GEM COLLEGE OF INTERNATIONAL BUSINESS

Diploma of Business (Records and Information Management) BSB50120

Online and/or Blended Delivery

Qualification

Diploma of Business (Records and Information Management) **BSB50120**

Training Package

BSB Business Services Training Package

GEM Online Campus

The Learner is provided with User Name and Password to the GEM Online Campus, which enables access to the interactive Online Screen Guide; the Learner Guide (pdf); the Assessment Guide; and the Quick Reference Guide.

Blended Delivery

Study via face to face intensives; supported by Learner Guide, Assessment Guide; Online Seminars.

Time Commitment

Nominal minimum hours of study plus individual research and on the job application is 1,200 - 2,400 hours (normally over a period of 12-24 months); **OR** approximately 10 hours research and study per week (face-to-face/online) for 12 months from commencement. During the balance of the time, learners will be engaged in work-based/simulated work-based (portfolio building) activities, assessments.

Course Overview

If you are the kind of person who likes to bring order out of chaos by applying documented systems, which make things structured, well prepared, and easy to find, this specialisation will suit you perfectly. Whether you work in a school, a business, or an NGO, effective management of records and information are essential. Individuals charged with managing this role may possess substantial experience in a range of settings, but seek to develop their skills within this specialisation.

Our delivery of the Diploma of Business (Records and Information Management) is highly flexible and designed to meet the needs of different people involved in managing records and information. Graduates will have a deep understanding of the relevant theoretical knowledge relating to records and information management functions in an organisation. While this specialisation may apply to individuals whose sole workplace function is managing records and information, it will also apply to people working in administration, research and development, marketing, manufacturing or human resources management.

Those who are already involved in their own business, will have identified areas where they have strengths, and other areas where they need to enhance their competencies to ensure a safe, secure, profitable and successful business. Graduates in these roles carry out moderately complex tasks in a specialist field of expertise that requires the skills to manage records and information. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wider range of business functions. Students are encouraged to select electives to:

Address their professional development needs; and/or
The commercial requirements of the business.

Australian Qualifications Framework

NATIONALLY RECOGNISED TRAINING

STUDY LOANS the affordable way

If you are employed in a business (irrespective of its size) and want to improve your career opportunities, this specialisation will assist you within your role, and on your career trajectory. It applies to individuals with various job titles including executive officers, program consultants and program coordinators.

This course will help you define your Strategic Intent, and show you how to achieve it through developing the Perpetual Business Plan… That's just the tip of this great iceberg! This qualification offers maximum flexibility in what you want to study.

Career Opportunities/Vocational Outcomes

This qualification may apply to people who are working in a business environment, or those who aspire to entrepreneurship.

Pathways

Entry Requirements/Pathways

While there are no prerequisite formal requirements for this qualification, learners will need:

Communication skills at a requisite level to complete the course
Computer skills such as:

Knowledge of common computing terms and word processing;
Familiar with web browser software;
Able to send/receive e-mail, including e-mail with attachments; and
Proficient in navigating the Internet.

Computer hardware and software requirements

Operating System: Windows 7 or higher; MAC OS X 10.6 or higher (recommended);
CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended;
Processor: 2.0 GHz processor or higher (32-bit or 64-bit);
Monitor with at least 1024x768 screen resolution;
Internet access: Minimum ADSL1 with a speed of at least 1.5Mbps;
Valid personal email address;
Speakers and microphone/headset;
Adobe Reader;
Word processing and presentation software e.g. - Microsoft Office, PowerPoint, etc; and
In date web browser – e.g. Google Chrome, Mozilla Firefox, etc.

Student selection

Each applicant will be interviewed to:

Ensure suitability of program for the individual and his/her current position and/or career path;
Explore possibilities for RPL and/or credit transfer (as applicable);
Identify special needs and determine reasonable adjustment (if applicable/required);
Establish delivery mode(s) that match the requirements of the student;
Inform important policies/processes (e.g. - student selection/admissions, privacy, payment/refunds, grievance/complaints processes, etc).

Articulation Pathways from the Qualification

On completion of this qualification, you may undertake Advanced Diploma of Leadership and Management, or specialise with Advanced Diploma of Management (HR), or Advanced Diploma of Work Health and Safety.

Gaining University Entrance

A Certificate IV or Diploma may gain 6-12 months advanced standing in a university degree. Some Advanced Diplomas may be eligible for even more credit. Choosing a GEM College of International Business to University Pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage.

A Graduate Certificate/Diploma from GEM College of International Business, coupled with relevant industry experience, may gain entrance to post graduate qualifications.

Course Structure

The Course Structure consists of **12 Units**. Graduates must complete **5 Core Units** plus **7 Elective Units**, of which:

- 2 Units **must** be selected from the Group A Elective Units listed below;
- 4 Units must be selected from Group G
- The remaining Elective Unit may be selected from any of the groups below or from a Certificate IV, Diploma or Advanced Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course

Elective Units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core Units

Develop critical thinking in others	**BSBCRT511**
Develop workplace policies and procedures for sustainability	**BSBSUS511**
Lead communication in the workplace	**BSBXCM501**
Manage budgets and financial plans	**BSBFIN501**
Manage business resources	**BSBOPS501**

Elective Units

Group A – Business Operations

Coordinate separation and termination processes	**BSBHRM529**
Develop administrative systems	**BSBOPS503**
Develop and implement business plans	**BSBOPS601**
Develop business continuity plans	**BSBSTR603**
Develop organisation policy	**BSBSTR503**
Lead corporate social responsibility	**BSBSUS601**
Manage business operational plans	**BSBOPS502**
Manage business risk	**BSBOPS504**
Manage ethical procurement strategy	**BSBPRC505**
Manage financial compliance	**BSBFIN502**
Manage meetings	**BSBTWK503**
Manage organisational finances	**BSBFIN601**
Manage payroll	**BSBHRM526**
Manage project scope	**BSBPMG530**
Manage recruitment and onboarding	**BSBHRM525**
Monitor business records systems	**BSBINS512**
Undertake project work	**BSBPMG430**

Group B – Leadership

Adapt organisations to enhance accessibility for people with disability	**BSBXDB502**
Facilitate performance development processes	**BSBHRM521**
Lead and manage effective workplace relationships	**BSBLDR523**
Lead diversity and inclusion	**BSBTWK501**
Lead the development of diverse workforces	**BSBLDR521**
Manage people performance	**BSBLDR522**
Manage personal and professional development	**BSBPEF501**
Manage team effectiveness	**BSBTWK502**
Support employee and industrial relations	**BSBHRM412**
Support staff members with disability in the workplace	**BSBXDB501**

Group C – Organisational Development

Apply critical thinking for complex problem solving	BSBCRT611
Articulate, present and debate ideas	BSBCRT412
Coordinate health and wellness programs	BSBHRM531
Develop and implement workplace sustainability plans	BSBSUS412
Develop and maintain strategic business networks	BSBTWK601
Develop and use emotional intelligence	BSBPEF502
Establish innovative work environments	BSBSTR501
Evaluate and report on workplace sustainability	BSBSUS413
Facilitate continuous improvement	BSBSTR502
Lead and manage organisational change	BSBLDR601
Manage innovation and continuous improvement	BSBSTR601
Manage personal health and wellbeing	BSBPEF401
Originate and develop concepts	BSBCRT512

Group D – Compliance

Apply legal principles in contract law matters	BSBLEG522
Ensure a safe workplace for a work area	BSBWHS521
Evaluate and review compliance	BSBAUD515
Interpret compliance requirements	BSBAUD514
Monitor corporate governance activities	BSBOPS602
Participate in quality audits	BSBAUD411
Report on quality audits	BSBAUD513

Group E – Business Development

Develop a social media strategy	SIRXMKT006
Develop social media engagement plans	BSBMKG546
Drive sales results	SIRXSLS004
Forecast international market and business needs	BSBMKG548
Identify and evaluate marketing opportunities	BSBMKG541
Implement customer service strategies	BSBOPS404
Lead the development of business opportunities	SIRXMGT005
Manage organisational customer service	BSBOPS505
Manage supplier relationships	BSBPRC502
Profile and analyse consumer behaviour for international markets	BSBMKG549
Promote products and services to international markets	BSBMKG550
Purchase goods and services	BSBPUR301

Group F – Digital and Data

Analyse data	BSBDAT501
Apply digital solutions to work processes	BSBTEC403
Coordinate data management	BSBINS502
Design an ecommerce site	SIRXECM003
Develop and implement an e-commerce strategy	BSBTEC501
Develop big data strategy	BSBXBD501
Promote workplace cyber security awareness and best practices	BSBXCS402
Review organisational digital strategy	BSBTEC601
Use digital technologies to collaborate in a work environment	BSBTEC404

Group G – Records and Information Management

Contribute to records management framework	**BSBINS513**
Contribute to records retention and disposal schedule	**BSBINS514**
Implement information and knowledge management systems	**BSBINS501**
Implement preventive conservation activities	**CUAPRE401**
Maintain digital repositories	**BSBINS504**
Manage knowledge and information	**BSBINS601**
Monitor business records systems	**BSBINS512**
Participate in archiving activities	**BSBINS515**

Group H – Procurement

Conduct and manage coordinated procurement	**PSPPCM015**
Conduct demand and procurement spend analysis	**PSPPCM018**
Finalise contracts	**PSPPCM009**
Make procurement decisions	**PSPPCM013**
Manage a supply chain	**BSBPRC504**
Manage contract performance	**PSPPCM008**
Manage ethical procurement strategy	**BSBPRC505**
Manage international procurement	**BSBPRC503**
Manage procurement risk	**PSPPCM010**
Manage procurement strategies	**BSBPRC501**
Manage project procurement	**BSBPMG537**
Manage supplier relationships	**BSBPRC502**
Plan and implement procurement category management	**PSPPCM017**
Plan and implement strategic sourcing	**PSPPCM016**
Plan for procurement outcomes	**PSPPCM012**

Group I – Evaluations

Develop an evaluation program	**DEFEVL001**
Evaluate a community based program	**DEFEVL005**
Evaluate a training and assessment system	**DEFEVL004**
Evaluate and report collected information	**DEFEVL002**
Evaluate business performance	**DEFEVL006**
Maintain and enhance professional practice	**DEFEVL003**

Course Fees

Fees

State Assistance:

Assistance might be available for this qualification: http://www.gemcollege.edu.au/financial-assistance/. State Government funding/subsidies may be available within your state. Please check with your GEM representative if you require clarity in this regard.

Student Loan:

GEM College now partners with Study Loans as a great way for you to finance your course. Click here to find out more and apply.

Tuition Fees include:

Your tuition fee includes:-

- Access to GEM Online Campus – and interactive Onscreen Guides
- Learner Guide for each Unit (pdf)
- Assessment Guide for each Unit (pdf)
- All essential reference materials.
- Additional Reference materials may be requested to further enhance your learning. These might attract an additional charge.

Contact our Administration Centre on (08) 8342 3316 for more information and payment options. Fees, charges and course offerings are subject to change.

Fees can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order. **Note**: GEM College may not accept upfront payments in excess of $1,500 from individuals, prior to a pre-enrolment discussion with a course advisor.

Scholarships

A limited number of Partial Scholarships are offered within Australia annually. A limited number of Offshore Scholarships are offered annually. See Application for Consideration for Scholarship on the GEM website.

Course Fees: $3,999

Grievances and Appeals

GEM College of International Business is committed to ongoing improvements that will enhance the service that is provided to you, the client. Should you have any grievance with the way in which GEM College has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through us.

In the first instance, any grievance should be discussed with the relevant Administrative person, Tutor or Facilitator. If they cannot resolve the problem to your satisfaction, it will then be referred to the Campus Manager. If the Campus Manager was your first point of contact or if the issue is still not resolved to your satisfaction, then the National Manager shall endeavour to resolve the matter. If the National Manager does not resolve the matter to your satisfaction, the Director-International Business or the Corporate Leader will be pleased to make an appointment and listen to your grievance. Further detail regarding our grievance and appeals policy is contained in our "Customer Service Charter and Grievance Policy" which is located at https://www.gemcollege.edu.au/student-policies/

If you do not agree with the result given for an assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your Tutor or Facilitator. If you are not satisfied with the outcome of that discussion, you can access the appeal process through the Campus Manager. More information on Learner's rights and responsibilities can be found at https://www.gemcollege.edu.au/student-policies/

GEM College of International Business hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

Assessment

There are assessments tasks for every Performance Criteria built into every Unit of Competency. You will not be assessed until you indicate that you are prepared for assessment. Your Tutor or Facilitator will give you at least one-week notice of any assessment being organised by the Assessor. You will be required to have submitted your portfolio of evidence prior to the actual assessment date, or to bring it with you to the assessment. If face to face assessment is being undertaken you must attend. If you are sick, a phone call is required to advise of your absence. Otherwise, a doctor's certificate will be necessary for an alternative date to be set for the assessment. For more information on assessment, refer to your 'Course Information Guide' for this Unit, and/or for additional information, which is available on the GEM website.

Location

If you do not have a workplace that is suitable for you to demonstrate your competence on the job, GEM College of International Business may be able to provide customised, flexible or on-the-job options for this course. Contact your Tutor or Facilitator for further information to discuss your needs.

Reasonable adjustment

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately discuss this with your Tutor or Facilitator, about a 'reasonable adjustment'. This is the adjustment of the way in which you are to be assessed to take into account your condition. This may include providing additional time, or a support person. While assessment tasks may be changed to suit your condition, the actual performance criteria cannot be altered.

Recognition of Prior Learning and Current Competency

GEM College of International Business recognises skills gained through previous studies, the workplace and life experience which may allow you to complete your qualification more quickly than the nominated minimal hours.

You may be entitled to recognition that will exempt you from one or more Units of Competency. Where you can provide evidence of competency in all Units in a given qualification, you will be required to complete a major project, to demonstrate your ability to provide current application of those competencies across a range of sectors, or with regards to a range of contingencies.

If you are granted RPL the target unit will be reported on your Academic Transcript advanced standing. No gradings are provided for Units granted under RPL arrangements.

You must enrol in all Units of Competency and apply for an exemption by completing a form. Attendance at class, or Online is necessary until any relevant exemption is granted.

For further information please contact the Quality Control Officer via stephen.short@gem-college.com or visit the GEM College website.

Student Journey

At GEM College of International Business, we are committed to aligning our policies, processes and the information that we share with the unique needs of each student. Thus, we tailor each phase of the 'Student Journey according to this. A generic overview of the 'Student Journey' appears in the illustration below. An inter-active version can be found at our website by clicking **here**.

Important GEM College Policies, Processes and Student Information

GEM College of International Business is acknowledged by its industry partners and former students as upholding the highest standards of ethical conduct and professional excellence. We strive to inculcate these same standards in our learners and to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and its learners.

The policies and processes of the College are transparent; we therefore discuss these with our learners during an Orientation Session at the commencement of each course. You will be required to acknowledge that you have read, understand, accept and are willing to ascribe these policies and processes during the Orientation Session.

The college website (https://www.gemcollege.edu.au/student-policies/) includes various policy and processes that are considered essential pre-reading. Other important student information can be found at https://www.gemcollege.edu.au/students/.

Additional Details

Contact Details

Address:	GEM College of International Business, 52 Prospect Road, Prospect, SA 5082				
Phone:	61 8 8342 3316	**Mobile:**	61 411 694 717	**Fax**:	(08) 8342 2848
Email:	admin@gemcollege.edu.au	**Web:**	https://www.gemcollege.edu.au/		

Course Commencement Dates

Rolling enrolments are offered as an option for those preferring this. This means that a course commences when you indicate that you are ready to start.

Registration of Expression of Interest

https://www.gemcollege.edu.au/expression-of-interest/

Orientation Sessions

Will occur on GEM Campus, or via Zoom or GEM Constant Learning. Dates to be advised.