Course Information Handbook 2016

BSB50215 Diploma of Business
Description of Qualification

This qualification applies to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience, however this qualification will assist them to develop their skills across a wide range of business functions.

Conversely, this qualification appeals to those with little or no vocational experience, that would like to develop their business skills and knowledge in order to create further educational and employment opportunities.

Entry Requirements

There are no entry or pre-requisite requirements for this qualification.

Duration of training

Course duration of this Diploma of Business is up to 1 year.

Competencies required to obtain Qualifications

To receive this Diploma of Business, learners must complete eight (8) units of competency as outlined in the training package (below). This qualification has no core units.

Pathways from this qualification

This program is at Level 5 on the Australian Qualification Framework (AQF) and, hence, is a nationally recognised vocational qualification.

After achieving the BSB50215 Diploma of Business, students may undertake the BSB60215 Advanced Diploma of Business, or a range of other Advanced Diploma qualifications or seek credit towards a tertiary undergraduate program.

Credit Transfer (CT) / Recognition of Prior Learning (RPL)

If you have completed past studies in areas related to the Diploma of Business, you may be eligible for a credit transfer. You will need to complete an application form and provide a JP certified copy of your past qualification(s).

Recognition of Prior Learning (RPL) is a form of assessment that involves evaluating the skills and knowledge acquired by a person (including formal, informal and non-formal learning) to determine credit outcomes. It exists for people who are confident they already have developed knowledge for some, or all of their units of competency, either through previous experience or study. To assess eligibility for RPL, applicants will need to apply for RPL. For further information about credit transfers or RPL contact headoffice@ccc.edu.au or phone 1300 907 050.

Client needs assessment

Client needs are established during an individual Pre-Training Assessment. This includes Reading & Writing tasks, a Numeracy assessment and an interview which assesses Learning & Oral Communication Skills and any cultural or ethnic considerations. Customisation of resources and assessment, or assistance is available, for participants with special needs.
Delivery Mode

This course is delivered via a structured workshop/classroom program and/or online. All students access the online Learning Management Systems (LMS), which provides resources, readings, slides, case studies and assessment tasks. The trainer/assessor presents information, facilitates interactive discussions, group work and/or reflective practice. Course assessments relate to ‘real work’ expectations and outcomes.

Course Structure

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Outline of Units

BSBADM502 - Manage meetings

Unit Descriptor:

This unit looks at managing a range of meetings including; meeting preparation, chairing meetings, organizing the minutes and reporting meeting outcomes.

Elements:
1. Prepare for meetings
2. Conduct meetings
3. Follow-up meetings.

Pre requisites: Nil

BSBWRT401 - Write complex documents

Unit Descriptor:
This unit describes the skills required to plan documents, draft text, prepare final text and produce documents of some complexity. It is designed to assist individuals in creating reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

**Elements:**
1. Plan documents
2. Draft text
3. Prepare final text
4. Produce documents.

**Pre requisites:** Nil

**BSBHRM506 - Manage recruitment selection and induction processes**

**Unit Descriptor:**

This unit describes the skills and knowledge required to manage all aspects of the recruitment selection and induction processes in accordance with organizational policies and procedures. It applies to individuals that are responsible for selecting new staff and orientating those staff in their new positions.

**Elements:**
1. Develop recruitment, selection and induction policies and procedures
2. Recruit and select staff
3. Manage staff induction.

**Pre requisites:** Nil

**BSBMKG501 - Identify and evaluate marketing opportunities**

**Unit Descriptor:**

This unit describes how to identify, evaluate and take advantage of marketing opportunities by analyzing market data, distinguishing the characteristics of possible markets and assessing the viability of changes to operations.

**Elements:**
1. Identify marketing opportunities
2. Investigate marketing opportunities
3. Evaluate required changes to current operations.

**Pre requisites:** Nil

**BSBRSK501 - Manage risk**

**Unit Descriptor:**

This unit describes the management of risks in a range of contexts. It applies to individuals responsible for implementing change across an organisation, business unit, program or project area.

**Elements:**
1. Establish risk context  
2. Identify risks  
3. Analyse risks  
4. Select and implement treatments

**Pre requisites:** Nil

**BSBWOR501 - Manage personal work priorities and professional development**

**Unit Descriptor:**

This unit describes the capabilities required to create systems and processes to organise information and prioritise tasks.

**Elements:**
1. Establish personal work goals  
2. Set and meet own work priorities  
3. Develop and maintain professional competence

**Pre requisites:** Nil

**BSBCUS501 - Manage quality customer service**

**Unit Descriptor:**

This unit describes the skills required to manage organisational systems that ensure products and services are delivered and maintained according to company standards. This applies to individuals who supervise the provision of customer service by others.

**Elements:**
1. Plan to meet internal and external customer requirements  
2. Ensure delivery of quality products and services  
3. Monitor, adjust and review customer service.

**Pre requisites:** Nil

**BSBSUS501 - Develop workplace policies and procedures for sustainability**

**Unit Descriptor:**

This unit addresses the development and implementation of sustainability policy and procedures in the workplace. It applies to managerial staff that create, monitor and improve strategies and policies, while engaging with a range of stakeholders and specialists.

**Elements:**
1. Establish personal work goals  
2. Set and meet own work priorities  
3. Develop and maintain professional competence

**Pre requisites:** Nil
Captain Cook College trusts that you will enjoy your learning experience with us and we wish you all the very best in successfully completing your qualification.

For further information call 1300 907 050 or email applications@ccc.edu.au.