

Operational planning and client service

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: BSBMGT402A – Implement operational plan
BSBCUS403A – Implement customer service standards
BSBADM409A – Coordinate business resources

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 the day-to-day operations of a team to meet customer needs and achieve operational goals.

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, addressing customer needs and coordinating business resources.

Workshop aim

To equip participants with the skills, knowledge and attitude to manage the operations of a team to address customer needs and achieve organisational goals.

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

Operational planning and client service

Topics

DAY 1

- Introduction to operations management
- Customer needs and customer service standards
- Implementing customer service systems

DAY 2

- Organisational planning concepts
- Planning operations

DAY 3

- Resource acquisition and allocation
- Monitoring operational performance and resource use

Assessment

- Completion of on-course assessment activities designed to test learners' underpinning knowledge of operational planning, client service and resource planning.
- Post-course assignment, including:
 - Structured tasks / activities to provide evidence of the application of operational planning and monitoring, addressing customer needs and coordinating business resources 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

Skills recognition

Skills recognition / 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.