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.

Job roles

Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include: Area Manager, Regional Manager, Department 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 C6 for any GCE O Level subject OR
- Higher National ITE Certificate (Higher Nitec) OR
- 10 years of formal education OR equivalent OR
- Matured students with 30 years and above with at least 8 years of work experience will be considered for admission.

English Proficiency
- IELTS 5.5 OR
- AAC EFL Level 5 or equivalent.

Students without formal English qualification will be given a placement test to determine the level of proficiency.

Applicants must be of age 16 and above.

Qualification Modules

Full Time

#	Code	Module Name	Competency Code	Competency Unit	Learning Hours	Guided Learning	Assessment Preparation Hours	Self-Directed Study Hours
1	DLM 108	Operations Management	BSBMGT517	Manage operational plan	30	15	40	40
2	DLM 103	Emotional Intelligence	BSBLDR511	Develop and use emotional intelligence	30	15	40	40
3	DLM 105	Leadership and Workplace Relationship	BSBLDR502	Lead and manage effective workplace relationships	30	15	40	40
4	DLM 104	Leadership and Team Effectiveness	BSBWOR502	Lead and manage team effectiveness	30	15	40	40
5	DLM 109	Project Management	BSBPMG522	Undertake project work	30	15	40	40
6	DLM 107	Managing Finance	BSBFIM501	Manage budgets and financial plans	30	15	40	40
7	DLM 102	Customer Service	BSBCUS501	Manage quality customer service	30	15	40	40
8	DLM 112	Personal Development	BSBWOR501	Manage personal work priorities and professional development	30	15	40	40
9	DBM113	International Market and Business Need	BSBMKG512	Forecast international market and business needs	30	15	40	40
10	DBM114	International Business Network	BSBREL502	Build international business network	30	15	40	40
11	DLM101	E-Marketing Communications	BSBMKG510	Plan e-marketing communications	30	15	40	40
12	DBM115	Supply Chain Management	BSBPRC504	Manage a supply chain	30	15	40	40
					360	180	480	480
				Total Learning Hours = 1500				

Part Time

#	Code	Module Name	Competency Code	Competency Unit	Learning Hours	Guided Learning	Assessment Preparation Hours	Self-Directed Study Hours
1	DLM 108	Operations Management	BSBMGT517	Manage operational plan	20	25	40	40
2	DLM 103	Emotional Intelligence	BSBLDR511	Develop and use emotional intelligence	20	25	40	40
3	DLM 105	Leadership and Workplace Relationship	BSBLDR502	Lead and manage effective workplace relationships	20	25	40	40
4	DLM 104	Leadership and Team Effectiveness	BSBWOR502	Lead and manage team effectiveness	20	25	40	40
5	DLM109	Project Management	BSBPMG522	Undertake project work	20	25	40	40
6	DLM107	Managing Finance	BSBFIM501	Manage budgets and financial plans	20	25	40	40
7	DLM102	Customer Service	BSBCUS501	Manage quality customer service	20	25	40	40
8	DLM 112	Personal Development	BSBWOR501	Manage personal work priorities and professional development	20	25	40	40
9	DBM113	International Market and Business Need	BSBMKG512	Forecast international market and business needs	20	25	40	40
10	DBM114	International Business Network	BSBREL502	Build international business network	20	25	40	40
11	DLM101	E-Marketing Communications	BSBMKG510	Plan e-marketing communications	20	25	40	40
12	DBM115	Supply Chain Management	BSBPRC504	Manage a supply chain	20	25	40	40
					240	300	480	480
				Total Learning Hours = 1500				

		Synopsis	
Module Name	**Competency Code***	**Competency Name***	**Description**
E-Marketing Communications	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.
Customer Service	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.
Emotional Intelligence	BSBLDR511	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.
Leadership and Workplace Relationship	BSBLDR502	Lead and manage effective workplace relationships	This unit describes the skills and knowledge required to lead and manage effective workplace relationships.
International Market and Business Need	BSBMKG512	Forecast international market and business needs	This unit describes the skills and knowledge required to gather intelligence about an international target market to inform business development.
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.
International Business Network	BSBREL502	Build international business network	This unit describes the skills and knowledge required to build international business networks that benefit the business and its clients in a culturally appropriate way.
Supply Chain Management	BSBPRC504	Manage a supply chain	This unit describes the skills and knowledge required to manage a supply chain, including the commercial and technical capabilities to ensure outcomes achieve organisational objectives.
Leadership and Team Effectiveness	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.
Personal Development	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	-
BSBMKG510	Plan E-Marketing Communications		✓	✓			✓	✓	✓			
BSBCUS501	Manage quality customer service		✓				✓	✓	✓			
BSBLDR511	Develop and use emotional intelligence		✓	✓		✓	✓	✓			✓	
BSBLDR502	Lead and manage effective workplace relationships		✓	✓			✓	✓				
BSBMKG512	Forecast international market and business needs		✓	✓			✓	✓	✓			
BSBFIM501	Manage Budgets and Financial Plans		✓				✓	✓	✓		✓	
BSBMGT517	Manage operational Plan		✓				✓	✓	✓		✓	
BSBPMG522	Undertake Project Work		✓	✓			✓	✓	✓		✓	
BSBREL502	Build international business network		✓	✓			✓	✓	✓			
BSBPRC504	Manage a supply chain		✓	✓			✓	✓	✓		✓	
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
DLM101	E-Marketing Communications	50%	50%
DLM 102	Customer Service	50%	50%
DLM 103	Emotional Intelligence	50%	50%
DLM 104	Leadership and Team Effectiveness	50%	50%
DLM 105	Leadership and Workplace Relationship	50%	50%
DLM 107	Managing Finance	50%	50%
DLM 108	Operations Management	50%	50%
DLM 109	Project Management	50%	50%
DLM 112	Personal Development	50%	50%
DBM 113	International Market and Business Need	50%	50%
DBM 114	International Business Network	50%	50%
DBM 115	Supply Chain Management	50%	50%

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 original completion date.