health and Safety policies and procedures
- Implement and monitor participative arrangements for the management of Occupational Health and Safety
- Implement and monitor the organisation's procedures for providing Occupational Health and Safety training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining Occupational Health and Safety records for the team

MANAGING IN THE INFORMATION AGE

This unit specifies the outcomes required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which plays a significant part in the organisation's effectiveness.

This unit covers the skills and knowledge required to:

- Identify and source information needs
- Collect, analyse and report information
- Implement information systems
- Prepare business plan/budgets
- Prepare resource proposals

STRIVING FOR CONTINUOUS IMPROVEMENT

This unit specifies the outcomes required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

This unit covers the skills and knowledge required to:

- Implement continuous improvement systems and processes
- Monitor and review performance

Implement opportunities for further improvement

STRATEGIC CUSTOMER SERVICE

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluates customer strategies on the basis of feedback and design strategies for improvement.

This unit covers the skills and knowledge required to:

- Plan to meet internal and external customer requirements
- Ensure delivery of quality products and or services
- Monitor adjust and review customer service

DIPLOMA HOLISTIC ASSESSMENT

This assessment is designed to demonstrate the workplace application of the skills and competencies developed in the diploma program. Particular emphasis is placed on the ability to take a relevant workplace objective and develop a management strategy that delivers set outcomes.

This holistic assessment addresses:

- Goals setting
 - Planning and risk management
 - Communication and information systems
 - Consultation and training strategies
 - Monitoring and controlling mechanisms
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WORKSHOP SCHEDULE 2010

Business Management Workshop Statewide Timetable

TOPIC	NATIONAL COMPETENCIES	DURATION	NORTHWEST REGION DATE	NORTHERN REGION DATE	SOUTHERN REGION DATE
MANAGING FIRST THINGS FIRST	<ul style="list-style-type: none"> ▪ BSBWOR404A ▪ BSBWOR501A 	9am – 4pm	11 February 2010	18 February 2010	25 February 2010
MANAGE EFFECTIVE WORKPLACE RELATIONS	<ul style="list-style-type: none"> ▪ BSBWOR401A 	9am – 4pm	11 March 2010	18 March 2010	25 March 2010
LEADERSHIP FOR EFFECTIVE TEAMS	<ul style="list-style-type: none"> ▪ BSBMGT401A 	9am – 4pm	8 April 2010	15 April 2010	22 April 2010
MANAGING TEAM EFFECTIVENESS	<ul style="list-style-type: none"> ▪ BSBWOR402A ▪ BSBWOR502A 	9am – 4pm	13 May 2010	20 May 2010	27 May 2010
MANAGE OPERATIONAL PLAN	<ul style="list-style-type: none"> ▪ BSBMGT402A ▪ BSBMGT515A 	9am – 4pm	24 June 2010	1 July 2010	8 July 2010
PROJECT MANAGEMENT	<ul style="list-style-type: none"> ▪ BSBPMG510A 	9am – 4pm	15 July 2010	22 July 2010	29 July 2010
MANAGING SAFETY IN THE WORKPLACE	<ul style="list-style-type: none"> ▪ BSBOHS407A ▪ BSBOHS509A 	9am – 4pm	12 August 2010	19 August 2010	26 August 2010
MANAGING IN THE INFORMATION AGE	<ul style="list-style-type: none"> ▪ BSBINM401A ▪ BSBINM501A 	9am – 4pm	23 September 2010	30 September 2010	7 October 2010
STRIVING FOR CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> ▪ BSBMGT403A ▪ BSBMGT516A 	9am – 4pm	21 October 2010	28 October 2010	4 November 2010
STRATEGIC CUSTOMER SERVICE	<ul style="list-style-type: none"> ▪ BSBCUS401A ▪ BSBCUS501A 	9am – 4pm	18 November 2010	25 November 2010	2 December 2010

WORKSHOP LOCATION STATE-WIDE



NORTHWEST

The Barclay Room

Barclay Motor Inn
112 North Fenton Street

PH: 03 6424 4722

admin@barclaymotorinn.com.au



NORTH

Tailrace Centre Convention Centre

1 Waterfront Drive
Riverside

PH: 03 6327 4538

www.tailracecentre.net.au



SOUTH

Tasmanian Technopark

Innovation Drive,
Dowsing Point

03 6233 5588

www.development.tas.gov.au/technopark.html

Contact

For further information on this course, or other course options, please contact State Enterprise Training on **1300 739 320**

TRAINING PLAN
BSB40807

Certificate IV in Frontline Management



state enterprise training

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Website: www.setraining.com.au

Participant Name:
Participant Signature:
Employer Representative Name:
Employer Representative Signature:
RTO Assessor Name: Tony Pan
RTO Assessor Signature:

Business Name:
Commencement Date:
Completion Date:

F/T	<input checked="" type="checkbox"/>	P/T	HOURS
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Business Priority	On the job	Off the job	Other Mode of Delivery	Planned Delivery Date (s)	Actual Delivery Date (s)	Training	Assessing	RCC Credit Transfer	Competent /NYC	Signatures Assessor and Trainee
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UNITS OF COMPETENCY
A total of 10 units must be completed
4 Core Units
6 Elective Units

Core Units

- BSBMGT401A – Show leadership in the workplace
- BSBMGT402A – Implement operational plan
- BSBOHS407A – Monitor a safe workplace
- BSBWOR402A – Promote team effectiveness

Elective Units

- BSBCUS401A – Coordinate implementation of customer service strategies
- BSBINM401A – Implement workplace information system
- BSBMGT403A – Implement continuous improvement
- BSBWOR401A – Establish effective workplace relationships
- BSBWOR404A – Develop work priorities
- BSBPMG510A – Manage projects

TRAINING PLAN
BSB51107
Diploma of Management



state enterprise training

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Participant Name:	Business Name:										
Participant Signature:	Commencement Date:										
Employer Representative Name:	Completion Date:										
Employer Representative Signature:											
RTO Assessor Name: Tony Pan											
RTO Assessor Signature:											
UNITS OF COMPETENCY A total of 8 units must be completed 5 Core Units 3 Elective Units	Business Priority	On the job	Off the job	Other Mode of Delivery	Planned Delivery Date (s)	Actual Delivery Date(s)	Training	Assessing	RCC Credit Transfer	Competent /NYC	Signatures Assessor and Trainee
Core Units											
BSBCUS501A – Manage quality customer service											
BSBINM501A – Manage an information of knowledge management system											
BSBMGT515A – Manage operational plan											
BSBMGT516A – Facilitate continuous improvement											
BSBOHS509A – Ensure a safe workplace											
BSBPMG510A – Manage projects											
BSBWOR501A – Manage personal work priorities and professional development											
BSBWOR502A – Ensure team effectiveness											