2013 Diploma of Management (BSB51107)
Course Information – Enrolment - Registration

1. Overview

The Diploma of Management is a unique opportunity for participants to undertake a formal, nationally recognised, tertiary qualification in management that can also be used as credits towards future qualifications.

The content is targeted at team leaders, program managers &/or first-line supervisors, encompassing a broad range of the people, planning and technical skills (competencies) they will need to function in that role. It is ideally suited to those working in the psychiatric disability, mental health, child and family welfare and/or community support sectors.

The qualification is attained through attending a series of eight modules spread out over 12 months and undertaking a practical work based project. Assessment of competence occurs through a work-based project, assignments, workshop activities and observation.

The project report not only demonstrates a participant's competence in the various areas of the Diploma, but adds value to their workplace and demonstrates the practical application of skills learned and developed in the training room. Projects could include developing an induction program for new staff members or visitors to the organisation, designing a training needs analysis and plan for staff within a program or across the whole organisation and developing and implementing a community integration strategy.

The unique nature of this program ensures the learning transfers to the workplace, both via the work based project and the involvement of the participant's manager and other colleagues and staff. This includes a final project presentation to management. Participants attending Diploma of Management will complete a pre course Self Assessment report that will help plan the structure and scheduling of the 8 modules to be delivered from this course.

2. Program Modules & Components

Introduction to the Diploma of Management

- What is Competency Based Training?
- Questions about assessment
- Managing professional development
  - The Self Assessment form
  - Closing the gaps

Module 1: Manage Personal Work Priorities and Professional Development (BSBWOR501A)

- Setting SMART goals for the project
- Using planning tools
  - The action plan
  - The prioritised to-do list
- Procrastination
- Delegating for effectiveness
- Controlling interruptions
- Fitting the assessment task in to your current workload
  - The urgent versus the important

Module 2: Manage Projects (BSBPMG510A)

- Preparing project plans
- Analysing stakeholders
- Conducting a risk assessment and developing contingency plans
- Analysing resource needs
  - Basic cost benefit analysis
- Planning tools
  - Work breakdown structure
  - Gantt Chart
- Selecting project team members
  - Merit and equity considerations
- Setting milestones
- Monitoring performance
  - Time, cost, quality
- Change and variation documents

Module 3: Manage Organisational Change (BSBINN601A)

Identify change requirements/ opportunities

- Identify strategic change needs through an analysis of strategic plans
- Review existing policies and practices against strategic objectives to identify change requirements
- Monitor trends in the external environment to identify events or trends which impact on the achievement of organisation's objectives
- Identify major operational change requirements due to performance gaps, business opportunities or threats, or management decisions
- Review and prioritise change requirements/opportunities with relevant managers
- Consult specialists and experts to assist in the identification of major change requirements/opportunities

Develop change management strategy

- Undertake cost benefit analysis for high priority change requirements/opportunities
- Undertake risk analysis, identify barriers to change, and agree and document mitigation strategies
- Develop change management project plan
- Obtain approvals from relevant authorities to confirm the change management process
- Assign resources to the project and agree reporting protocols with relevant managers

Implement change management strategy

- Develop communication/education plans in consultation with relevant groups and individuals
- Develop communication/education plan to promote the benefits of the change to the organisation and to minimise loss
- Arrange activities to deliver the communication/education plans to all relevant groups and individuals
- Consult with relevant groups and individuals for input to the change process
- Identify and respond to barriers to the change in accordance with risk management plans
- Action interventions and activities set out in project plan in accordance with project timetable
- Activate strategies for embedding the change
- Conduct regular evaluation and review, and modify project plan where appropriate to achieve change program objectives

Module 4: Manage People Performance (BSBMGT502B)

- Communication
  - Active listening
  - Non-verbal communication

Manage difficult behaviour to achieve positive outcomes

- Types of conflict
- The Thomas-Kilmann model

Giving performance feedback

- Timing
- Consequences of poor feedback
- Feedback skills
- The role of supervision
- The role of a leader
- Leadership styles in the workplace
  - Improving in the four styles

Problem solving and decision making

- The methodology
- Types of decision making
- The seven thinking hats
- Sign off on your project goals

Module 5: Ensure Team Effectiveness (BSBWOR502A)

- Tuckman's model of group dynamics
- Encouraging team participation
  - Brainstorming techniques
- Team communication exercise
- Motivating team members

Managing difference within a team

- Looking at the Belbin Team Roles ®

Module 6: Manage Budgets and Financial Plans (BSBFIM501A)

Manage budgets and financial plans

- Plan financial management approaches
- Implement financial management approaches
- Monitor and control finances
- Review and evaluate financial management processes

Module 7: Ensure a Safe Workplace (BSBOH509A)

Ensure a safe workplace

- What is Occupational Health and Safety?
- Establishing an Occupational Health and Safety system
- Identifying current problems
- Develop an action plan to decrease or eliminate the risk

Developing procedures for identifying hazards, and assessing and controlling risks

Module 8: Facilitate Continuous Improvement (BSBMGT516A)

Facilitate continuous improvement

- How can continuous improvement be implemented in the workplace?
- Monitoring, adjusting and reporting on performance
  - Action planning for improvement
- Enabling staff to monitor and report on improvement possibilities
- Systems to consolidate opportunities for further improvement within the team

Program review

- Work on projects

The 8 modules are conducted over the course of a year, with four/five weeks between sessions to allow participants to utilise their skills in the workplace and work on their assessment project.

3. Assessment

Assessment involves observation of participants in the class, involvement of participants in class activities, and the successful completion of a work based project resulting in a report to be assessed, and a presentation at the final session of the program.

Accreditation of the participants is performed through The Centre for Excellence in Child and Family Welfare, a Registered Training Organisation.

4. Course Fees

The packaged course fee for VICSERV and The Centre for Excellence in Child and Family Welfare Member Organisations is $2,650.00 including GST and covers course manuals, registration, assessment, participant support, lunch and morning/afternoon tea (three course payment plan options are available).

The packaged course fee for NON VICSERV Member Organisations is $3,800.00 including GST and covers course manuals, registration, assessment, participant support, lunch and morning/afternoon tea (three course payment plan options are available).

5. Module Dates

Day one: Friday 5 July 2013
- Introduction to The Diploma of Management
- Managing Personal Work Priorities and Professional Development (BSBWOR501A)

Day two: Friday 2 August 2013
- Manage Projects (BSBPMG510A)

Day three: Friday 9 August 2013
- Manage Projects (continued)

Day four: Friday 6 September 2013
- Manage Organisational Change (BSBINN601A)

Day five: Friday 11 October 2013
- Manage People Performance (BSBMGT502B)

Day six: Friday 8 November 2013
- Manage People Performance (continued)

Day seven: Friday 6 December 2013
- Ensure Team Effectiveness (BSBWOR502A)

Day eight: Friday 14 February 2014
- Manage Budgets and Financial Plans (BSBFIM501A

Day nine: Friday 21 March 2014
- Ensure a Safe Workplace (BSBOH509A)

Day ten: Friday 9 May 2014
- Facilitate Continuous Improvement (BSBMGT516A)

Day eleven: Friday 11 July 2014
- Project Presentations and Graduation

6. Presenter Details

The Diploma of Management will be delivered and assessed by Adam Le Good, (Fundamental Training & Development) in conjunction with The Centre for Excellence in Child and Family Welfare and VICSERV.

Adam Le Good has developed and conducted a wide variety of management and personal development programs for both public and private sector organisations since 1988. He uses practical applications of management principles and theory to ensure that trainees enjoy their learning experience and are able to translate their newly acquired skills to the workplace. His knowledge of adult learning principles, group dynamics, learning styles and human behaviour ensures that the training will appeal to a broad range of participants.

As well as a degree in Psychology, Adam is accredited by the National Centre for Competency Based Training to write competency based curriculum, is an accredited administrator of the Myers-Briggs Type Indicator, the Team Management Index, the Types of Work Index and the Belbin Team Roles.

7. Support & Location

VICSERV can also provide course support in the assessment process through its staff member, John Katsourakis. John holds the Certificate IV Training and Assessment and Diploma of Business (Frontline Management) qualification and has a background in leadership and management training and development.

The program will be delivered at both VICSERV and The Centre for Excellence in Child and Family Welfare training rooms:

The VICSERV training rooms are located at Level 2, 22 Horne Street, Elsternwick.

- There is free parking in the service lane on Nepean Highway that runs parallel to Horne Street. (Melways reference 67 F3).
- Elsternwick train station on the Sandringham line is only 2 minutes away from VICSERV and 12 minutes from Flinders Street station. The 67 tram route at stop 44 is close by and the 245 bus runs from La Trobe University via Clifton Hill station, Hoddle Street and Punt Road and stops opposite the VICSERV offices.

The Centre for Excellence in Child and family Welfare training rooms are located at Level 5, 50 Market St, Melbourne (cnr Flinders Lane and Market St)

- Following is a link to a map of the Melbourne CBD: http://www.ripefruit.com/melbourne/sights/images/map_melbourne.jpg
- The closest 'Earlybird' all day parking is available at map reference G12, F12, and H13 on the above map.
- Public transport: Flinders St and Southern Cross train stations are a 10-15min walk to the Centre.

8. Course Enrolment and Registration

To enrol onto the Diploma of Management course, please complete the:

Diploma of Management 2013 Enrolment form (Page 6 – 12)

and

Diploma of Management 2013 Registration and Course Confirmation form (Page 13)

Enrolment Information
Diploma of Management (BSB51107)

Course commencing: Friday 5th July 2013

Please return this form by post or fax to:

John Katsourakis, Psychiatric Disability Services of Victoria – VICSERV, Level 2, 22 Horne Street, Elsternwick, VIC 3185, Fax: 03 9519 7022 as soon as possible to book your place on the next intake. The information provided on this form and any attachments will be used to assist us with the delivery the Diploma of Management course. Section 7 on pages 11 & 12 need to be completed by your CEO, Manager & and/or Supervisor.

All information provided is treated with strict confidentiality.

Section 1 – Personal & Employer Details

Surname:	
Given Name/s:	
Preferred Title (Mr, Ms, Mrs, Dr for example):	
Home Address:	
Suburb and Postcode:	
Telephone Number (Home):	
Mobile:	
Organisation (Employer):	
Address:	
Suburb and Postcode:	
Telephone Number (Employer):	
Fax (Employer):	
Email:	
Any Special Dietary Needs?	
Main language spoken at home (if different from English).	

Section 2 - Training & Further Education

In this section, we would like you to provide information that will assist us identify the skills, knowledge and relevant competencies, relating to your training & educational background.

These skills, knowledge and competencies could include:

- School, University, TAFE courses completed or part completed.
- Professional and industry short courses undertaken

If this is already included in a resume, please attach this to the enrolment form.

Education or Training Institution/ Organisation:	**Suburb/ State:**	**Course title and/or Level of Study:**	**Dates:**	**Passed/ Completed**
			From: To:	
			From: To:	
			From: To:	
			From: To:	
			From: To:	
			From: To:	

Section 3 - Work & Other Experience

In this section, please complete details about your work history and experience, including both full time and part time employment.

Please also include details of any voluntary, community and/or unpaid work.

If this is already included in a resume, please attach this to the enrolment form.

Employer Name, Suburb & State	**Job title:**	**Full, part time or Voluntary:**	**Dates:**
			From: To:
			From: To:
			From: To:
			From: To:
			From: To:
			From: To:
			From: To:

Section 4 - Current & Recent Job Roles

If this information is already included in your job description, please attach a copy to this enrolment form.

Please provide brief details of the main duties and responsibilities in your current role.

Please provide additional work experience gained from working with another employer or in a different role with your current employer.

Section 5 - Other Interests and/or Skills

If this information is already included in a resume, please attach this to the enrolment form.

Please describe or list your major interests outside of work (community, voluntary, sporting for example).

Section 6 - Your Course Aims & Objectives

This section asks how the Diploma of Management course will enhance your skills and competency levels and how the course could improve your employer's organisation effectiveness in your role as a Manager, Team Leader and/or Supervisor.

What specific objectives do you have in mind for this course?

What specific gaps (in skills, knowledge or behaviours) might be filled by your engagement with this program?

What personal strength(s) do you envisage will come to the fore in undertaking this program?

How do you think this program will improve your organisational effectiveness?

Signature:	**Date:**
Please print your name here:	

Section 7 - CEO, Supervisor & /or Manager Agreement

It is important that you have the support and agreement from your CEO, Supervisor & /or Manager while you are taking the time to attend and complete this course. In this section we request that your CEO, Supervisor & /or Manager answer the following questions. They may have recommended that you to attend the Diploma of Management course or you may have asked for approval to enrol for this course yourself.

Name & Title of CEO, Supervisor &/or Manager

Name:
Title:

What specific objectives do you have in for this employee attending the course?

Please comment on how this employee will apply the skills and competences learnt during the course in their current and future role/tasks?

Have you discussed a specific work based project that you would like this employee to undertake while they are studying this course? Please provide brief details if this has been discussed.

What do you consider the persons strengths and weaknesses?

Are you able to provide study opportunities and support for this person on the course?

Has this nomination arisen as a result of the staff member's most recent performance review/appraisal or clinic/direct supervision discussion? (please circle)

Yes ***No***

If "yes", can you please provide brief details

Signature:	**Date:**
Title:	

Many thanks for taking the time to complete this part of the Enrolment Form.
If you or your CEO/Manager has any further questions regarding the Diploma of Management course please contact John Katsourakis at VICSERV on (03) 9519 7000 or at email address j.katsourakis@vicserv.org.au

2013 Diploma of Management (BSB51107) Registration

Course commencing: Friday 5th July 2013

Name:		
Organisation:		
Address (to send invoice and/or receipt of payment):		
Suburb:	**Postcode:**	
Tel or Mobile:	**Email:**	
Payment Options VICSERV & The Centre Members	**Payment method (Please tick)**	
1.	Full Fee **$2,650.00** (including GST) paid before **28/06/13**	
2.	Half fee **$1,325.00** (including GST) paid before **21/06/13** Half fee (final) **$1,325.00 (including GST)** paid before **29/11/13**	
3.	Third fee **$833.33** (including GST) paid before **21/06/13** Third fee **$833.33** (including GST) paid before **25/10/13** Third fee (final) **$833.33** (including GST) before **21/02/14**	
Payment Options NON Members	**Payment method (Please tick)**	
1.	Full Fee **$3,800.00** (including GST) paid before **28/06/13**	
2.	Half fee $**1,900.00** (including GST) paid before **21/06/13** Half (final) **$1,900.00** (including GST) paid before **29/11/13**	
3.	Third fee **$1,266.66** (including GST) paid before **21/06/13** Third fee **$1,266.66** (including GST) paid before **25/10/13** Third fee (final) **$1.266.66** (including GST) before **21/02/14**	

Please note that an invoice will be sent to you/or your employer **5 days** prior to the instalment date dependent on your preferred course payment option.

To confirm your place on this course, please fax this registration form with your preferred payment details to (03) 9519 7022 **OR** mail to Psychiatric Disability Services of Victoria - VICSERV, Level 2, 22 Horne Street, Elsternwick VIC 3185 before **Friday 28 June 2013.**

I agree by the terms of payment option selected above.	Signed: Date:

Please note that full* course *fees will be refunded in the event of insufficient registrations.