

Diploma of Business (BSB50120)

Course Overview

The Diploma of Business is a nationally recognised qualification designed to equip learners with essential skills for business and management.

This course is ideal for individuals seeking to develop foundational knowledge and practical abilities to pursue employment or further study in the public administration sector.

Accreditation Statement

This is a nationally recognised and accredited Australian qualification delivered by Bankstown Education and Skills Training Centre (RTO 40651). It is developed in line with the Australian Qualifications Framework (AQF) and recognised across all states and territories. Successful completion will result in a nationally recognised Certificate or Statement of Attainment.

What You Will Learn / Key Skills

- Effective communication and teamwork
- Problem-solving in workplace contexts
- Planning, organising and prioritising tasks
- Using digital and business technology
- Understanding industry-specific procedures

Course Modules / Units of Competency

Please refer to your enrolment documents or course page for the complete list of core and elective units included in this qualification

BSBCRT511 – Develop critical thinking in others

BSBFIN501 – Manage budgets and financial plans

BSBOPS404 – Implement customer service strategies

BSBOPS501 – Manage business resources

BSBOPS505 – Manage organisational customer service

BSBOPS601 – Develop and implement business plans

BSBPEF501 – Manage personal and professional development

BSBPEF502 – Develop and use emotional intelligence

BSBSUS511 – Develop workplace policies and procedures for sustainability

BSBTEC403 – Apply digital solutions to work processes

BSBTWK503 – Manage meetings

BSBXCM501 – Lead communication in the workplace

Entry Requirements / Prerequisites

There are **no formal prerequisites** for this qualification. However, it is **recommended** that learners:

- Have **sound reading, writing, and numeracy skills** (at least ACSF Level 3)
- Are confident using **computers and Microsoft Office programs**
- Have **some experience in a business or office environment** (paid or unpaid)
- Are at least **18 years old**
- Have previously completed a Certificate III or IV level qualification

For online delivery, learners should also have:

- **Regular access to a computer and internet**
- Ability to **work independently** with support from trainers when needed

Delivery Mode

Flexible delivery – study online at your own pace with support from experienced trainers via Moodle and Zoom.

Course Duration

Estimated 12–18 months. Self-paced with trainer guidance available throughout.



Assessment Method

Knowledge quizzes, practical tasks, projects, case studies, and third-party observation (where applicable).

Certification Outcome

Qualification (Diploma) – awarded upon successful completion of all requirements.

Course Fees

From \$1,200 full course or \$125 per unit.

Funding may be available for NSW residents (eligibility criteria apply).

Pathways After This Course

Potential job roles include:

- Environmental Compliance Officer (Local Government)
- Executive Officer
- Customer Service Manager
- Administration Manager (Local Government)
- Administration Manager
- Administrator
- Compliance Manager (Local Government)
- Corporate Services Manager
- Business Sales Team Leader
- Business Development Manager
- Procurement Officer
- Project Consultant
- Project Coordinator
- Office Manager

Study pathways:

BSB60420 Advanced Diploma of Leadership and Management

BSB60120 Advanced Diploma of Business

Bachelor's Degree Programs (e.g. Business, Management, HR, Marketing – with potential credit transfer)



Specialised Diplomas in:

Project Management (BSB50820)

Marketing and Communication (BSB50620)

- Human Resource Management (BSB50320)
- Leadership and Management (BSB50420)

Why Study With Us

With over 25 years of training experience, Bankstown Education and Skills Training Centre (RTO 40651) offers flexible, engaging learning tailored to individual needs. Access quality resources, industry-relevant skills, and supportive trainers.

Group Bookings & Onsite Facilitation

We offer flexible group bookings for organisations, schools, and community centres. Training can be facilitated directly at your location, making it easy and convenient for your team or participants to complete the course without needing to travel. Minimum numbers apply – contact us to discuss your needs and arrange a session that suits your schedule.

Facilities and Support

At BEST Training, we're here to support you every step of the way. Whether you're learning online or on campus, you'll have access to caring trainers, helpful course guidance, and personal support when you need it. We're committed to helping you stay confident, connected, and on track throughout your learning journey.

Diversity and Inclusion Statement

At Bankstown Education and Skills Training Centre (RTO 40651), we are committed to fostering a learning environment that celebrates diversity and promotes inclusion for all. We recognise that each student brings unique experiences, perspectives, and strengths, and we welcome all forms of diversity.

Our approach is inclusive of:

- Aboriginal and Torres Strait Islander peoples



- People with disability and mental health conditions
- Gender equality and gender diversity
- LGBTQIA+ communities
- Culturally and linguistically diverse (CALD) backgrounds
- Neurodiverse individuals
- People of all ages, cultures, and religions

We believe that inclusive education empowers students, enriches learning, and supports equitable outcomes. Our team actively works to remove barriers, promote cultural safety, and create a respectful, supportive space where every learner can thrive.

If you need individual support or would like to learn more about our inclusive practices, please contact us at **info@bankstowneducation.com.au** or phone **02 9791 0015**.

How to Enrol

Call (02) 9791 0015 or email info@bankstowneducation.com.au. Visit www.bankstowneducation.com.au to enrol online or request a demo login.

Enrolment Link: <https://forms.office.com/r/wFyaPT4rBb>

RTO Details / Compliance Info

Bankstown Education and Skills Training Centre

RTO Code: 40651

Address: 8 Fetherstone Street, Bankstown NSW

Phone: (02) 9791 0015

Email: info@bankstowneducation.com.au

Website: www.bankstowneducation.com.au