

FACT SHEET

BSB51004 Diploma of Business (Frontline Management)

Course Structure:

To be awarded this qualification the learner must attain a successful assessment in a total of 11 units, consisting of 8 specialist units and 3 extra units from the lists below.

Module 1 - Competency is required in 8 of the following specialist units, of which one **must** be BSBMGT505A Ensure a safe workplace:

- BSBFLM501B Manage personal work priorities and professional development
- BSBFLM503B Manage effective workplace relationships
- BSBFLM505B Manage operational plan
- BSBFLM506B Manage workplace information systems
- BSBFLM507B Manage quality customer service
- BSBFLM509B Facilitate continuous improvement
- BSBFLM510B Facilitate and capitalise on change and innovation
- BSBFLM511B Develop a workplace learning environment
- BSBFLM512A Ensure team effectiveness
- BSBMGT505A Ensure a safe workplace

Module 2 - Select 3 units from the following list, (which may include one or both of the units not yet chosen from the specialist group of units above):

- BSBFLM513A Manage budgets and financial plans within the work team
- BSBFLM514A Manage people
- BSBMGT507A Manage environmental performance
- BSBCM419A Manage Projects
- BSBCM416A Identify risk and apply risk management processes
- BSBEBUS403A Communicate electronically
- BSBEBUS409A Lead and facilitate e-staff

The structure of your program will be dependent on your level of experience within the work environment and any recognition of prior learning you may be able to access.

Module 1 and 2 competency units will be addressed using a combination of face to face delivery and the use of scenarios and role plays. Assessments will be conducted during this period to go towards your final rating of competency against the units.

Written work will need to be submitted for a number of assessment exercises during this period.

Course content and final structure will be provided once any RPL action is completed.