



Course Information Brochure

Diploma of Management BSB51107



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 02 8212 9547
Email: training@indigoconsulting.com.au

Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in Diploma of Management BSB51107 and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

Indigo Medical & Dental Training Pty Ltd
Level 2, Suite 1A, Gordon Executive Centre
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 8212 9547

Queensland Office

Indigo Medical & Dental Training Pty Ltd
Level 15, Corporate Centre One
2 Corporate Court, Bundall QLD 4217
Tel: 07 5591 9526 Fax: 02 8212 9547

Melbourne Office

Indigo Medical & Dental Training Pty Ltd
Lvl 13, 200 Queen St, Melbourne VIC 3000
Tel: 03 8648 6511 Fax: 02 8212 9547

Our Training Assessors

Sandi Foley – NSW, QLD, VIC , TAS, WA
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Glenys Stabback – NSW, QLD, VIC
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Bernadette Beach – NSW, QLD, VIC, TAS, WA
bbeach@indigoconsulting.com.au

Course Outline

This qualification is specifically designed for individuals who are engaged to manage the work of others or to add value to or review management practices in various industries or organisational settings.

This qualification is offered to individuals who have experience in supervisory roles or management roles, but without formal supervision or management qualifications and would like to gain an understanding and/or further develop skills/knowledge in business management and operations.

Job Roles

Possible job roles may include:

- Manager
- Business Manager
- Administration Manager
- Practice Manager
- Practice Administrator

Course Core Units (Units of Competency)

8 units, 5 core units plus 3 elective units

Core Units

BSBCUS501A	Manage quality customer service
BSBFIM501A	Manage budgets and financial plans
BSBINM501A	Manage an information or knowledge management system
BSBMGT516A	Facilitate continuous improvement
BSBRSK501A	Manage risk

Elective Units

BSBHRM402A	Recruit, select and induct staff
BSBPMG510A	Manage projects
BSBSUS501A	Develop workplace policy and procedures for sustainability

Course Entry Requirements

- Sound literacy skills
- Minimum Year 10 School Certificate equivalent

Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge.

Course Duration

Diploma of Management BSB51107 comprises of study time of 478 hours and is recommended to be completed within a one year period, however, extension of this period may be considered after written application from the Student stating reason for extension of time. An extension fee must be paid prior to the extension being granted.

Students may complete the course in a shorter period of time.

Course Delivery & Course Fee

To ensure our course delivery provides flexibility, customisation and meets the expectation and needs of students, we have three delivery options to choose from:-

Flexible Learning - Option 1

\$2,500

This course will be delivered entirely by flexible (distance) learning. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email.
- Access to our Online Forum (from 2011)

Flexible Learning - Option 2

\$3,000

This course will be delivered by a combination of flexible learning & face to face meetings. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email/phone/Skype.
- A minimum of 3 face to face meetings
- Access to video workshops (where applicable)

- Access to our Online Forum (available from 2011)

Traineeship Package

\$3,500

Our traineeships are fully customised to ensure that Trainees receive personalised and customised training with relevance to the Trainee's role within the workplace. The Traineeship Training Programme is delivered by flexible delivery, however, Trainees and employers will receive not only the service outlined below, but have the additional option in being able to personalise the training programme to meet the Trainee's own needs, goals and learning style.

- A Trainer Assessor who will work closely with the Workplace Supervisor and Trainee for the duration of the course
- Unlimited support from a Trainer Assessor via email/phone/Skype
- Regular email contact from the Trainer Assessor to both the Trainee and the Workplace Supervisor to ensure that the Trainee is meeting their course commitments and to discuss Trainee's progress and implementation of skills/knowledge into the workplace setting
- A minimum of 4 workplace visits (if a workplace is not geographically placed to conduct workplace visits, video calls will be conducted)
- Online forum (available from 2011)
- Regular face to face meetings in the workplace at a time that is convenient to the Trainee and Workplace Supervisor
- Video workshops throughout the course

An Administration Fee of \$300 is payable by Students upon enrolment.

Payment plans are available for this qualification.

The Student is appointed a personal Trainer Assessor. One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, activities, online assessments and written assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

Qualification

On successful completion of the 8 Units of Competency, you will be awarded the qualification Diploma of Management BSB51107. If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

Description of Core Course Units

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

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

BSBFIM501A – Manage budgets and financial plans

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Plan financial management approaches
- Implement financial management approaches
- Monitor and control finances
- Review and evaluate financial management processes Plan for selection

BSBINM501A - Manage an information or knowledge management system

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics:

- Organise learning to use information or knowledge management system
- Manage use of information or knowledge management system
- Review use of information or knowledge management system

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics:

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement

BSBRK501A – Manage risk

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. The unit has been designed to be consistent with AS/NZS 4360:2004 Risk management. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Establish risk context
- Identify risks
- Analyse risks
- Select and implement treatments

BSBHRM402A - Recruit, select and induct staff

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

This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.

It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case.

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 resource functions.

Unit Topics

- Determine job descriptions
- Plan for selection
- Assess and select applicants
- Appoint and induct successful candidate

BSBPMG510A – Manage projects

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics;

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

BSBSUS501A - Develop workplace policy and procedures for sustainability

This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Unit Topics:

- Develop workplace sustainability policy
- Communicate workplace sustainability policy
- Implement workplace sustainability policy
- Review workplace sustainability policy implementation

PAYMENT OF COURSE FEES

To enrol in the Diploma of Management, please complete an Enrolment Form and email, fax to 02 8212 9547 or mail to:

Indigo Medical & Dental Training
PO Box 3731
Tuggerah NSW 2259

Payments can be made via credit card, direct deposit or cheque.

Payment Plan Options

We offer **payment plan options** for all our qualification courses. An initial deposit is paid upon enrolment followed by two (2) payments made thereafter during the duration of the course. A payment plan schedule will be issued upon enrolment detailing the due date each month.

A non refundable Administration Fee of \$200 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



*Helping You on Your Journey to
Become a Qualified
Manager*

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