

PROPOSED DIPLOMA OF MANAGEMENT TRAINEESHIP

SUMMARY

FAPS Training Council has been approached by several organisations (McDonalds in the first instance) to establish a traineeship pathway for the Diploma of Management (BSB51107).

This traineeship qualification is available in all other Australian States and Territories and several large national companies would like to roll it out in Western Australia. Between 2006 and 2009 over 5,200 Diploma of Business Management (BSB50401) qualifications¹ have been issued, 462 of these in Western Australia. Note that these figures do not include traineeship completions from other States. There is significant scope for WA employees to develop their management skills through the VET sector, and a traineeship pathway for the Diploma of Management could provide an additional pathway to encourage this.

While the traineeship will be available for new employees, it would probably be used most widely as a tool for upskilling existing workers with current or potential management roles within a company. To use the McDonalds experience in other States as an example, most trainees have been with the company for 2-3 years, are transitioning through lower level qualifications (Certificates II, III or IV) and have been identified as having management potential. Staff who successfully complete the Diploma traineeship are invited to progress to either the Advanced Diploma of Business Management and/or tertiary studies.

The proposed nominal duration for the traineeship is 24 months full time and 36 months part-time, unless otherwise indicated by industry.

The establishment of this higher level traineeship will provide WA managers, supervisors, team leaders and identified operational personnel across all industry sectors with an opportunity to develop basic management skills and gain a formal qualification in that area.

The link between management skills and practice has been firmly linked to productivity performance both in Australia and internationally. The 1995 Karpin Report² on leadership and management skills, the recent *Karpin Revisited*³, and *Management Matters in Australia : just how productive are we?*⁴ all highlight this link, with the latter report demonstrating that management quality also has a measurable and significant impact on labour productivity and sales.⁵ Research also identifies a strong and statistically significant relationship between innovation and management practices.

Effective management is a key driver for enhanced productivity performance within firms and at the industry level. Management capabilities are important contributors to national economic prosperity and sustained innovation. Firms need to develop a structured approach to improve their management capabilities across the whole of enterprise. Investing in education and training and fostering skills development in management is a vital part of this broader approach, and FAPS TC would welcome your views on whether a traineeship in Management at the Diploma would provide a step in this direction for your industry sector or organisation.

I have attached details of the qualification, including packaging rules and units of competency, for your information and would appreciate advice from your Training Council in terms of support or otherwise for the establishing of this traineeship.

A questionnaire has been developed as part of our consultation process and it would be appreciated if, as part of your own industry consultation, you would approach your industry contacts to complete this survey and/or provide letters of support or feedback on this initiative. The questionnaire highlights some of the points that *could* form part of a discussion with industry, ie :

- Would organisations benefit from improved management skills?
- Is the Diploma of Management qualification the appropriate level for some of those skills?
- Would a diploma level qualification be suitable for a traineeship pathway (note that diploma level apprenticeships are already established in WA and elsewhere)?
- Is the nominal duration acceptable?
- Is the proposed traineeship suited to new and existing employees?

Please address letters of support to :

Chief Executive Officer
FAPS Training Council
38 O'Malley Street
Osborne Park WA 6017

I look forward to hearing from you and would appreciate a response by Friday, 15th July to allow us to meet the State Training Board submission date.

Kind regards

ALLAN JONES
Chief Executive Officer

¹ Until 2008 the Diploma of Management was called the Diploma of Business Management.

² 'Enterprising Nation - Report of the Industry Task Force on Leadership and Management Skills', (the Karpin Report), 1995.

³ 'Karpin Report Revisited: leadership and management challenges in Australia', IBSA, March, 2011.

⁴ 'Management Matters in Australia: just how productive are we?', Findings from the Australian Management Practices and Productivity global benchmarking project, 2009.

⁵ 'Management Matters', p.6 (Note that his report's research focuses on firms in the Manufacturing sector)

BSB51107: Diploma of Management

Qualification notes

Descriptor

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. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

The BSB51107 Diploma of Management requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Manager.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB40807 Certificate IV in Frontline Management or other relevant qualification/s

OR

- providing evidence of competency in the majority of units required for the BSB40807 Certificate IV in Frontline Management or other relevant qualification/s

OR

- with vocational experience but without formal supervision or management qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving the BSB51107 Diploma of Management, candidates may undertake the BSB60407 Advanced Diploma of Management, or a range of other Advanced Diploma qualifications.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Qualification Rules

Total number of units = 8

5 core units from the core units listed below plus

3 elective units

The **3 elective units** may be selected from the core or elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate IV or Advanced Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Core Units

Customer Service

BSBCUS501A Manage quality customer service

Financial Management

BSBFIM501A Manage budgets and financial plans

Information Management

BSBINM501A Manage an information or knowledge management system

Learning and Development

BSBLED501A Develop a workplace learning environment

Management

BSBMGT502B Manage people performance

BSBMGT515A Manage operational plan

BSBMGT516A Facilitate continuous improvement

Occupational Health and Safety

BSBOHS509A Ensure a safe workplace

Project Management

BSBPMG510A Manage projects

Risk Management

BSBRSK501A Manage risk

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development

BSBWOR502A Ensure team effectiveness

Elective Units**Compliance**

BSBCOM503B Develop processes for the management of breaches in compliance requirements

Franchising

BSBFRA502B Manage a franchise operation

Human Resource Management

BSBHRM402A Recruit, select and induct staff

BSBHRM503A Manage performance management systems

BSBHRM504A Manage workforce planning

Intellectual Property

BSBIPR501A Manage intellectual property to protect and grow business

Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace Relations

BSBWRK509A Manage industrial relations

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

Manager, Information Services**5 core units plus****3 elective units** selected from:

- BSBCOM503B Develop processes for the management of breaches in compliance requirements
- BSBINM501A Manage an information or knowledge management system
- BSBMGT516A Facilitate continuous improvement
- BSBRISK501A Manage risk
- PSPSEC601A Define information systems framework

Store Manager**5 core units plus****3 elective units** selected from:

- BSBCUS501A Manage quality customer service
- BSBHRM402A Recruit, select and induct staff
- BSBMGT516A Facilitate continuous improvement
- BSBOHS509A Ensure a safe workplace
- WRR01B Manage merchandise and store presentation

Employability Skills

Employability Skills Summary

Classifications

ASCO 32 BUSINESS AND ADMINISTRATION ASSOCIATE PROFESSIONALS

ASCED4 0803 Business and Management

ANZSCO 132000 BUSINESS ADMINISTRATION MANAGERS