The Diploma of Management addresses the core leadership competencies required of managers in today's commercial environment. It is particularly appropriate for those with operational or technical backgrounds who are now tasked with the managing of others. It is also an excellent induction module for newly promoted staff and a valuable resource for the more experienced manager. Blending theory with practice, this qualification focuses on workplace learning to ensure situational relevance.

Who Should Attend
This qualification is designed for individuals with senior managerial responsibilities. They regularly oversee the work of others, or perform specialised roles that require applied strategic leadership. Relevant roles vary by industry sector and include Coordinator, Leading Hand, Supervisor, and Team Leader (among many others).

Course Structure
The Diploma of Management is delivered by expert trainers in one of three delivery methods: online, classroom, or blended.

Online Learning Format
The online training program provides access to a fully customised e-learning environment, MyUpskilled. MyUpskilled includes powerpoint resources, reading materials, discussion boards, forums, access to assessments, resources, videos (including access to the Lynda.com video training library) and blogs. The course is conducted over a 8 month period with one unit of competency expected to be completed each month.

Classroom Format
Our classroom delivery requires attendance at 8 x full day (9am-4pm) face-to-face workshops scheduled across a 8 month period with one unit of competency completed each month. This format allows participants sufficient time between and after workshops to undertake self-directed learning, assignments, and out-of-class assessment. Workshops engage participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to building the skills and experience necessary for leading and managing staff. The location of classroom training is typically delivered institutionally.

Blended Classroom/Online Format
The blended training format is scheduled over a 8 month period with one unit of competency completed each month. There are typically 5 x full day (9am – 4pm) face to face workshops scheduled during the 8 month period.

Prerequisites
There are no formal prerequisites for this qualification.

Preferred pathways for candidates considering the Diploma of Management include:
- Certificate IV in Frontline Management (BSB40812) or other relevant qualification
- Demonstrated competency in a majority of units required for the Cert IV in Frontline Management (or other)
- Vocational experience, but without a formal management qualification.
Recognition of Prior Learning (RPL)

RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Inclusions
- Access to fully customised online learning platform, MyUpskilled
- Access to the Student Support Services (Help desk) where students can receive support and assistance in the use of the LMS as well as any administration enquiries
- Regular contact with their trainer via email, telephone and/or LMS communication tools
- Trainer/Student Messaging System
- Webinars - both live and recorded sessions
- Unlimited access to world leading video training provider Lynda.com
- Access to Upskilled's Student Rewards Program

Course Outline

The following Units of Competency as identified in the National Business Services Training Package must be successfully completed to attain the Diploma of Management

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
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</thead>
<tbody>
<tr>
<td>BSBWORS501B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBMGT515A</td>
<td>Manage operational plan</td>
</tr>
<tr>
<td>BSBWORS502B</td>
<td>Ensure team effectiveness</td>
</tr>
<tr>
<td>BSRMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td>BSLED0501A</td>
<td>Develop a workplace learning environment</td>
</tr>
<tr>
<td>BSBADM502B</td>
<td>Manage meetings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWHS401A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
<tr>
<td>BSBCUS501C</td>
<td>Manage quality customer service</td>
</tr>
</tbody>
</table>

How to Apply

Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
- Select from more than 80 nationally accredited certificate and diploma courses
- Complete an application form at [www.upskilled.edu.au](http://www.upskilled.edu.au)
- Submit the form and an Upskilled Education Manager will contact you