Diploma of Business Management

Description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Job roles

Job roles and titles vary across different industry sectors. A possible job title relevant to this qualification is manager.

Employability Skills – Qualification Summary	
The following table contains a summary of the employability skills for this qualification. The employability skills facets described here are broad industry requirements	
Employability skill	Industry/enterprise requirements for this qualification include:
Communication	‣ communicating with business contacts to promote the goals and objectives of the business ‣ obtaining feedback from colleagues and clients
Teamwork	‣ leading, planning and supervising the performance of team members to develop team cohesion and to foster innovative work practices
Problem-solving	‣ accessing and assessing information for accuracy and relevance ‣ developing strategies for minimising risks
Initiative and enterprise	‣ identifying networking opportunities and developing operational strategies to ensure the viability of the business ‣ instigating new or different work practices to improve productivity or service delivery
Planning and organising	‣ allocating work to meet time and budget constraints ‣ developing plans and schedules
Self-management	‣ prioritising tasks

Learning	‣ participating in professional networks and associations to obtain and maintain personal knowledge and skills
	‣ systematically identifying learning and development needs
Technology	‣ using business technology to access, organise and monitor information

Duration: 12 Months

Qualification Entry Requirements

Academic
-Obtained at least D for any GCE A-Level subject or
-12 years of formal education or
-AAC Certificate in Business Studies or equivalent.

English Proficiency
- IELTS 5.0 or equivalent or
- AAC EFL Level 4 or
-AAC Certificate in Business English or
- Successful completion of Academies Australasia College English Language Proficiency Test

Qualification Modules

#	Code	Module Name	Competency Code*	Competency Name*	Learning Hours	Assessment Preparation hours	Self-Directed Study hours
1	DBM 001	Computer Skills for Business Management	BSBITU404	Produce Complex desktop published documents	60	60	60
			BSBITU301	Create and Use Database			
			BSBITU401	Design and Develop Complex Text Documents			
			BSBITU402	Develop and use complex spreadsheets			
2	DBM 003	Small Business Management	BSBSUS501	Develop workplace policy and procedures for sustainability	60	40	40
			BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements			
3	DBM004	Managing Customer Service	BSBCUS401	Coordinate Implementation of customer service strategies	30	30	30
4	DBM 005	Accounting Basic Reports II	BSBFIA402	Report on Financial Activity	45	30	30
5	DBM006	Marketing Fundamentals	BSBMKG413	Promote products and services	60	60	60
			BSBMKG510	Plan E-Marketing Communications			
			BSBMKG414	Undertake Marketing activities			
6	DBM007	Leadership	BSBLDR501	Develop and use emotional intelligence	60	60	60

			BSBLDR502	Lead and manage effective workplace relationships			
			BSBLDR504	Implement Diversity in the workplace			
7	DBM101	Managing Customer Service II	BSBCUS501	Manage quality customer service	30	30	30
8	DBM102	Managing Finance	BSBFIM501	Manage Budgets and Financial Plans	60	30	30
9	DBM103	Operations Management	BSBMGT517	Manage operational Plan	45	30	30
10	DBM104	Project Management	BSBPMG522	Undertake Project Work	45	30	30
11	DBM105	Managing Risk	BSBWHS501	Ensure a safe workplace	60	40	40
			BSBRSK401	Identify risk and apply risk management process			
12	DBM106	Managing People	BSBWOR502	Lead and manage team effectiveness	45	30	30
			BSBWOR501	Manage Personal work priorities and professional development			
					600	**470**	**470**
* Competency Code and Competency Name are taken from the BSB51915 Training Package release 2				Total Learning hours 1540			

Synopsis		
Module Name	Unit of Competency	Description
Computer Skills for Business Management	BSBITU402- Develop and use complex spreadsheets	This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents
	BSBITU301 -Create and Use Database	This unit describes the skills and knowledge required to create simple two-table relational databases with reports and queries, for storage and retrieval of information.
	BSBITU401 -sign and Develop Complex Text Documents	This unit describes the skills and knowledge required to design and develop business documents using complex technical features of word processing software.
	BSBITU404 -Produce Complex desktop published documents	This unit describes the skills and knowledge required to design and produce complex desktop published documents.
Small Business Management	BSBSUS501-Develop workplace policy and procedures for sustainability	This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances
	BSBWHS401-Implement and monitor WHS policies, procedures and programs to meet legislative requirements	This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.
Managing Customer	BSBCUS401-Coordinate Implementation of customer service strategies	This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

Service		
Accounting Basic Reports	BSBFIA402- Report on Financial Activity	This unit describes the skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of financial reports.
Marketing Fundamentals	BSBMKG413-Promote products and services	This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
	BSBMKG414-Undertake Marketing activities	This unit describes the skills and knowledge required to plan, implement and manage basic marketing and promotional activities. It is a foundation unit covering general and basic marketing and promotional activities that do not require detailed or complex planning or implementation.
	BSBMKG510-Plan E-Marketing Communications	This unit describes the skills and knowledge required to research, prepare and evaluate an organisational e-marketing plan that integrates electronic communications and website marketing to support marketing objectives.
Leadership I	BSBLDR501-Develop and use emotional intelligence	This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.
	BSBLDR502-Lead and manage effective workplace relationships	This unit describes the skills and knowledge required to lead and manage effective workplace relationships.
	BSBLDR504-Implement Diversity in the	This unit describes the skills and knowledge required to manage a

	workplace	diverse workforce. It covers scoping workforce diversity and developing, implementing and reviewing diversity policy and procedures in the workplace.
Managing Customer Service II	BSBCUS501-Manage quality customer service	This unit describes the 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.
Managing Finance	BSBFIM501-Manage Budgets and Financial Plans	This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It 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.
Operations Management	BSBMGT517-Manage operational Plan	This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.
Project Management	BSBPMG522-Undertake Project Work	This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.
Managing Risk	BSBRSK401-Identify risk and apply risk management process	This unit describes the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.
	BSBWHS501-Ensure a safe workplace	This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according

		to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.
Managing People	BSBWOR502-Lead and manage team effectiveness	This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.
	BSBWOR501-Manage Personal work priorities and professional development	This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

Assessment Arrangements

Competency Code	Competency Name	Demonstration	Practical	Activities	Observation	Role play	Case study/Scenario	Questions and Answers	Project/Report	Presentation,	Portfolio/Journal	Online
BSBITU404	Produce Complex desktop published documents		✓					✓	✓			
BSBITU301	Create and Use Database		✓					✓	✓			
BSBITU401	Design and Develop Complex Text Documents		✓	✓	✓			✓				
BSBITU402	Develop and use complex spreadsheets		✓	✓	✓			✓				
BSBSUS501	Develop workplace policy and procedures for sustainability	✓		✓	✓		✓	✓	✓			
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements		✓				✓	✓	✓			✓

Code	Module											
BSBCUS401	Coordinate Implementation of customer service strategies		✓				✓	✓	✓			✓
BSBFIA402	Report on Financial Activity		✓	✓			✓	✓			✓	
BSBMKG413	Promote products and services			✓			✓	✓	✓			
BSBMKG510	Plan E-Marketing Communications	✓		✓			✓	✓	✓			
BSBMKG414	Undertake Marketing activities			✓				✓				✓
BSBLDR501	Develop and use emotional intelligence	✓	✓	✓	✓	✓	✓	✓	✓	✓		
BSBLDR502	Lead and manage effective workplace relationships	✓	✓	✓	✓	✓	✓	✓	✓	✓		
BSBLDR504	Implement Diversity in the workplace	✓		✓	✓	✓	✓	✓	✓	✓		
BSBCUS501	Manage quality customer service	✓	✓	✓	✓	✓	✓	✓	✓	✓		
BSBFIM501	Manage Budgets and Financial Plans	✓		✓			✓	✓	✓			
BSBMGT517	Manage operational Plan	✓		✓			✓	✓	✓	✓		
BSBPMG522	Undertake Project Work	✓		✓			✓	✓	✓			
BSBWHS501	Ensure a safe workplace	✓		✓			✓	✓	✓			
BSBRSK401	Identify risk and apply risk management process		✓	✓			✓	✓				
BSBWOR502	Lead and manage team effectiveness	✓	✓	✓	✓	✓	✓	✓	✓	✓		
BSBWOR501	Manage Personal work priorities and professional development	✓		✓	✓		✓	✓	✓			

The assessment objectives tested in these modules are broadly categorised in the following hierarchical order:

1. **Knowledge:** Exhibit memory of previously learned materials by recalling facts, terms, basic concepts and answers

2. **Comprehension:** Demonstrate understanding of facts and ideas by organizing, comparing, translating, interpreting, giving descriptions, and stating the main ideas

3. **Application:** Using new knowledge. Solve problems in new situations by applying acquired knowledge, facts, techniques and rules in a different way

4. **Analysis:** Examine and break information into parts by identifying motives or causes. Make inferences and find evidence to support generalizations

5. **Evaluation:** Present and defend opinions by making judgments about information, validity of ideas or quality of work based on a set of criteria

Specification Grid

The relationship between the assessment objectives and components of the scheme of assessment is as follows

Knowledge	Comprehension	Application	Analysis	Evaluation
20%	20%	20%	30%	10%

The assessment objectives are weighted to give an indication of their relative importance.
They are not intended to provide a precise statement of the number of marks in particular skills.

Code	Name of the module	Assessment 1	Assessment 2	Assessment 3
DBM 001	Computer Skills for Business Management	40% Assignment	30% Assignment	30% Assignment
DBM 003	Small Business Management	50% Assignment	50% Assignment	
DBM 004	Managing Customer Service	50% Assignment	50% Assignment	
DBM 005	Accounting Basic Reports	50% Assignment	50% Class Test	

DBM 006	Marketing Fundamentals	35% Assignment	30% Assignment	35% Assignment
DBM 007	Leadership I	35% Assignment	35% Assignment	30% Assignment
DBM 101	Managing Customer Service II	50% Assignment	50% Assignment	
DBM 102	Managing Finance	50% Assignment	50% Class Test	
DBM 103	Operations Management	50% Assignment	50% Assignment	
DBM 104	Project Management	50% Assignment	50% Assignment	
DBM 105	Managing Risk	50% Assignment	50% Assignment	
DBM 106	Managing People	50% Assignment	50% Assignment	

Graduation Requirement:

In order to be awarded the Diploma of Business Management, a student must obtain at least a **Pass Grade** in all the modules within the eligibility period of 2 years from the date of commencement.