



first impressions resources  
the australian retail college



The Diploma of Management is ideal for those people who have considerable experience in their respective industries or vocational areas. They will further enhance their leadership capabilities enabling them to effectively manage the performance of others and increase the productivity and profitability of the business. This may involve reviewing current management practices, facilitating change, implementing business strategies, policies and procedures and ensuring the success of the business is achieved through its people.

To achieve the Diploma of Management a total of eight (8) units must be completed.

### Core Units

- Manage personal work priorities and professional development
- Develop a workplace learning environment
- Manage quality customer service
- Manage operational plan
- Manage people performance
- Ensure team effectiveness
- Ensure a safe workplace
- Manage risk
- Manage projects

### Elective Units

- Facilitate continuous improvement
- Manage operations to budget

*\* Core units - a minimum of 5 must be selected*

The above course outline is an example developed to meet industry standards.



### A day in the life of.....

As Warehouse Manager of a large storage facility, Dan is responsible for the efficient planning, organising and managing of warehouse operations.

He oversees several work teams led by Team Leaders who then report back to Dan. He meets regularly with Team Leaders to discuss matters such as productivity targets, workplace health and safety and personnel issues such as the recruitment, training and discipline of staff.

Dan is accountable for ensuring adherence to legislative, workplace health and safety and organisational policies and procedures.

He devises and implements strategies for continuous improvement to operations as well as monitoring budgets, quality and performance. He produces regular reports and statistics, which he communicates to his superiors. Since commencing a Diploma of Management, Dan has improved his planning and evaluation skills which have assisted to streamline his workload.



*Building retail capability across Australia & beyond*

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