



Course Information
Brochure 2011

Diploma of Management

BSB51107

This qualification offered by the PSA is part of the Business Services Training Package (BSB07) developed by the government to standardise training nationally. The qualification is recognised throughout Australia. The course requires participation in face to face or online sessions together with workplace projects and group presentations to demonstrate competence.



Course aim

This qualification aims to build the participants skills and abilities in the management of themselves, their workers and the business requirements in which they are employed.

Benefits of the course

Successful completion of the Diploma of Management will provide you with a nationally recognised qualification.

Whilst the course is tailored to the pharmacy setting, the skills obtained are applicable to any management role.

The Diploma is an excellent stepping stone into management, or a formalisation of the skills that you have acquired during your work experience.

Eligibility

You need to be working in a pharmacy leadership role with the opportunity to implement changes in the workplace or to develop the skills necessary to take on a leadership role.

Language, literacy and numeracy

The minimum requirement is that you have completed Year 10 English and Maths, or equivalent. If you are concerned about your skills in this area, contact the PSA and we will provide you with contact details for appropriate courses.

Pathways

Pathway into this course may be through a Certificate IV in Frontline Management or other relevant qualification. Vocational experience without formal qualification is also a possible entry pathway.



This qualification leads onto an Advanced Diploma of Management and other advanced diploma qualifications.

Course contents

Unit code

Unit title

BSBINM501A Manage an information or knowledge management system

Manage business information and the retention of corporate knowledge. Focus on the skills and knowledge required to organise training in the use of, and effective management of systems.

BSBINN502A Build and sustain an innovative work environment

Develop and implement a holistic approach to the integration of innovation across the pharmacy. Implement strategies to encourage innovative thinking in staff and allow them to develop innovative approaches to job tasks.

BSBWOR501A Manage personal work priorities and professional development

Be a role model for planning, organising and effective time management whilst maintaining the right work/life balance. Seize development opportunities to improve your own skills.

BSBWOR502A Ensure team effectiveness

Develop a common understanding of team goals and performance standards. Encourage the pharmacy team to take responsibility for, and boost, their outputs.

BSBMGT502B Manage people performance

Learn how to encourage high performance through the use of performance indicators and regular effective feedback. Coach for excellence.



BSBOHS509A Ensure a safe workplace

Understand your legal obligations for occupational health and safety. Develop clear policies and procedures that protect your staff and ensure that accidents are foreseen and prevented.

BSBCUS501A Manage quality customer service

Understand your customers and their pharmaceutical needs. Meet their needs with sensational customer service. Set service standards and train your staff to meet and exceed those standards.

BSBMKG514A Implement and monitor marketing activities

Learn how to market the pharmacy and its product range in a rapidly changing environment. Develop strategies to compete against other pharmaceutical distribution channels – both existing and emerging.

Course fees (incl. GST)

PSA member rate: \$2,750

Non member rate: \$4,125

Length of the course

The course is conducted over 10 months and includes integrated assessments to show competence over that time. The course should be completed within 12 months of its commencement. However, if more time is needed to demonstrate competency, this will be considered and approved on an individual basis. Contact your trainer for further details.

Enrolment process

There is are multiple intakes each year. Enrolment must occur before the first contact session. Read this brochure first then complete the attached application form and



send to the PSA along with your payment of the course fee. Once your enrolment is processed, you will receive a confirmation letter outlining the key dates for the course.

Refund policy

All refunds must be requested in writing to the National Manager, RTO Business Development and Compliance with name, address, contact details, course details, date and reason for requesting a refund.

If withdrawing 14 days prior to the course start date: Full refund less \$100 admin fee

If withdrawing within 14 days of the start date: 50% of the course fee refunded

If withdrawing after the start date: No refund

Appeals and complaints

We encourage individuals to discuss any problems they may have with their trainer or with a representative of the PSA. These informal discussions are seen as an opportunity to improve the RTO. If the issues are not resolved satisfactorily then a formal complaint or appeal can be made. Formal complaints must be made in writing.

To obtain a copy of the Appeals and Complaints process and form, please contact the PSA.

Recognition of prior learning (RPL) and mutual obligation

Recognition of prior learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards a qualification.

If you wish to be considered for RPL you must contact National Manager, RTO Business Development and Compliance, who will consider your application. If it is



decided to progress with RPL you will be advised of the associated fee and matched with an appropriate trainer who will provide details of the evidence required.

As a Registered Training Organisation (RTO), the PSA also has a Mutual Recognition Policy, which means that we will accept credentials issued by any other RTO in any State/Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant certificates through another RTO, the PSA will recognise and grant credit for all relevant prior learning encompassed in these.

Access, equity and privacy

The PSA and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into all organised courses. In regard to training courses for which it is responsible, the PSA wishes to ensure that any person who meets the entrance criteria has appropriate access to resources to achieve a positive outcome. The PSA also respects an individual's right to Privacy and will meet all requirements of the Privacy Legislation when dealing with student information and records.

What happens if I have problems while undertaking the course?

If you have any problems or concerns while undertaking the course, your first point of contact is the course Trainer. If the problem is not resolved, please don't hesitate to contact the PSA.

What happens if I am judged to be 'not yet competent' in the assessment?

Firstly, the assessor will discuss this with you in detail and then you will be given an opportunity to re-submit the assessment, however, this may incur an additional fee.



How do I access my student record?

If you wish to access your student record after completion of the unit/course you must request this in writing to the National Manager, RTO Business Development and Compliance. Details of what must be in this request can be obtained from the National Manager, RTO Business Development and Compliance Professional Development.

Whom do I contact for further information?

If you need any further information please contact:

National Manager, RTO Business Development and Compliance
Pharmaceutical Society of Australia 03 9389 4000