Ballinger Training is offering the opportunity for managers to complete the Diploma of Management as a fully funded traineeship.

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting.

Participants complete the course by attending face to face training sessions, along with project work designed to reflect and support the needs of each individual workplace. Our trainers can deliver the face to face workshops on site at your place of business for groups of 4 or more. Support is given throughout the course, both via email, phone and one on one meetings.

As the usual fee for service cost for this qualification is $5900, this is a great opportunity to further the professional development of your staff. The course is provided at absolutely no charge to the employer.

Ballinger is a locally owned Registered Training Organisation, based in Maroochydore on the Sunshine Coast. Our trainers are highly experienced in both the training industry, and in the field of management.

The purpose of the course:

1. To up skill staff and add value to workplaces
2. To build the confidence of staff enabling them to be more proactive in the workplace by initiating review and reflection processes the lead to improved outcomes in the workplace
3. To affirm good practice that is already occurring and encourage the sharing of innovative ideas among staff who have management responsibilities in a range of workplaces.

Who is it suitable for?

Those engaged to manage the work of others and have supervisory responsibilities and/or

Those who are engaged to add value or review management practices.

Generally these people would have experience as a coordinator, a team leader, a supervisor, a manager, a leading hand or have a Certificate IV in Frontline Management.
Outcomes

As a result of completing this course participants will acquire the skills and knowledge to create and retain an engaged workforce and apply these to their own setting by designing and implementing a workplace project. Through this project they will be helping good people achieve great results.

The qualification is made up of 8 units. These units have been integrated into a cohesive course that enables participants to add to their knowledge and skills in the area of management and at the same time apply this to their respective workplace environments.

The course is delivered in 8 face to face workshops, in a group based learning environment. Participants benefit from the interactions and the sharing of ideas from people in similar roles across a range of work environments.

Assessment:

The course is assessed in the following ways:

1. Major workplace project
2. Portfolio
3. Workbooks, completed during each workshop and submitted as evidence and participation in the workshop activities.
4. Written Q&A:
5. Tasks related to participants workplace role.
6. Third party reports

For further information please contact us!

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## Course structure/timetable

<table>
<thead>
<tr>
<th>Workshops</th>
<th>What is covered</th>
<th>Related Units of Competency</th>
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</table>
| 1 | Attracting good people  
Retaining good people  
**Employee life cycle Stage 1**  
Recruitment and selection  
Setting up a project brief | BSBHRM402A Recruit, Select and Induct staff Elements 1, 2, 3  
BSBPMG510A Manage projects  
Element 1 |
| 2 | Orient and on board new staff  
**Employee life cycle Stage 2**  
Hire and Induct  
Allocate work, identify responsibilities and performance standards  
Identify training needs in relation to job role.  
Developing a project plan | BSBHRM402A Recruit, select and Induct staff Element 4  
BSBMGT502B Manage peoples performance Element 1  
BSBOHS509A Ensure a safe workplace Element 1 and 4  
BSBLED501A Develop a workplace learning environment  
Element 1  
BSBPMG510A Manage Projects  
Element 2 |
| 3 | Ensure team effectiveness  
Assimilate new employees into existing teams/workgroups  
**Employee life cycle Stage 3**  
Assimilate new employees into existing teams/workgroups  
Manage performance of others including providing quality customer service.  
Administer and monitor project  
Use of project tools | BSBWOR502A Ensure team effectiveness Elements 1, 2, 3, 4  
BSBCUS501A Manage quality customer service Element 1 and 2  
BSBMGT502B Manage peoples performance Element 2, 3, 4  
BSBPMG510A Manage Projects  
Element 2 |
| 4 | Ongoing Training and Development,  
professional development,  
**Employee life cycle Stage 4**  
Employee engagement  
Promoting learning  
Participation in OHS  
Finalise project, review outcomes against scope and plan, document lessons learnt | BSBLED501A Develop a workplace learning environment  
Element 2, 3  
BSBOHS509A Ensure a safe workplace Element 2, 3  
BSBCUS501A Manage quality customer service Element 2/ 2.3  
BSBPMG510A Manage Projects  
Element 4, 5 |
| 5 | Performance Management  
**Employee life cycle Stage 5**  
Performance Appraisals/  
Moving on  
Manage poor performance  
Counselling employees employees  
Termination of employees both voluntary and involuntary | BSBMG502B Manage peoples performance Element 1  
BSBMGT516A Facilitate continuous improvement Element 1 |
|   | Produce great results | BSBCUS501A Manage quality customer service Element 2,3  
|   | Quality customer service | BSBMGT516A Facilitate continuous improvement Element 2,3  
|   | Continuous improvement | BSBLED501A Develop a workplace learning environment Element 1  
|   | Monitor operational progress |  
|   | Make a presentation |  
| 6 |  |  
| 7 | Sharing projects | BSBMGT516A Facilitate continuous improvement  
|   |  | BSBPMG510A Manage Projects  
|   |  | BSBLED501A Develop a workplace learning environment  
| 8 | Graduation |  

Graduation