BSB50215 Diploma of Business
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About Conwal

Who we are

Conwal prides itself on delivering excellent training and assessment services. Our experienced team has designed each qualification to deliver an enjoyable student educational experience. Conwal has delivered training across Australia for over eight years.

Conwal specialises in creating and providing dynamic online training courses using the latest technology. Our user friendly learning portal incorporates social media elements, video podcasts, and the Student Toolbox, full of excellent resources to enhance students’ learning experiences. The learning platform is supported by a dedicated team of student support officers, technical support staff, and administrative facilitators.

Guiding you through your learning journey is your very own expert trainer and assessor. Our trainers all have extensive relevant industry experience and will provide both learning support and relevant industry information.

Accreditation

- Conwal and Associates Pty Ltd, trading as Conwal Institute, is registered as a training organisation by the Australian Skills Quality Authority (ASQA) as RTO number 31190.
- Conwal and Associates Pty Ltd, trading as Conwal Institute holds ASTAS insurance that protects student fees taken in advance through the Australian Student Tuition Assurance Scheme (ASTAS). The ASTAS Scheme is approved by the Australian Skills Quality Authority (ASQA) and administered by the Australian Council for Private Education and Training (ACPET).

Age Requirements

All qualifications require applicants who are under 18 years of age to have parental consent, in writing.
About Conwal

What we provide

**Online support**
Help is just a click away. From the comfort of your own home, relax knowing that online support is available. We’re ready to answer your questions and ensure your e-learning experience is both positive and productive.

**Technical support**
Minimise your down time. Don’t let technology issues impact your learning. Count on our team to help you get up to speed and fix any issues that you may encounter.

**Phone support**
Just call our 1300 092 654 free call number and you will be connected to one of our knowledgeable support staff who will be happy to assist you.

**Live chat - tutor support**
Real-life, online, on-demand help for your report writing, structure and referencing, maths, science, and business studies questions.

**Trainer support**
Get help when you need it. We ensure you get the support you need by email or phone.
Course overview

**BSB50215 Diploma of Business**

A Diploma of Business is a nationally recognised qualification that will provide you with skills and knowledge to develop a career in business projects, administration, retail, secretarial and receptionist roles, office management, finance, records management, marketing or logistics.

It is ideal for people who have theoretical business skills and knowledge but do not have formal qualifications. You will cover a cross-section of practical subjects that allows you to develop general business skills, key operational skills and strategic and practical skills to make you an asset to the business.

Our Trainers bring wealth of current industry knowledge and experience and will provide you with personalised support to successfully complete the qualification.

**Course delivery**  
Online

**Course access**  
24 months

**Qualification**  
Diploma

**Career prospects**

- Senior Administrator
- Office Manager
- Executive Assistant
- Meeting Coordinator

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) if you have studied previously or have work experience that relates directly to your qualification, may be eligible for (RPL).
Course overview

**BSB50215 Diploma of Business**

This qualification is delivered online. Upon enrolment students are issued with a log-in and password, student pack, and access to Conwal Institutes student portal. The Work-Task-Based Assessment Approach aims to produce competent graduates who are knowledgeable, skilled and confident in meeting workplace demands upon graduation. It enables the student to partake in a workplace experience and apply the knowledge they have acquired in real workplace situations.

### Duration

The Volume of Learning includes all activities that are required to be undertaken by the typical student to achieve the learning outcomes.

The duration of your qualification will depend on your work and academic experience and how much time you can allocate to your studies. Generally a diploma is completed in approximately 12 months.

If you are fitting study around work, life and family commitments you might choose a longer time frame.

### Pathways to University

A Diploma of Business will help prepare you for further education in the field of business and you may be eligible for direct entry or credit into related degrees with Australian Universities. You will need to contact your preferred university for information about eligibility for direct entry or credit.
**Requirements**

### Pre-requisites

While there are not specific pre-requisites for this course students undertaking a diploma will need sufficient level of literacy and numeracy to access the qualification.

Ideally applicants will have previously completed Certificate III or IV level studies; have appropriate levels of language, literacy and numeracy, and relevant experience in an administrative environment.

Conwal Institute is able to provide advice and assist intending applicants to determine the suitability.

All students undertaking nationally recognised qualifications are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government. In order to complete your enrolment you will need to provide your USI number to your course consultant. We are able to assist in obtaining your USI if required.

Please visit the USI website www.usi.gov.au to create your USI.

### Entry requirements

There are no entry requirements for this qualification. However, you will be required to participate in a language literacy and numeracy task to ensure that the level of qualification you have selected is appropriate for your study needs.

If you are applying for VET FEE-HELP assistance there are specific eligibility requirements that you must meet, please view our VET FEE-HELP page on our website for more information.

All students must read our entry requirements policy and procedure found on our website and are able to meet the requirements for enrolling into this qualification.

### Study Requirements

Your commitment to your course will include:
- reading course material,
- undertaking learning activities,
- investigating and analysing resources
- case studies,
- completing assessment tasks and projects,
- communicating with your trainer/s
- your target is to complete 1 unit per month
Completion details

Online Study

Due to our busy lifestyles, online learning has become one of the most popular forms of learning due to the flexibility it allows. The beauty of an online course is that your classroom can be at your home, local library or a coffee shop — wherever you can access the internet.

It is important you are aware of how online learning differs from traditional face-to-face training. Online learning requires independence, internal motivation, and responsibility. Reading and writing are the main ways you’ll communicate in an online environment. However, your trainer and our friendly support team are always available to help motivate you in your study.

To be successful with online learning:
- You need experience using a computer and the internet
- Basic word processing skills
- Good time management skills to plan your study (your trainer can help with this)
- Self-discipline
- High level of motivation to succeed

Resource Requirements

Prior to enrolment you will require the following:

- Computer
- Audio capability
- Broadband Internet connection
- Adobe Acrobat Reader
- Macromedia Flash Player
- Access to a printer
- Access to a scanner
- Internet explorer or similar web browser
- Word processing software – e.g. Microsoft Word, Pages (for Mac only)
- Adobe reader may be required, free from www.adobe.com
- Access to video and audio recording equipment
- Access to real people to participate in interactive roles
- Ability to email video file in MP4 format
- Ability to scan a document
- Ability to upload a document
- Access to a space that can be used for role plays
Our Assessment Model

The Work-Task-Based Assessment Model is designed to allow students who do not have access to a workplace to undertake their assessments using the ‘The Health Hub Wellness Centre (HHWC)’ business scenario.

The HHWC is a simulated business environment to replace real experiences with simulated but realistic ones. The simulated work environment provides information about the business including; a range of business documents, processes and scenarios to provide students with an authentic workplace experience.

Students are presented with realistic problems within HHWC and must respond by completing assessment tasks that reflect the real work environment.

Assessment

The student is employed by the Health Hub Wellness Centre (HHWC) to support their roll out of the ‘Health for Happiness’ community program.

- As the Community Program Coordinator HHWC, reporting to the Operations Manager, the student will need to complete:
  - the HHWC’s Balancing Act leadership challenge,
  - review customer satisfaction
  - develop improved practices and training to address customer needs,
  - develop and pilot the Health for Happiness program as an individual community project,
  - recruit an assistant coordinator,
  - meet with stakeholders to plan a conference,
  - manage a conference for the national roll out of the ‘Health for Happiness’ community program,
  - develop workforce plans and manage risks to the ‘Health for Happiness’ community program
Completion of your qualification

Upon successful completion of this qualification you will be issued with a nationally recognised certificate for BSB50215 Diploma of Business by Conwal and Associates Pty Ltd (RTO 31190), trading as Conwal Institute. If you complete only part of the qualification you will receive a nationally recognised Statement of Attainment for the units of competency you have completed successfully.
## Course units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Course Title</th>
</tr>
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<tbody>
<tr>
<td>BSBWOR501</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBCUS402</td>
<td>Address customer needs</td>
</tr>
<tr>
<td>BSBPMG522</td>
<td>Undertake project work</td>
</tr>
<tr>
<td>BSBHRM506</td>
<td>Manage recruitment selection and induction processes</td>
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<tr>
<td>BSBADM502</td>
<td>Manage meetings</td>
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<tr>
<td>BSBADM503</td>
<td>Plan and manage conferences</td>
</tr>
<tr>
<td>BSBHRM513</td>
<td>Manage workforce planning</td>
</tr>
<tr>
<td>BSBRSK501</td>
<td>Manage risk</td>
</tr>
</tbody>
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### Assessment types may include:

- **WO, O**
- **$1500**
- **$1500**

### Tuition Fee

- **WO, O**
- **$1500**
- **$1500**

### RPL Tuition Fee

- **WO, O**
- **$1500**
- **$1500**

**ASSESSMENT KEY**

WO - Work Output, O - Observation, A - Aural, CS - Case Study, PSR - Practical Skills Report, RP - Role Play
Units Overview

**BSBWOR501 Manage personal work priorities and professional development**
Employers of today expect their employees to continuously develop their knowledge, skills and capabilities. This unit will assist you to learn how to systematically prioritise work-based tasks while striving to improve your organisational skills and capabilities. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.

**BSBCUS402 Address customer needs**
Before you start promoting your business you need to know what your customers want and why. This unit is all about providing workers, and service providers, with the necessary foundation skills to develop a strategic customer service approach to address the needs of customers with consistent efficiency.

**BSBPMG522 Undertake project work**
This unit is designed to provide you with the underpinning knowledge and tools essential for undertaking successful project work. It focuses on the application of project-management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project.

**BSBHRM506 Manage recruitment selection and induction processes**
Business owners and managers know the importance of hiring the right person for the job. Selecting that right person who matches the needs of the company is not as easy as it sometimes seems. This unit will provide you with the skills and knowledge to recruit, select and induct for the organisation managing all aspects of selecting new staff and orientating those staff to their new positions.
Units Overview

**BSBADM502 Manage meetings**
Meeting management tends to be a set of skills often overlooked by leaders and managers. This unit covers setting or managing staff meetings, how to gain accountability, manage the participants, handle disruptions and ensure outcomes are followed through in a timely manner. It supports the development of skills for handling every step required to manage meetings professionally.

**BSBADM503 Plan and manage conferences**
This unit looks at the process and skills to successfully plan a conference from start to finish – including managing a conference, the planning stages, preparation of materials, promotion, and coordination on the day/s and evaluating conference proceedings, all within timelines.

**BSBHRM513 Manage workforce planning**
Workforce planning helps an organisation forecast future conditions and environments, anticipate change and manage the workforce (employee numbers) to meet the organisations business and strategic goals. You will advance your skills in supply of workers, aligning the workplace objectives, succession planning and managing a diverse workforce.

**BSBRSK501 Manage risk**
Being able to identify the risks of a business and act accordingly will help your business be successful. This unit will assist you in developing the skills your will require to identify and analyse risk as well as the knowledge to choose and implement appropriate treatments.
How to enrol

Enrolling with the Conwal Institute is easy!

Enrol online today. **Click here to get the process started.** Before you complete your enrolment you need to read the student handbook and terms and conditions that are located in the checkout process on our website.

**OR**

Enrol by phone. Just call one of our friendly course and careers advisors on 1300 092 654.

Need more information?

We appreciate that choosing the right course is important. If you would like to discuss your career or course options, please do not hesitate to call or email our course and careers team with your questions.

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