

# Planning, organising and risk management for supervisors

**Course duration:** 4-days

**Course cost:** \$950 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*

**Aim of course:** To equip participants with the skills, knowledge and attitude to:

- Implement and monitor the operational plan for their team and coordinate the resources needed by their team
- Identify, analyse and assess risks relevant to their team, and select and implement suitable risk treatment strategies
- Plan, prioritise and seek feedback on their own work, and organise own professional development

**Units covered:** BSBMGT402 – Implement operational plan  
BSBADM409 – Coordinate business resources  
BSBRSK401 – Identify risk and apply risk management processes  
BSBWOR404 – Develop work priorities

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

**Who should attend?** Supervisors and team leaders who are required to manage the day-to-day operations of a team to achieve operational goals.

**Qualification:** This course forms part of the BSB42015 Certificate IV Leadership and Management. This qualification was superseded by the BSB40520 Certificate IV in Leadership and Management on 18 October 2020, however Training Services Australia is permitted to continue training, assessing and issuing the BSB42015 Certificate IV in Leadership and Management until 19 April 2022. For further information, please contact a TSA Training Advisor.

**Pre-requisites:** There are no formal pre-requisites for undertaking this course.

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## Language, literacy and numeracy (LLN) requirements:

To successfully complete the course, participants will need to have a **relatively high level of reading and writing ability and reasonable numeracy**. Examples of activities that participants will need to perform include:

- Write a proposal to management to seek approval to purchase resources
- Prepare a report to management on the operational performance of the team
- Access, review and provide information about the organisation's policies and procedures
- Review team performance against a budget
- Track resource use and availability
- Prepare and document different types of plans, including action plans and risk treatment plans

Participants will also need to be capable of using word processing software (e.g., Microsoft Word) to write, edit and format documents, spreadsheets (e.g., Microsoft Excel) to track resource use, and electronic to-do lists / calendars (e.g., Microsoft Outlook) to plan, organise and manage their own work schedule.

Those wishing for further advice about whether they have the necessary LLN skills to complete this course should contact a TSA Training Advisor.

## Access to a workplace environment:

To complete the assessment component of this course, participants need to be working in an organisation in which they are able to perform team leadership and supervision activities and coordinate the resources needed by the team.

## Pre-course work:

Before attending the workshop, participants are encouraged to access and bring a copy of:

- their organisation's purchasing policy and procedures;
- their organisation's risk management policy and procedures;
- the key performance indicators (KPIs) for their team;
- their job description / duty statement;
- the performance appraisal form that applies to their role.

## Homework:

Participants 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**
  - 1. Introduction to operational planning
  - 2. Resource planning and acquisition
- DAY 2**
  - 3. Recruit and induct employees
  - 4. Monitor and report on resource use
  - 5. Monitor operational performance
- DAY 3**
  - 6. Introduction to risk and risk management
  - 7. Identify risks
  - 8. Analyse and evaluate risks
  - 9. Treat risks
  - 10. Monitor and review risk management
- DAY 4**
  - 11. Plan and complete own work schedule
  - 12. Monitor own work performance
  - 13. Coordinate own professional development

## Assessment

The assessment for this course consists of:

- Assessment questions to be completed on-course
- A post-course assignment, including:
  - Structured tasks / activities to provide evidence of the application of operational planning and monitoring, coordinating business resources, developing work priorities, and managing risk in the workplace
  - Answers to questions about practical application of key components of the course
- Third party report from supervisor confirming practical application of competencies in the workplace

## Assessment timeframe

Participants have four months to complete their assessment after attendance at the course.

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## Resource requirements

To complete the assessment for this course, participants will need to have access to:

- a computer, a printer and the internet
- workplace policies and procedures appropriate to supervisors / team leaders, including:
  - operational plans and operational budgets
  - procedures relating to resource acquisition and monitoring
  - procedures and forms relating to risk management
- a team whose operations they can be responsible for managing
- a supervisor / manager who can review their work and provide feedback to TSA

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for this course.

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the units on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.

## National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

If you have already achieved one or more of the units from this course and wish to have them recognised, please contact a TSA Training Advisor.