BSB50415

Diploma of Business Administration

Qualification Outline

Online

Contents

The purpose of this document is to provide a robust platform for the delivery and assessment of the BSB50415 Diploma of Business Administration completed via online delivery.

BSB50415 Diploma of Business Administration

About WISE EDUCATION GROUP	Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

As a Registered Training Organisation:

- We provide flexible work based solutions for employers and staff
- Have a strong team of trainers expertise
- Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- Have a strong account management structure
- Have a sound internal working management system that ensures we commit to our promise
- Have a culture that is built entirely on customer care
- Have a Work Placement Scheme that supports most qualifications
- Have logbooks that record your work placement activities and supports your practical learning

	∗ Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer
The Need	**General:** There is a growing need for experienced, qualified administrators and leaders across all industries. The BSB50415 Diploma of Business Administration is ideal for participants seeking a professional advantage in pursuing office or administration manager roles, or requiring further development in a current role. In today's market often a business is provided with an edge simply by the level of staff they employ and develop. It is critical to all businesses that their administrators have sound knowledge on how to effectively manage staff as well as the administrative components of a business. **From an industry perspective:** Staff are often promoted or employed into a role based on their sound skills and knowledge. This is a guarantee of intimately knowing organisational processes. The development of these skills is an integral component to ensuring an administration person or team are highly equipped with the most appropriate skills and knowledge. **From potential participants' perspective:** Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staffs also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.
Target Market	Typically students will work in the following roles: • Administration Manager • General Office Manager • Office Manager Individuals with this qualification are able to perform roles, such as: • Applying solutions to a defined range of unpredictable problems • Analyse and evaluate information from a variety of sources • Plan, carry out and evaluate their own work and/or the work of others
Entry requirements	Training Package: No entry requirements specified <u>Wise Education Group requirements</u> Participants must be able to fulfil the following specific requirements: • Be working in a part time or full time capacity • Pay your student qualification fee • Complete an enrolment form • Complete a language, literacy and numeracy test as part of the enrolment form

	- The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to:
	    Wise Education Group
	    PO Box 6252 Alexandria NSW 2015
	- You will also be provided with a copy of the Qualification Outline and Participant Handbook.

Outcomes	This program has been designed to equip participants (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge: - Sound knowledge of customer service implementation - Managing organisational systems and processes to ensure compliance - Excellent negotiation and writing skills - Delegating tasks as per job responsibilities to team members - Using complex functions of computer software to design and develop a range of documents - Manage time effectively and deal with contingencies - Effective interpersonal skills to build sound relationships - Organised and compliant systems and processes - Appropriately skilled team members - Workplace change and innovation, and ensuring accurate and timely advice - Following legislative and regulatory requirements to ensure safety and security of organisational and employee information - Planned training needs and induction programs
Program overview	The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System. Participants will be allocated a 1 unit of competency at a time.
Delivery and Assessment	The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month. At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions. The modules are made up of 2 components: - Learning Content - The quiz, which are your assessment questions combined with My Project which are both free form text assessment. - You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context You will flow to each component as you complete each section.
Duration	The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours

	for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month. At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions. The modules are made up of 2 components: • Learning Content • The quiz, which are your assessment questions combined with My Project which are both free form text assessment. • You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context • You will flow to each component as you complete each section.
Pre requisites	There are no unit level pre requisites that participants must complete to enter this program.
Packaging	To complete this qualification participants must complete a total of 8 units of competency comprising: 8 elective units which may be taken from the list below.
Units	Wise Education Group is able to deliver and assess the following units of competency. Units of competency will be selected to create a specialisation that is specific to the client. Please nominate the units of competency selected that are most appropriate to the client.

Unit Code	Unit Title	Core/ Elective
BSBADM502	Manage meetings	Elective
BSBPMG522	Undertake project work	Elective
BSBFIM502	Manage payroll	Elective
BSBADM504	Plan and implement administrative systems	Elective
BSBADM506	Manage business document design and development	Elective
BSBCUS501	Manage quality customer service	Elective
BSBMGT502	Manage people performance	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective

Delivery arrangements	The delivery of this qualification will be completely on the job or in the employment organisation and the Employer is responsible for ensuring that on the job training is undertaken in the workplace. Wise Education Group will support the off the job component and detailed below (Training Log) is the material provided to the Employer for this support The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

	In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.
	You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.
	In each of the learner's guides, workplace activities are provided to ensure that the appropriate learning is being undertaken in the workplace.
	A Training Log is also provided with outlined activities for the workplace against each unit of competency. All parties responsibilities for the on and off the job training is detailed in the Training Log.
Sequencing	Participants can select the most appropriate stream/elective units for sequencing. The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule

Unit Code	Unit Title	Month
BSBADM502	Manage meetings	Month 1
BSBPMG522	Undertake project work	Month 2
BSBFIM502	Manage payroll	Month 3
BSBADM504	Plan and implement administrative systems	Month 4
BSBADM506	Manage business document design and development	Month 5
BSBCUS501	Manage quality customer service	Month 6
BSBMGT502	Manage people performance	Month 7
BSBWOR501	Manage personal work priorities and professional development	Month 8

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Work environment	Participants enrolled in this qualification will have full access to a workplace, its facilities, equipment, resources and support.
Assessment	There are three forms of assessment: 1. Questions which are free form text answers and also address the employability skill of problem solving 2. A project which is scenario based and will require free form text responses 3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project) When you have completed the content for your learning unit you will be presented with the following screen.

The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project
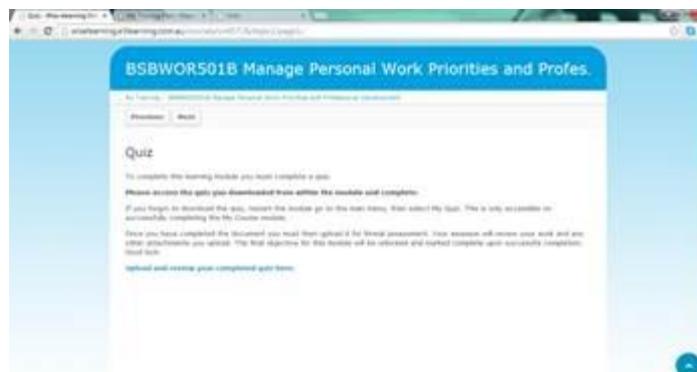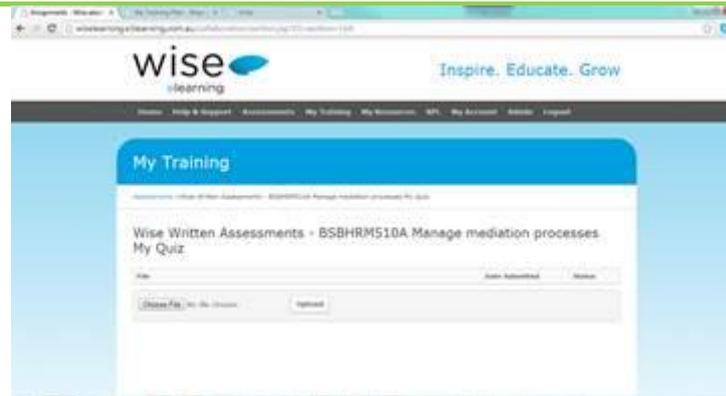
For My Quiz
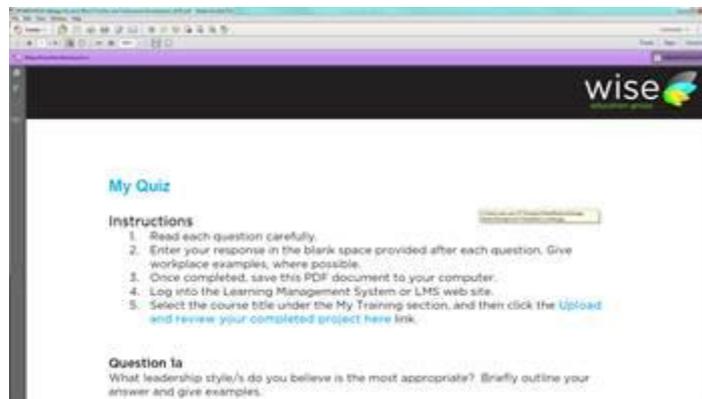
Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.
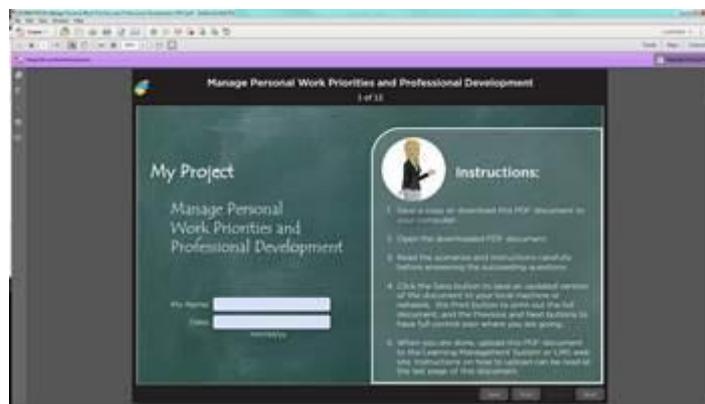
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section

When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.
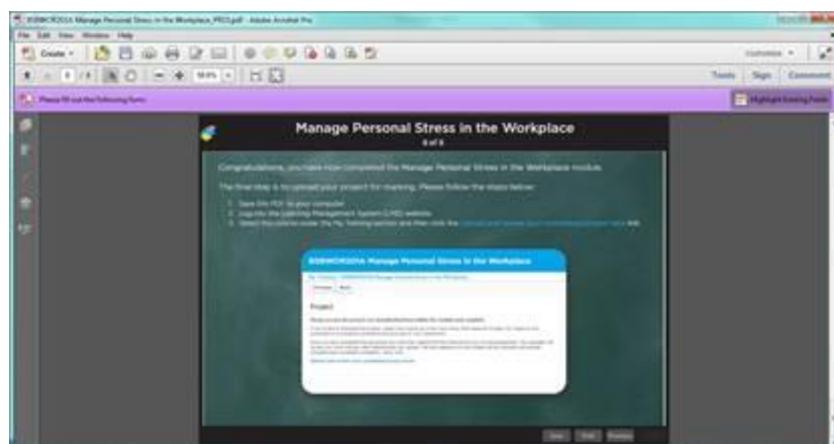
For My Project

Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section
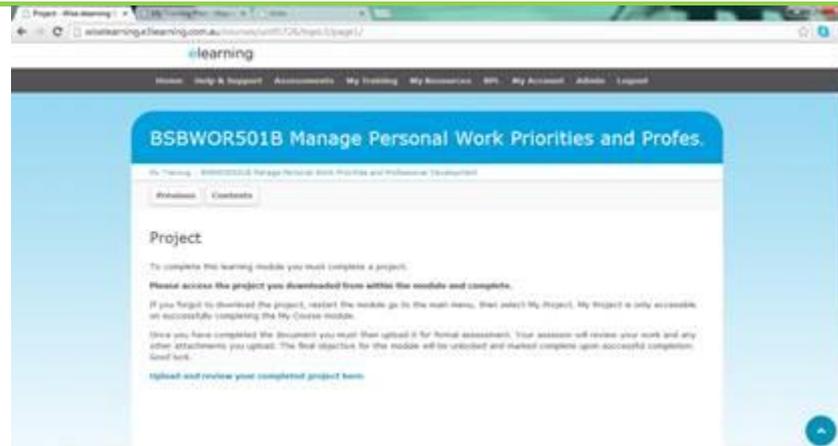
When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.
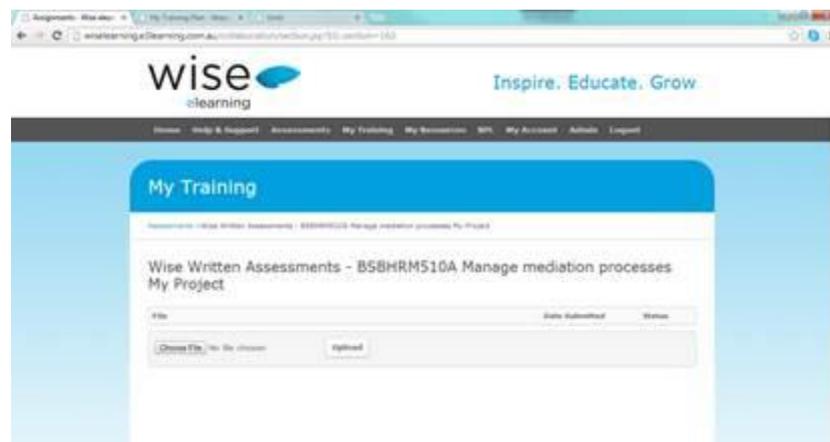
RPL	All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:
	• RPL Application Kit
	• RPL Evidence Guide
	Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.
Validation	**Pre implementation**
	The assessment materials developed for each module have been through a pre delivery validation process conducted by an industry and training and assessment expert from WISE EDUCATION GROUP. This process was a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.
	The outcomes of the assessment validation process were recorded in the WISE EDUCATION GROUP Validation Action Plan template.

	Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation. **Post implementation** After a module has been delivered and assessed WISE EDUCATION GROUP will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcomes of this process will be documented in the WISE EDUCATION GROUP management system.
Resources	To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.
Facilities and Equipment	Access to a workplace with the following facilities & equipment: • Business technology • Electronic learning materials • Workplace policies and procedures, including WHS • Operational plans, strategies, business performance documentation
Trainer Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for clients. • WISE EDUCATION GROUP Trainer Scheduling doc • Learners Guide with Facilitator notes for activities • Assessment Kit • Assessors Marking Guide • Mapping Guide For more information on the delivery and assessment materials to be used by the trainer please refer to the central register: WISE EDUCATION GROUP Curriculum Resource and Development Plan.
Student Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for retail clients. • WISE EDUCATION GROUP Trainer Scheduling doc • Training Log • Learners Guide • Assessment Kit
Trainer requirements	To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to: • Hold a TAE40110 Certificate IV in Training and Assessment • Hold the qualification BSB50415 Diploma of Business Administration (or equivalent or a level higher) • Have worked as a Trainer/Assessor professional within the last 12 months • Have worked in a sales position with a minimum of 3 years' experience

	• Hold membership or that of a related industry body (updates from the Business Skills Industry) • Have participated in specific professional development within the last 12 months; and • Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan • Have undertaken training and assessment professional development within the last 12 months.
Trainer Allocation	Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

Unit Code	Unit Title	Trainer
BSBADM502	Manage meetings	Kylie Wakeham
BSBPMG522	Undertake project work	Kylie Wakeham
BSBFIM502	Manage payroll	Kylie Wakeham
BSBADM504	Plan and implement administrative systems	Kylie Wakeham
BSBADM506	Manage business document design and development	Kylie Wakeham
BSBCUS501	Manage quality customer service	Kylie Wakeham
BSBMGT502	Manage people performance	Kylie Wakeham
BSBWOR501	Manage personal work priorities and professional development	Kylie Wakeham

Foundation skills	Foundation skills are embedded in Training Package units of competency. Foundation Skills Summaries record how the foundation skills are covered in every nationally endorsed qualification (source http://www.training.gov.au). Refer to the training package specific unit of competency to view the foundation skills summary for that unit.
Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into: BSB60215 Advanced Diploma of Business
Access & Equity	Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.
Support Services	**Learning Support** – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format **Student Support** – Wise Account Manager and Wise Trainer

	Online Communication Strategy (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.
Participant & Client Satisfaction	Wise Education Group will periodically conduct random surveys with participants and provide this feedback to stakeholders. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.
Your Commitment	- Actively participate in your modules - Liaise with your Trainer/Assessor to receive adequate support - Complete your models and assessment in a timely manner

BSB50415 Diploma of Business Administration
Online Workplace Specific

May 2016, V2

Appendix A

Timeframes	Process	Call to Action
1-2 Days	Welcome Email (LMS access, Participant Handbook, allocated trainer details)	Email notification to Trainer (Trainees name, qualification, contact details)
Within 1 week	Phone call from trainer (Introduction, ask to check junk mail)	Trainee file note in Job Ready
Week 3-4	Another phone call: "How can I help you?"	Trainee file note in Job Ready
Monthly	Online Newsletter with Tips	Head Office CCTNS (Track)
Continual Monthly	Phone call: "How can I help you?"	Trainee file note in Job Ready
Assessment Marking	LMS comment (comments field in assessment, manually send to email)	Well done email (Compulsory), Trainer to send email but if phone call made not necessary