



BSB50120 – DIPLOMA OF BUSINESS

RTO 46282



The best investment you can make is an investment in yourself ... The more you learn, the more you'll earn.
Warren Buffett

About this course

Based on over a decade of business and consulting experience and in consultation with industry, the ABI Diploma of Business is designed to give you the knowledge and skills required to run a business successfully. There are 5 Core Units and 7 Elective Units.

A Diploma of Business (Operations) (BSB50120) is a specialist course designed to prepare you to become a valued professional within diverse business settings.

Career and study pathway

Types of roles students may want to pursue after completing the course include Executive Officer, Business Development Manager, Project Consultant, Compliance Manager (Local Government), and Office Manager.

Subject to each university's enrolment policies, students may also use this qualification to gain entry into the university.

Learning Outcomes

Upon successful completion of this course, a Diploma of Business will be issued. Students will gain a wide variety of knowledge in business and management. This qualification will equip students with the following employability skills: communication, teamwork, problem-solving, initiative, planning and organising, self-management, learning and technology.

Entry Requirements

While the **Diploma of Business (BSB50120)** has no formal entry requirements as per the qualification guidelines, for this specific cohort of small business owners and managers, we have established the following criteria to ensure participants are well-prepared to engage with the course material successfully:

- **At least 1 year of management, supervisory, or business ownership experience**, which must be verified through supporting documentation such as reference letters or a work portfolio. This ensures that participants have the practical knowledge to contextualise and apply their learning in real-world business situations.
- Completion of **Year 10 (or equivalent)**, a **Trade Certificate**, or relevant qualifications such as a **Certificate IV**. This educational background ensures learners possess the necessary foundational skills to engage with the course content.
- **Intermediate computer literacy**, including proficiency in business software like Microsoft Office and navigating online learning platforms. This is essential to facilitate self-management in an online learning environment.

- **Language, Literacy, and Numeracy (LLN):** While there are no specific LLN requirements for this course, participants are expected to possess sufficient literacy and numeracy skills to interpret course materials, participate in assessments, and communicate effectively. This supports their self-managing learning and completing the course within the required timeframes.

These criteria ensure learners can effectively self-manage their study, engage with online content, and apply the course knowledge to enhance their business or management roles.

Course Application & Delivery

Online

Cost and Duration

\$4,500.00 plus GST. (paid in three instalments: \$1,500 initial, \$1,500 completion of 4th and 8th unit of competency)

Up to 2 years to complete

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal and non-formal learning).

ABI does not provide RPL at this time.

Credit Transfer

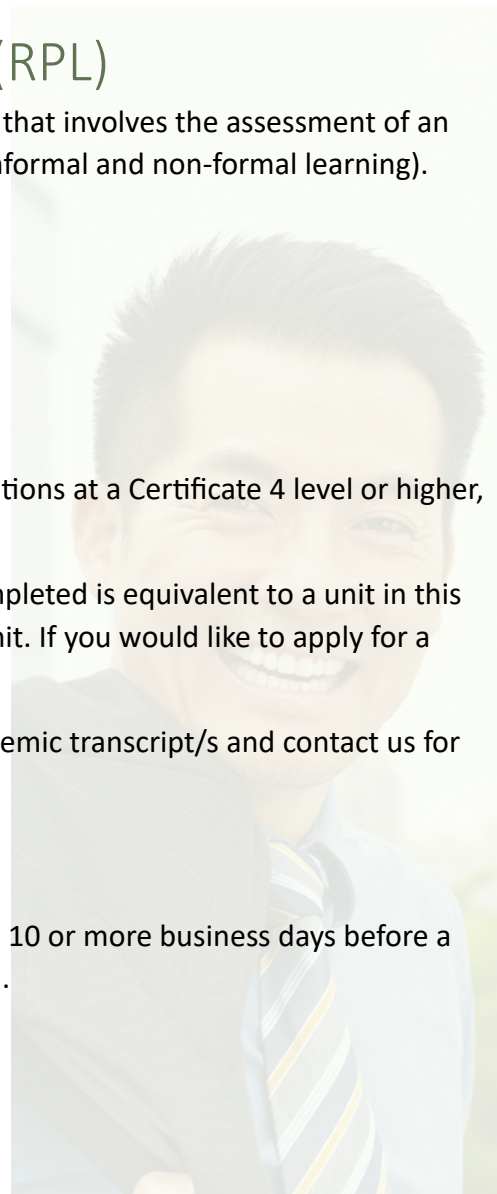
If you have previously studied recognised VET qualifications at a Certificate 4 level or higher, you may be able to apply for a credit transfer.

A credit transfer recognises that the unit you have completed is equivalent to a unit in this course and provides you with an exemption for that unit. If you would like to apply for a credit

For transfer, you must get certified copies of your academic transcript/s and contact us for further details.

Refunds

Learners who provide notice to cancel their enrolment 10 or more business days before a programme starts will receive a full refund of fees paid.



If learners cancel their enrolment 9 or fewer business days before a programme begins, they'll be eligible for a 75% refund of fees paid. Advanced Business Institute retains the remaining 25% to cover the costs of staff and resources already committed based on the learner's initial intent to undergo the training.

Refunds are only provided for learners who cancel their enrolment after a training programme has commenced if Advanced Business Institute fails to fulfil its service agreement. In such cases, refunds are provided under our client guarantee.

Statutory Cooling-Off Period

The Australian Consumer Law introduced in 2011 defines a statutory cooling-off period. A statutory cooling-off period (10 days) is provided to consumers to allow them to withdraw from a consumer agreement.

Access Your Certificate or Statement of Attainment

Upon completing a course, you will receive an official Statement of Attainment from ABI. However, you can request an official transcript at any time throughout your course for a fee.

Privacy

ABI respects your privacy. All information we obtain from you can only be given to another party with your prior written permission. For our full privacy policy, visit our website.

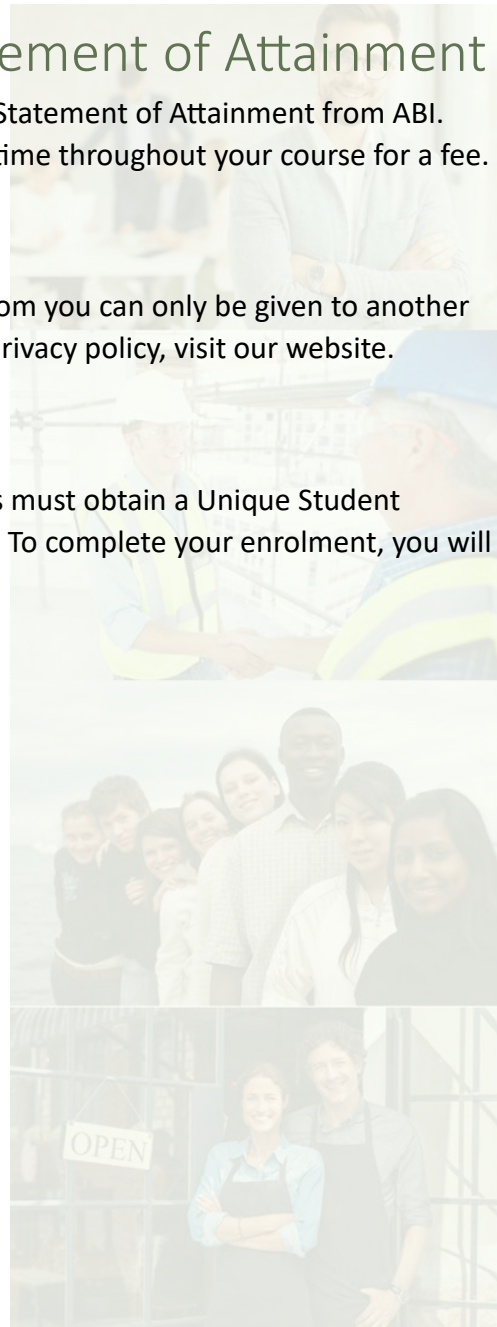
USI

All students undertaking nationally recognised courses must obtain a Unique Student Identifier (USI) from the Commonwealth Government. To complete your enrolment, you will need to provide your USI number.

Technical Requirements

To complete your online course, you will need:

- Mac or PC,
- Speakers or headphones
- Internet
- Microsoft Office
- Adobe Acrobat Reader



- Access to a workplace (preferable) - Volunteer work experience is suitable
- MYOB/Xero/Quickbooks (BSBFIN501 Manage budgets and financial plans, which is a core subject)

Plagiarism

Throughout your studies, you must ensure that all the work you submit is yours. There are serious penalties for plagiarism or copying another's work.

Special Consideration

If personal circumstances or illness have adversely affected your result in an assessment, you can seek special consideration.

Engagement Policy

You must complete 50% of your studies within the first eight months of starting your diploma.

Course Structure

We have selected key subjects that focus on the core skills to help you walk the professional path you've chosen. These are informed by our corporate experience and firmly based on what you will truly need and value.

Duration

Up to 2 years

Units of Competency

Code	Title	Total Hours (approx.)
BSBCRT511 <i>Core</i>	This unit is designed to be flexible, allowing learners to complete their studies at their own pace. Below is a breakdown of time expectations across different activities: Reading Through Online Content: Time Expected: 15 hours - Learners will use the online core materials, including instructional guides and key articles. This will help establish a foundation for critical thinking concepts. Workbook Tasks: Time Expected: 10 hours - Learners will complete a series of workbook tasks, including quizzes, reflection activities, and practical tasks reinforcing their understanding of the course content. Research and Additional Reading: Time Expected: 10 hours - Independent research is required to explore real-world examples and case studies of critical thinking in a business environment. This will enhance the learner's ability to apply critical thinking strategies in their workplace or simulated environment. Practical Application/Project Work: Time Expected: 10 hours - Learners will undertake practical project work, such as creating strategies to develop critical thinking in a team. This project should be based on their workplace or a simulated environment like <i>Bounce Fitness</i>. Assessment (Written and Video): Time Expected: 5 hours - Learners will prepare and submit assessments, including written reflections, case studies, and video demonstrations of facilitating critical thinking in others. Requirements to complete this unit: - Access to reliable internet - Access to Microsoft Office applications - Basic competence in MS Word - Access to a workplace	50

	Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness .	
BSBFIN501 Core	Manage budgets and financial plans: This unit provides flexibility, allowing learners to complete their studies at their own pace while ensuring they grasp the core financial management concepts. Below is the breakdown of time expectations across different activities: Reading Through Online Content: Time Expected: 15 hours - Learners will review key materials on financial management, budgeting processes, and financial plan creation. These resources are available through the LMS and form the foundation for understanding the core financial management principles within a business context. Workbook Tasks: Time Expected: 10 hours - Learners will complete workbook exercises, which include practical tasks such as budget analysis, financial forecasting, and decision-making scenarios related to managing business finances. Research and Additional Reading: Time Expected: 10 hours - Learners are required to conduct independent research on budgeting and financial planning techniques. This may include reviewing case studies or industry reports that reflect current financial trends and best practices. Practical Application/Project Work: Time Expected: 10 hours - Learners will create and manage a budget or financial plan for their business or a simulated environment like <i>Bounce Fitness</i>. This task involves applying learned concepts to a real-world scenario, ensuring practical skill development. Assessment (Written and Video): Time Expected: 5 hours - Learners will prepare and submit assessments, including written reports or financial plans and video presentations demonstrating their ability to analyse and manage financial data.	70

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: MS Word, Adobe Acrobat Reader
- A workplace that will allow you access to:
 - Workplace documentation, including:
 - Financial plan for your work team that includes the following:
 - Cash flow projections
 - Ageing Summaries
 - Petty Cash Statements
 - Goods and Service Tax (GST)
 - Profit and Loss Statements
 - One budget plan

Budget plans may include, but are not limited to, the following:

- Short-term budget plan
 - Long-term budget
- People (actual positions or simulated), including:
 - Two relevant personnel (*This includes, but is not limited to, the following*):
 - Financial managers
 - Accountants
 - Financial controllers
 - At least two team members whose job roles are focused on managing finances. *These include, but are not limited to:*
 - Purchasing and procurement staff
 - Debt collectors
 - Bookkeepers
- Opportunity to manage at least one financial plan for your work team
- At least two resources can be used to manage financial management processes. *These include, but are not limited to, the following:*
 - Microsoft Excel
 - Cloud-based storage
 - Time tracking application
- At least two systems can be used to manage financial management processes. These include, but are not limited to, the following:
 - Mind Your Own Business (MYOB)
 - Quickbooks
 - Xero
 - Excel (*a widely accessible and customisable tool for financial tracking and budgeting*)

	○ <i>Wave Accounting or similar (a free financial management platform designed for small businesses)</i> Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBOPS501 <i>Core</i>	Manage business resources: This unit is designed to be flexible, allowing learners to manage their study time while effectively grasping key concepts related to resource management in a business environment. Below is a breakdown of time expectations across different activities: 1. Reading Through Online Content: ○ Time Expected: 15 hours ○ Learners will engage with core materials on resource planning, allocation, and management. The content covers both physical and human resources necessary for business operations. 2. Workbook Tasks: ○ Time Expected: 10 hours ○ Workbook tasks will focus on practical activities, including resource audits, planning exercises, and cost-benefit analysis related to resource management within a business. 3. Research and Additional Reading: ○ Time Expected: 10 hours ○ Learners will conduct independent research to explore best practices in managing business resources, looking into case studies, industry examples, and current trends in resource optimisation. 4. Practical Application/Project Work: ○ Time Expected: 10 hours ○ Learners will complete a project that involves developing a resource management plan for their business or a simulated environment such as <i>Bounce Fitness</i>. This project will require learners to apply resource planning, allocation, and performance evaluation techniques. 5. Assessment (Written and Video): ○ Time Expected: 5 hours ○ Learners will prepare and submit assessments, including a written resource management plan	80

or video presentation demonstrating their ability to manage and optimise resources.

Requirements to complete this unit:

To complete this unit, learners may use actual workplace data, simulated business scenarios, or researched information where necessary. The following are required:

- **Computer** with internet, email access, and a working web browser.
- **Installed software:** MS Word, Adobe Acrobat Reader, MS Excel.

Learners will need access to the following resources, which can be from an actual workplace, simulations, or research-based sources:

- **Workplace documentation**, including:
 - At least three business plans, including a program with a project. This includes:
 - At least one business plan containing a program with a project requiring at least one human resource.
 - At least one business plan containing a program with a project requiring at least one physical resource.
 - Documents can be simulated or researched if workplace documents are not available.
- **At least one workplace document** relevant to each of the following:
 - Three workplace documents relevant to three business units, each with objectives tied to a required resource.
 - Documents may include:
 - Annual reports.
 - Organisational information documents.
 - Simulated documents can be used for research if actual workplace data is not accessible.
- **Internal resourcing capabilities**, covering:
 - Human resources.
 - Physical resources.
 - These refer to the business's ability to provide the necessary resources. Documents can include:
 - Inventory records.
 - Employee personnel files.
 - Simulated or researched records are acceptable.
- **Product delivery standards** relating to:
 - Human resources.

- Physical resources.
- Product delivery standards define the organisation's minimum quality of service. Documents can include:
 - Policies and procedures.
 - Organisational standards.
- Simulated or researched versions are acceptable.
- **Service delivery standards** relating to:
 - Human resources.
 - Physical resources.
 - Service delivery standards set the organisation's expectations for service quality. Documents may include:
 - Policies and procedures.
 - Organisational standards.
 - Simulated or researched versions can be used if required.
- **Your organisation's measure for efficiency:**
 - Measures the performance efficiency within the business, using organisational standards and business plans. This may include simulated or researched data.
- **External resourcing requirements** relating to:
 - Human resources and physical resources.
 - External resourcing conditions include legal documents, supplier service requirements, and procurement policies. Simulated or researched legal documentation is acceptable.
- **Organisational policies and procedures** for allocating:
 - Human resources.
 - Physical resources.
 - Use actual policies or create simulated/researched versions if workplace access is impossible.
- **Organisational standards** for acquiring:
 - Human resources.
 - Physical resources.
- **Organisational code of conduct** relevant to acquiring:
 - Human resources.
 - Physical resources.
- **Organisational templates**, such as:
 - Meeting Minutes.
 - Resource bids for human and physical resources.
 - Resource plans for human and physical resources.

	○ Reports for human and physical resources. • People: ○ Your supervisor. ○ At least two representatives from different business units. ○ If not accessible, simulated roles can be used for project purposes. • Opportunities to manage at least three business resources, including: ○ Developing resource bids. ○ Developing, implementing, and reviewing resource plans. ○ Simulated management opportunities are acceptable if real workplace experience is unavailable. • Opportunities to take corrective action on resource usage based on simulated or researched business cases if actual work experience is not accessible. • Legal documents relevant to acquiring: ○ Human and physical resources, including at least one legislation and one regulation for each. Researched or simulated documents may be used if actual workplace documents are unavailable. Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBSUS511 Core	Develop workplace policies and procedures for sustainability: This unit provides flexibility while ensuring learners develop a solid understanding of sustainability in the workplace. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 15 hours ○ Learners will study online materials covering sustainability principles, policy development, and regulatory frameworks related to workplace sustainability. 2. Workbook Tasks: ○ Time Expected: 10 hours ○ Learners will complete workbook tasks focused on practical applications, such as identifying sustainability challenges and opportunities in the workplace and drafting policy recommendations.	50

3. Research and Additional Reading:

- **Time Expected:** 10 hours
- Independent research is required to explore sustainability trends, regulatory requirements, and best practices in workplace policy development. This research may involve reviewing case studies or relevant industry reports.

4. Practical Application/Project Work:

- **Time Expected:** 10 hours
- Learners will develop a workplace sustainability policy and procedure plan. This may involve creating action plans for energy conservation, waste reduction, or sustainable resource use in their workplace or a simulated environment like *Bounce Fitness*.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including written policies or video presentations detailing their sustainability plans and procedures.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: MS Word, Adobe Acrobat Reader
- A workplace, or a simulated workplace environment that will allow you access to:
 - Relevant information that the learner requires to plan the scope and objectives of the workplace sustainability policy, such as:
 - Federal or state/territory legislation, regulation, or best practice related to environmental protection and corporate sustainability actions
 - Sustainability initiatives based on industry or workplace standards, guidelines, and approaches
 - Corporate sustainability goals
 - Organisation's processes for developing policies and procedures
 - Resource where the workplace/organisation's policies and procedures can be accessed, such as:
 - Staff handbook
 - Company website/intranet site
 - People, including:

- At least three relevant stakeholders from the organisation who will be involved throughout the development, implementation, and monitoring process of the workplace sustainability policy to be developed

These can be individuals or groups directly impacted by the policy the learner will develop.

At least two internal stakeholders from the organisation and at least one external stakeholder must be involved in the consultation.

- All key stakeholders impacted by the sustainability policy and procedures
- Opportunity to:
 - develop, present, and implement new sustainability policies and procedures in the workplace/organisation
 - modify improvements in the sustainability policy and procedures in the workplace/organisation

Modification can be done to the policy and procedures to be developed for the Workplace Project Task or to existing sustainability policy and procedures in the workplace/organisation

- Supplementary materials/resources to support the presentation of the new policies and procedures, such as:
 - PowerPoint presentation
 - Handouts
 - Copy of updated staff handbook
- All resources that you will require to implement the sustainability policy and procedures in the workplace (Workplace Project Task 5)
- At least two recording systems will be used to monitor the implementation of the sustainability policy

These can exist within your workplace/organisation, or you can develop them based on the policy requirements you will develop.

- Relevant reports that will be accessed to track the recording systems, e.g. electricity or water bills, purchase receipts

Tools/resources used by the workplace/organisation to communicate outcomes of policy implementation to key personnel and stakeholders

	Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBXCM501 Core	Lead communication in the workplace: This unit provides flexibility while ensuring learners develop strong workplace communication skills. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: Time Expected: 15 hours - Learners will engage with materials covering communication strategies, leadership in communication, and tools for effective workplace communication. These resources provide the foundation for understanding communication frameworks in business settings. 2. Workbook Tasks: Time Expected: 10 hours - Learners will complete tasks that involve analysing workplace communication scenarios, identifying barriers to communication, and developing strategies to improve interaction within a team or organisation. 3. Research and Additional Reading: Time Expected: 10 hours - Learners will conduct independent research into effective communication practices, leadership communication styles, and case studies from various industries that highlight successful communication strategies. 4. Practical Application/Project Work: Time Expected: 10 hours - Learners will create a communication strategy for their workplace or a simulated environment like <i>Bounce Fitness</i>, enhancing internal communication, conflict resolution, and team engagement. 5. Assessment (Written and Video): Time Expected: 5 hours - Learners will prepare and submit assessments, including a written communication strategy or a video presentation demonstrating leadership in communication scenarios. Requirements to complete this unit:	50

	▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: ○ Workplace documentation, including: ▪ Organisational documentation relevant to communication goals <i>This includes, but is not limited to, the following:</i> • <i>Business Plans</i> • <i>Communication Policies and Procedures</i> • <i>Staff handbook</i> ○ At least two team members involved in the communication protocols ○ At least one opportunity to establish each of the following: ▪ Internal communication protocols ▪ External communication protocols ○ Opportunity to coordinate effective communication among team members ○ Opportunity to review your current organisational or team communication practices To complete the Case Study Assessments, you will require access to: ▪ At least two volunteers to participate in each role-play activity ▪ Video camera or a mobile phone with video recording capabilities A safe environment to conduct the role-play activity Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBFIN601 <i>Elective</i>	Manage organisational finances: This unit provides flexibility while ensuring learners develop advanced financial management skills for organisations. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 15 hours ○ Learners will review comprehensive financial management, budgeting, forecasting, and financial decision-making materials within an organisational context. These resources form	80

the foundation for understanding advanced financial strategies.

2. Workbook Tasks:

- **Time Expected:** 10 hours
- Learners will complete workbook tasks focused on analysing financial reports, developing budgets, and assessing financial performance to inform business decisions.

3. Research and Additional Reading:

- **Time Expected:** 10 hours
- Independent research is required to explore current financial practices, regulatory requirements, and case studies on effective financial management in various industries.

4. Practical Application/Project Work:

- **Time Expected:** 10 hours
- Learners will undertake a project that involves creating a comprehensive financial plan for their organisation or a simulated environment such as *Bounce Fitness*, focusing on financial forecasting, risk management, and resource allocation.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including written financial plans or video presentations demonstrating financial decision-making and reporting.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: MS Word, Adobe Acrobat Reader
- A workplace that will allow you access to:
 - Workplace documentation, including:
 - Organisational documentation relevant to communication goals

This includes, but is not limited to, the following:

- *Business Plans*
- *Communication Policies and Procedures*
- *Staff handbook*
- At least two team members involved in the communication protocols
- At least one opportunity to establish each of the following:
 - Internal communication protocols
 - External communication protocols

	○ Opportunity to coordinate effective communication among team members ○ Opportunity to review your current organisational or team communication practices To complete the Case Study Assessments, you will require access to: ▪ At least two volunteers to participate in each role-play activity ▪ Video camera or a mobile phone with video recording capabilities A safe environment to conduct the role-play activity Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBOPS502 <i>Elective</i>	Manage business operational plans: This unit allows flexibility while ensuring learners develop the skills to effectively manage and implement operational plans. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 20 hours ○ Learners will engage with materials covering operational planning processes, resource allocation, and performance monitoring. These resources provide the foundation for developing, managing, and evaluating business operational plans. 2. Workbook Tasks: ○ Time Expected: 15 hours ○ Learners will complete tasks that involve the analysis of operational plans, identification of resource needs, and strategies for monitoring and improving operational performance within an organisation. 3. Research and Additional Reading: ○ Time Expected: 15 hours ○ Learners will conduct independent research into effective operational planning practices, reviewing case studies and industry examples and exploring strategies to optimise business operations. 4. Practical Application/Project Work: ○ Time Expected: 15 hours	70

- Learners will develop a detailed operational plan for their business or a simulated environment like *Bounce Fitness*. This includes outlining resources, timelines, and performance measures for achieving organisational objectives.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including a written operational plan or a video presentation demonstrating their approach to managing resources and monitoring business operations.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: MS Word, Adobe Acrobat Reader
- A workplace that will allow you access to:
 - Workplace documentation, including:
 - Organisational documents that include information on your organisation's business objectives
 - Organisational documents relevant to the development of an operational Plan
 - Organisational document relevant to budget allocations for operational plans
- Organisational policies and procedures related to the following:
 - Recruiting new employees
 - Inducting new employees
 - Purchasing physical resources
 - Hiring services
- Organisational practices
 - Recruiting new employees
 - Inducting new employees
 - Purchasing physical resources
 - Hiring services
- Organisational documents relevant to existing strategies for each of the following:
 - Recruiting employees
 - Inducting employees
 - Employee training and development
 - Acquiring physical resources
 - Acquiring services
 - Protecting intellectual property when recruiting employees

	Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness .	
BSBOPS504 <i>Elective</i>	Manage business risk This unit provides flexibility while ensuring learners develop a thorough understanding of identifying, analysing, and managing business risks effectively. Below is the breakdown of time expectations across the required activities: Reading Through Online Content: Time Expected: 20 hours - Learners will review materials on risk management frameworks, risk identification, and mitigation strategies. These resources will establish a solid foundation in managing business risks. Workbook Tasks: Time Expected: 10 hours - Learners will complete practical workbook tasks that involve analysing risk scenarios, assessing their potential impact, and developing strategies to manage and mitigate risks. Research and Additional Reading: Time Expected: 10 hours - Independent research will focus on best practices in risk management and real-world case studies. Learners will explore different approaches to assessing and mitigating risks within various business contexts. Practical Application/Project Work: Time Expected: 15 hours - Learners will develop a comprehensive risk management plan for their workplace or a simulated environment like <i>Bounce Fitness</i>. This will include identifying key risks, evaluating their significance, and outlining appropriate mitigation strategies. Assessment (Written and Video): Time Expected: 5 hours - Learners will prepare and submit assessments, including written risk management plans or video presentations demonstrating their approach to managing and mitigating business risks.	60

	Requirements to complete this unit: ▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: ○ Workplace documentation, including: ▪ Organisational documents that include information on your organisation's business objectives ▪ Organisational documents relevant to the development of a risk management plan ▪ Organisational document relevant to risk identification and recording. ▪ Organisational policies and procedures related to the following: ○ Hazard identification ○ Risk classification Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBOPS601 <i>Elective</i>	Develop and implement business plans This unit provides flexibility while ensuring learners gain the necessary skills to develop and implement business plans effectively. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 20 hours ○ Learners will engage with materials covering business planning processes, strategic objectives, and resource allocation. These resources provide the foundation for understanding how to create and implement effective business plans. 2. Workbook Tasks: ○ Time Expected: 10 hours ○ Learners will complete practical workbook tasks, such as analysing case studies, identifying key business objectives, and developing strategies to meet these objectives. These tasks will help in applying the theoretical knowledge gained. 3. Research and Additional Reading: ○ Time Expected: 10 hours ○ Independent research will review successful business plans and explore best practices in	60

strategic planning, financial forecasting, and performance monitoring across different industries.

4. Practical Application/Project Work:

- **Time Expected:** 15 hours
- Learners will create a business plan for their organisation or a simulated environment such as *Bounce Fitness*. This includes outlining strategic objectives, allocating resources, and developing implementation timelines and monitoring strategies.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including written business plans or video presentations demonstrating their ability to develop and implement business strategies.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: MS Word, Adobe Acrobat Reader
- Workplace, or a similar environment, where the candidate can complete the assessments, and that will allow them access to:
 - Relevant information
 - Printed or online sources for research on market requirements and competition
 - Workplace documentation, including:
 - Organisational documents from where mission, vision, business objectives, goals, business values, and pre-existing strategic, business and operational plans can be accessed
 - Financial statements to support the financial indicators in the business plan, such as historical financial statements for the previous year, budgeting information for the current year and prospective financial statements for the next year. Financial statements must include profit & loss statements, balance sheet statements and cash flow statements
 - Organisational and workplace policies and procedures such as:

- Business plan implementation and monitoring
 - Performance measurement
- Business Assessment Report template or similar from the candidate's workplace/organisation
- Meeting Minutes template or similar from the candidate's workplace/organisation
- Business plan template or similar from the candidate's workplace/organisation
- Implementation and Monitoring Report template or similar from the candidate's workplace/organisation
- Business Review Report template or similar from the candidate's workplace/organisation
- People, including:
 - At least two relevant stakeholders
 - Whom the candidate will consult to develop performance objectives and measures and identify resource requirements for the business plan
 - With whom the candidate can communicate the business plan and confirm the availability of human resource requirements for implementation of the business plan

Relevant stakeholders consulted for Workplace Assessment Task 2 and Workplace Assessment Task 4 can be the same stakeholders so long as they can assist with the information required by the candidate for each of the above-outlined tasks.

- At least one supervisor/manager, preferably part of the senior management, who will be involved in the following:
 - To sign off on the Implementation and Monitoring Report to confirm that you implemented the business plan
 - To whom the candidate can communicate the

	Implementation and Monitoring Report - To whom the candidate can communicate the Business Review Report • At least two underperforming staff for whom the candidate can conduct a group coaching session <i>They will be identified after the implementation of the business plan.</i> ○ Opportunity to: • Consult and communicate with at least two relevant stakeholders to: - Develop and finalise performance objectives and measures for the business plan - Identify resource requirements for the business plan - Confirm availability of human resource requirements for implementation of the business plan - Conduct a group coaching session on business performance with at least two underperforming staff Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBSUS601 <i>Elective</i>	Lead corporate social responsibility This unit provides flexibility while ensuring learners develop the skills necessary to lead corporate social responsibility (CSR) initiatives. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 15 hours ○ Learners will study materials on CSR principles, sustainable practices, and ethical decision-making within organisations. This content builds a strong foundation for understanding corporate social responsibility. 2. Workbook Tasks: ○ Time Expected: 10 hours ○ Learners will complete practical workbook tasks, such as evaluating CSR initiatives,	50

identifying sustainability opportunities, and developing strategies to integrate CSR into business operations.

3. Research and Additional Reading:

- **Time Expected:** 10 hours
- Independent research will involve exploring case studies and best practices in CSR, reviewing regulatory requirements, and examining the impact of CSR on various stakeholders.

4. Practical Application/Project Work:

- **Time Expected:** 10 hours
- Learners will develop a CSR strategy for their organisation or a simulated environment such as *Bounce Fitness*. This includes outlining key CSR initiatives, stakeholder engagement, and implementation plans.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including written CSR plans or video presentations demonstrating their approach to leading and implementing CSR strategies.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: Word, Adobe Acrobat Reader
- A workplace, or a simulated workplace environment that will allow you access to:
 - Relevant information that the learner requires to understand the existing corporate social responsibility (CSR) context for the workplace/organisation and develop a corporate social responsibility policy, such as:
 - Federal or state/territory legislation, regulations, industry, or global standards.
 - Context of information required.
 - Workplace documentation or similar workplace template, including:
 - Business plans or similar for organisational mission, vision, values, goals, drivers, and objectives.
 - Corporate social responsibility goals, objectives and existing policies and practices.

At least two current policies and at least two current practices relating to corporate social responsibility.

- Generic Corporate Social Responsibility Context Report template,
- Process for developing policies and procedures.
- Generic Corporate Social Responsibility Policy Template
- Existing monitoring systems or templates from the workplace/organisation that will be used to monitor the implementation of corporate social responsibility practices.
- Generic Corporate Social Responsibility Monitoring template
- Generic Corporate Social Responsibility Evaluation Template
- People, including:
 - At least three relevant stakeholders of the organisation will be involved throughout the development, implementation, and monitoring process of the corporate social responsibility policy to be developed.

Relevant stakeholders can be individuals or groups who exert substantial influence and are likely to be impacted to a high degree by the corporate social responsibility policy the learner will develop.

At least two stakeholders must be internal to the organisation, and at least one stakeholder must be external.

- The corporate social responsibility policy for integrating corporate social responsibility practices with organisational systems, procedures, or processes impacts at least two stakeholders.
- Key personnel responsible for the implementation of corporate social responsibility practices.
- Opportunity to:
 - establish, monitor, and evaluate corporate social responsibility for at least two areas or opportunities in the workplace/organisation.
 - consult and communicate with relevant stakeholders to develop corporate

	social responsibility objectives and policies that align with organisational goals. • negotiate with stakeholders to integrate corporate social responsibility practices into policies and procedures. • Recommend and improve the corporate social responsibility policy and practices in the workplace/organisation. <i>Improvements can be made to the policy developed for the Workplace Project Task or to existing corporate social responsibility policy in the workplace/organisation.</i> ○ Tools/resources used by the workplace/organisation to communicate outcomes of policy implementation to key personnel and stakeholders Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBCRT611 <i>Elective</i>	Apply critical thinking for complex problem-solving This unit allows flexibility while ensuring learners develop the ability to apply critical thinking to solve complex problems in business contexts. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 20 hours ○ Learners will engage with materials on critical thinking techniques, problem-solving frameworks, and decision-making processes. These resources lay the foundation for understanding how to apply critical thinking in solving complex organisational issues. 2. Workbook Tasks: ○ Time Expected: 10 hours ○ Learners will complete workbook tasks involving the analysis of complex problems, identifying solutions, and evaluating different approaches using critical thinking tools and methods. 3. Research and Additional Reading: ○ Time Expected: 10 hours ○ Independent research will involve reviewing case studies of successful problem-solving strategies in various industries, exploring	60

critical thinking techniques and their application to complex organisational challenges.

4. Practical Application/Project Work:

- **Time Expected:** 15 hours
- Learners will undertake a project to apply critical thinking and problem-solving approaches to a complex issue within their workplace or a simulated environment such as *Bounce Fitness*. This project will analyse the problem, evaluate potential solutions, and select the best approach.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, including written reports or video presentations demonstrating their ability to apply critical thinking in solving complex business problems.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: Word, Adobe Acrobat Reader
- A safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work that will allow you access to:
 - Workplace documentation with information on the following:
 - Scope of your work role

This can include:

- Job description
- Roles and Responsibilities document
- Business plan
- Requirements for the development of:
 - Solution proposal briefs
 - Feedback registers
- Requirements for the presentation of:
 - Solution proposal briefs
 - Feedback registers
- Process for the approval of solutions for implementation
- Requirements for preparing solution proposal briefs, such as:
 - Style guide

	- Communication policy and procedures - Continuous improvement of policy and procedures ○ Workplace templates, including or similar to the following: • Problem scoping briefs • Feedback registers • Solution proposal briefs ○ Resources required for each of the following: • Undertaking research • Preparing a brief • Developing a feedback register This can include: • Consultations with specialists • Information databases • Project management tools ○ Organisational policies and procedures with information relevant to the identified complex workplace issue, such as: • Work health and safety policies and procedures • Conflict resolution policies and procedures • Business continuity policies and procedures ○ Components of legislative frameworks applicable to the identified complex workplace issue, Components of legislative frameworks can include legislation, regulations and codes of practice related to the following: • Anti-discrimination • Fair work • Work health and safety ○ Opportunity to: • Scope at least one complex workplace issue during consultation with at least two relevant stakeholders in <i>Workplace Project Task 1</i> • Present the problem-scoping brief and facilitate an ideation session with at least two relevant stakeholders in <i>Workplace Project Task 3</i>	
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	• Present the solution proposal brief and seek feedback from at least two key stakeholders in <i>Workplace Project Task 5</i> ○ People, including: • At least two relevant stakeholders who will be involved in the following: • Consultation to scope at least one complex workplace issue in <i>Workplace Project Task 1</i> • Presentation of the problem scoping brief and facilitating ideas for resolving the complex workplace issue in <i>Workplace Project Task 3</i> <i>Relevant stakeholders refer to individuals or groups with relevant information and are affected by the workplace problem.</i> ▪ At least two key stakeholders who will be involved in the following: ○ Presentation of the solution proposal brief and gathering feedback on presented information in <i>Workplace Project Task 5</i> ○ Seeking approval for the implementation of the solution to the complex workplace issue in <i>Workplace Project Task 6</i> <i>Key stakeholders refer to individuals or groups vital in problem-solving due to specialist insight and authority to approve implementation.</i> Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
BSBPEF502 <i>Elective</i>	Develop and use emotional intelligence This unit allows flexibility while ensuring learners develop the skills to understand and apply emotional intelligence (EI) in the workplace. Below is the breakdown of time expectations across the required activities: 1. Reading Through Online Content: ○ Time Expected: 20 hours ○ Learners will study materials on emotional intelligence concepts, self-awareness, and strategies for managing emotions in oneself and others. These resources provide a foundation for understanding and applying emotional intelligence professionally.	60

2. Workbook Tasks:

- **Time Expected:** 10 hours
- Learners will complete practical tasks that involve assessing their emotional intelligence, identifying areas for improvement, and developing strategies for improving interpersonal relationships and communication in the workplace.

3. Research and Additional Reading:

- **Time Expected:** 10 hours
- Independent research will review case studies and best practices on emotional intelligence, exploring its impact on leadership, teamwork, and workplace culture.

4. Practical Application/Project Work:

- **Time Expected:** 15 hours
- Learners will apply emotional intelligence principles in a workplace project to improve communication, resolve conflicts, or enhance team collaboration. This can be done in their workplace or a simulated environment like *Bounce Fitness*.

5. Assessment (Written and Video):

- **Time Expected:** 5 hours
- Learners will prepare and submit assessments, which may include written reflections on their EI development or video presentations demonstrating the application of emotional intelligence in actual or simulated workplace scenarios.

Requirements to complete this unit:

- Computer with internet and email access and a working web browser
- Installed software: Word, Adobe Acrobat Reader
- A workplace that will allow you access to:
 - Documentation, including:
 - Policies and procedures relevant to:
 - Organising informal opportunities to express thoughts and feelings in the workplace
 - Organising tasks to assist others to understand the effect of their behaviour and emotions on others in the workplace
 - People, including:
 - At least two co-workers

	- At least two relevant stakeholders <i>Stakeholders can include the following:</i> - Your co-workers - Your supervisor Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - Bounce Fitness.	
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Flexible Training Options Example Week

At ABI, we understand that every student has different schedules and responsibilities. Our flexible learning options allow students to manage their studies around their lives, ensuring that they can fulfil their training requirements at a pace that suits them. Below are three examples of how students could structure their week to meet their study requirements.

Study Option	Hours per Week	Breakdown of Activities
Option 1: Full-Day Study	10 hrs (1 day)	- 5 hours: Read course materials and complete workbook tasks - 3 hours: Research and additional reading - 2 hours: Work on assessments and projects
Option 2: Part-Time Evenings	10 hrs (5 evenings)	- 2 hours each evening: Review course materials, engage in discussions, and complete workbook tasks
Option 3: Weekend Study	6 hrs (1 day) + 4 hrs (1 evening)	- 6 hours: Weekend study session (covering reading and research) - 4 hours: Mid-week evening to work on workbook tasks and assessments

Flexible learning means that some weeks, students may need more time to commit as much to their studies. This is fine; the system allows them to catch up in other weeks when available. Whether students prefer to study in concentrated blocks or spread their learning across the week, our learning management system (LMS) and support team can assist in keeping them on track.

We Know Business

Eric Allgood – Chief Executive Officer



Qualifications:

- Master of Business Law
- MBA
- Grad Cert Business Administration
- Grad Cert Training and Development
- Bachelor of Applied Management
- Advanced Diploma of Management (HR)
- Certificate IV in Workplace Training and Development
- International Franchise Law
- Basic Psychology
- Workplace Laws for Business Advisers (Fair Work Ombudsman)
- Workplace Investigations
- Senior First Aid
- Provide Emergency Care for Suspected Spinal Injury
- Mental Health First Aid

Eric is an esteemed member of professional organisations such as:

- Australian Institute of Company Directors (AICD)
- Institute of Company Directors Australia (ICDA)
- Small Business Association of Australia (SBAA)
- Institute of Chartered Managers Institute (CMgr)
- Australian Human Resources Institute (CAHRI)

Eric is a seasoned executive with over 20 years of leadership experience, showcasing his versatility in varied sectors like construction, manufacturing, and agribusiness. His collaborative work with diverse organisations, spanning not-for-profit, government, and corporate entities, has shaped a unique skill set that empowers him to excel in business revival and market penetration.

Currently serving as the Managing Director of SBAAS, Eric emphasises the human facet of the business, steering the company's varied initiatives with expertise. He's adept at helping clients pinpoint simple yet potent solutions to business problems. Acknowledging the crucial role of communication for ongoing growth, Eric collaborates closely with businesses to express their mission and fuel their success.

As a well-rounded academic with postgraduate qualifications in business and training and development, Eric has devoted 15 years to coaching and teaching. His empathetic demeanour and genuine interest in individual growth equip him to formulate strategies to bolster his clients and their businesses.

In Eric's illustrious career, one accomplishment stands out: he led a team to develop three new nationally acknowledged qualifications by addressing a significant gap

in aviation industry training. These initiatives substantially reduced risks associated with deficient trade training. Two of these courses remain fully funded by the government under a skills shortage program, creating new career opportunities in aerospace coatings and contributing to major financial and safety enhancements.

Living by the ethos, "Elevating others elevates me," Eric demonstrates his commitment to nurturing talent and promoting excellence. A respected member of the Chartered Managers Institute (CMI), Fellow Institute Managers and Leaders (FIML), and the Australian Human Resources Institute (CAHRI), Eric displayed his expertise as a speaker at the 2020 SBAA International Small Business Summit, discussing future training and IR reform.

His wisdom was sought at the same summit, where he spoke on Training's Future and IR Reform. Eric's life and career epitomise his dedication, leadership, and steadfast commitment to stimulating growth and excellence.

Contact Us

23 Lochiel St

Kenmore Qld 4069

Phone: +61 7 3916 9897

Email: admin@advancedbusinessinstitute.au

RTO #: 46282

