

Workplace information and continuous improvement

Course duration: 3-days

Course cost: \$695 per person (public workshops).

Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel.

Unit(s) covered: BSBINM401A – Implement workplace information system
BSBMGT403A – Implement continuous improvement
BSBWRT301A – Write simple documents

Delivery method Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.

Who should attend? Frontline managers who are required to manage information, write simple documents, and lead teams to implement the organisation's continuous improvement systems and processes.

Pre-requisites: No qualifications are necessary to participate in this workshop. However, a **reasonable level of reading and writing ability** is required, as well as **basic computer skills**.

To complete the assessment component of this course, you will need to be working in an organisation where you have responsibility for leading a team, working with the organisation's information systems, and implementing continuous improvement processes and activities.

Workshop aim

To equip participants with the skills, knowledge and attitude to implement workplace information systems, implement continuous improvement and write simple documents.

Homework: Learners may be required to complete some work at home after each day of the course, in preparation for the following day.

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Topics

DAY 1

- Workplace information
- Tools and techniques for managing information
- Using and improving workplace information systems

DAY 2

- Continuous improvement concepts
- Establishing an environment for continuous improvement
- Identifying improvement opportunities
- Planning, implementing and reviewing improvements

DAY 3

- Planning, implementing and reviewing improvements (*continued from Day 2*)
- Planning to write a document
- Written communication approaches
- Suggestions for writing well

Assessment

- Completion of on-course assessment activities designed to test learners' underpinning knowledge of workplace information systems, continuous improvement, and writing business documents.
- Post-course assignment, including:
 - Structured tasks / activities to provide evidence of the application of implementing workplace information systems, writing simple documents and implementing continuous improvement in the workplace
 - Answers to questions about practical application of key components of the course (may be presented in writing or via an interview with a TSA assessor)
 - Third party report from supervisor confirming practical application of competencies in the workplace

Recognition of prior learning

Recognition of Prior Learning (RPL) is available for an application fee of \$165 (which covers a one hour meeting with a TSA assessor) plus \$110 per additional hour required.

An application kit is available on request from Training Services Australia.

National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.