



Australian Government

BSB60407 Advanced Diploma of Management

Release 3

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Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Qualification updated to include Contact Centre Operations units of competency as electives.</p> <p>Outdated advice removed.</p> <p>Unit codes updated.</p>
Release 1	Initial release of this Qualification.

Description

This qualification reflects the role of individuals who have senior or managerial responsibilities. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.

Job roles

- Area Manager
- Department Manager
- Regional Manager.

Pathways Information

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including:

- BSB51107 Diploma of Management or other relevant qualification/s
- OR
- with substantial vocational experience, in management but without a formal qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Manager.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may choose to undertake studies at higher education level.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • consulting, questioning, clarifying and evaluating information • interpreting customer needs • negotiating budgets and plans and then re-developing as required to meet organisational needs • negotiating with internal and external stakeholders • utilising excellent interpersonal skills, and producing a wide range of reports and making presentations as required
Teamwork	<ul style="list-style-type: none"> • briefing various personnel on their roles and responsibilities regarding the implementation of the marketing plan • coordinating resources and developing systems to manage team and individual performance • defining performance measures and working collaboratively with team members • identifying performance gaps and taking remedial action for underperformance
Problem-solving	<ul style="list-style-type: none"> • assessing financial viability of new opportunities and matching organisational capability with market needs • collecting and analysing data • comparing and contrasting data • conducting situational analyses • developing and managing risk and contingency plans • developing strategies for improvement • performing cost benefit analyses, budgeting, assessing and managing risk
Initiative and enterprise	<ul style="list-style-type: none"> • evaluating and improving market performance • identifying strengths and opportunities within organisation's projected capabilities and resources
Planning and organising	<ul style="list-style-type: none"> • collecting, collating and analysing information using appropriate workplace business systems • developing customer acquisition and retention strategies • developing systems that are flexible and responsive to changing circumstances • evaluating processes and making changes as required

	<ul style="list-style-type: none"> • planning and managing resource acquisition and deployment within budgetary constraints • planning for contingencies
Self-management	<ul style="list-style-type: none"> • applying discretion and judgement within complex environments • managing own time and performance • using judgement in planning and in the selection and allocation of resources • working within organisational policies and procedures and legislative requirements
Learning	<ul style="list-style-type: none"> • coaching and mentoring others to acquire new knowledge and skills • providing learning and development opportunities
Technology	<ul style="list-style-type: none"> • creating presentations using a range of media • using computerised systems, software and telecommunication devices • using technology to assist with the management of information and to assist the planning process • using technology to record and generate ideas

Packaging Rules

Total number of units = 8

3 core units *plus*

5 elective units

3 elective units must be selected from the elective units listed below.

The remaining **2 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 unit** may be selected from a Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units

BSBINN601B Manage organisational change

BSBMGT605B Provide leadership across the organisation

BSBMGT616A Develop and implement strategic plans

Elective units

BSBCCO601B Optimise customer contact operations

BSBCCO602B Manage customer contact information

BSBCCO603B Design and launch new customer contact facilities

BSBCCO604B Develop and maintain a service level strategy

BSBCCO605B Develop and maintain a customer contact marketing strategy

BSBCCO606B Forecast and plan using customer contact traffic information analysis

BSBCCO607B Manage customer contact centre staffing

BSBCCO608B Manage customer contact operational costs

BSBCOM603C Plan and establish compliance management systems

BSBDIV601A Develop and implement diversity policy

BSBFIM601A Manage finances

BSBINM601A Manage knowledge and information

BSBIPR601A Develop and implement strategies for intellectual property management

BSBMGT608C Manage innovation and continuous improvement

BSBMGT615A Contribute to organisation development

BSBMGT617A Develop and implement a business plan

BSBMKG609A Develop a marketing plan

BSBRKG601B Define recordkeeping framework

BSBRSK501B Manage risk

BSBSUS501A Develop workplace policy and procedures for sustainability

BSBWHS605A Develop, implement and maintain WHS management systems

PSPGOV602B Establish and maintain strategic networks

PSPPROC607A Manage strategic contracts