



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. Here they will further enhance their abilities to manage the work of others, or to add value to or review current management practices within their organisation.

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

Core Units:

Controlling

- Ensure a safe workplace
- Manage risk
- Manage projects

Organising

- Manage people performance
- Ensure team effectiveness

Innovation and Change

- Facilitate continuous improvement
- Manage quality customer service

Planning

- Manage budgets and financial plans
- Manage operational plan

Leadership

- Develop a workplace learning environment
- Manage personal work priorities and professional development

Elective Units:

Staff Management

- Manage industrial relations
- Recruit, select and induct staff
- Manage performance management systems



NATIONALLY RECOGNISED
TRAINING

The above course outline is an example developed to meet industry standards. Other electives are also available.

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 organizational 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.

