



# Diploma of Business

BSB50215



A QUALIFICATION TO SUIT THE  
MULTI-SKILLED OFFICE MANAGER

# About This Course

The Diploma of Business offers a broad spectrum of subject choices to allow a program to suit a multi-skilled office manager, or someone wanting to keep their career choices open. Tailor this diploma course to suit your specific needs by choosing from elective options like risk management, operational planning, marketing, recruitment or managing meetings.

The Diploma of Business lets you design a course that suits you. Multi-skill by taking subject choices from each of the course elective areas of marketing, administration, human resources and business strategy. You will walk away from this program ready to face the competitive business challenges awaiting in the marketplace, and be aware of the importance of each of those fields to business success.

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## Subject Choices

2-4 Electives are required (depending on subjects chosen)

- Organise and Manage Meetings
- Review Administration Systems
- Conference Planning (E)
- Document Design & Development (E)
- Manage Recruitment (E)
- Staff Support & EAP Programs (E)
- Marketing Strategies (E)
- Prioritising Strategies (E)
- Risk Management Strategies (E)
- Total Quality Management (E)

# Key Course Facts

**Start Date:**  
Start immediately

**Delivery Options:**  
On-line/Correspondence

**Duration:**  
Complete within 18 months

**Group Training:**  
Workshops available

## Course Fees: \$6,600 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$3,320	\$6,600	\$6,600	\$6,600	\$6,600	\$6,600	

### Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$6,600	\$3,320						

### School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA

### Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$2,530							
\$2,850							

\* NSW fees depend on previous qualification levels

\*\* Subject to eligibility and availability at the time of enrolment



# Entry Requirements

## Reading and Writing Skills

The course is an online correspondence course so you need to have strong English reading and writing skills, or higher. As a guide - you should have completed a formal course after having completed Year 12 schooling, or have proven workplace written communication skills.

## Spoken English Skills

Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

## Numeracy Skills

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

## Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

## Other

- Ability to study and conduct assessments in a safe environment

# Subject Descriptions

## Core Subjects:

### Organise and Manage Meetings

In this subject you learn what constitutes a meeting and includes types of meetings, different ways to hold meetings and their structure. You will also cover how to organise meetings, formal meeting procedures, the preparation of minutes and agendas and the art of participation, as well as legal and ethical requirements surrounding meetings. You are required to arrange a remote meeting as the practical component of this subject.

Unit(s):

BSBADM502 - Manage meetings

BSBADM405 - Organise meetings

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### Review Administration Systems

Businesses have a range of administrative systems and technology to support their processes. This subject looks at the steps to review an office administrative systems. You will learn to plan and implement system changes that help your organisation move forward, as well as developing an innovative environment where staff actively participate in continuous improvement. The importance of monitoring the effectiveness of changes and addressing staff training needs is also addressed

Unit(s):

BSBADM504 - Plan and implement administrative systems

BSBINN502 - Build and sustain an innovative work environment

BSBMGT403 - Implement continuous improvement

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**Elective Subjects:** 2-4 Electives are required (depending on subjects chosen)

### Conference Planning

Conference Planning prepares you to organise business events, as well as being a suitable subject for Events Co-ordinators. From preparation through conference registration, you will learn about logistics, staffing, and financial management, and promoting and evaluating your conference.

Unit(s):

BSBADM503 - Plan and manage conferences

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## Document Design & Development

This subject covers high level word processing skills to enable students to design and develop forms and documents using check boxes, macros, auto-fill and other advanced Word features. Students must have intermediate Word skills to undertake this subject.

Unit(s):

BSBADM506 - Manage business document design and development

BSBITU401 - Design and develop complex text documents

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## Manage Recruitment

This subject covers the recruitment process, including the many steps involved in vital pre-recruitment activities such as revising job descriptions, advertising vacancies, short-listing and interviewing. Learners are provided with an opportunity to demonstrate their interviewing skills in an interview and reference check role play. Other topics include induction programs, consultancy, implementing policy and procedures and determining future Human Resource needs.

Unit(s):

BSBHRM506 - Manage recruitment selection and induction processes

BSBHRM405 - Support the recruitment, selection and induction of staff

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## Staff Support & EAP Programs

Employee Assistance Programs (EAPs) are a common staff support program in larger enterprises. This subject explains the ways to measure the success of an EAP. It also looks at how to develop an Employee Wellness Program, including: gaining management support for your proposal; implementing the program; generating staff support; communication and implementation plans; as well as how to monitor and evaluate your success. Case studies are included to enhance learning outcomes.

Unit(s):

BSBLED502 - Manage programs that promote personal effectiveness

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## Marketing Strategies

This subject covers the implementation of marketing strategies and the research required to ensure success, how to monitor performance of marketing strategies and evaluate their effectiveness. It also covers the importance of involving team members in identifying improvements and formulating recommendations for future improvement.

Unit(s):

BSBMKG514 - Implement and monitor marketing activities

BSBMKG414 - Undertake marketing activities

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## Prioritising Strategies

This subject provides time management strategies and planning techniques suited for setting personal and team goals and targets. The importance of goals being linked to key performance indicators of the business is examined.

Unit(s):

BSBWOR501 - Manage personal work priorities and professional development

BSBWOR404 - Develop work priorities

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## Risk Management Strategies

Risk Management Strategies covers risk context and risk identification, as well as risk management processes. The subject looks into the analysis of a risk, its causes, and ways to consider risk tolerance. Strategies for controlling and treating risks, as well as reviewing and monitoring those risks, are considered.

Unit(s):

BSBR501 - Manage risk

BSBR401 - Identify risk and apply risk management processes

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## Total Quality Management

In this subject you will cover Total Quality Management (TQM) and continuous improvement, the continuous improvement cycle, quality systems, best practice and monitoring quality performance. Also covered are measuring tools, customer and stakeholder feedback- the use of interviewing and surveys and consultation along with problem solving, change management and mentoring and coaching.

Unit(s):

BSBIN501 - Establish systems that support innovation

BSBMGT516 - Facilitate continuous improvement

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# Service Guarantees

## Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily.

We are so confident that you will be pleased with the College service, that we guarantee it.

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## Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!

For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

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## Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

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## Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have.

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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