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.

Aim of course:

To equip participants with the skills, knowledge and attitude to:

- implement the organisation's customer service standards and the operational plan that applies to their team
- coordinate business resources needed by their team

Units covered:

BSBMGT402A – Implement operational plan

BSBCUS403B – 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.

Qualification:

This course forms part of the Certificate IV in Frontline Management (BSB40812) but may also be used to contribute towards the requirements of its replacement qualification, the Certificate IV in Leadership and Management (BSB42015).

Pre-requisites:

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

Language, literacy and numeracy (LLN) requirements:

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

- Write reports to management about customer service standards and proposals relating to resource use
- Review team performance against a budget
- Track resource use and availability
- Prepare and document work plans for the team
- Present issues at a planning meeting, manage the discussion effectively and document the outcomes

Participants are also required to have reasonable computer skills (as typically required by frontline managers working in an office environment) to send emails, word process correspondence and short reports, and source information from the internet.

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

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Access to a workplace environment:
To complete the assessment requirements for this course, participants will need to be working in an organisation where they are able to practise and apply their frontline management skills. This includes leading and supervising others, addressing customer needs and coordinating business resources.

Pre-course work:
Participants are encouraged to prepare for the course by:

(a) Locating, reading and bringing a copy of the customer charter or customer service standards that apply to their team (if these exist)

(b) Thinking about the following questions which will be discussed on the course:

- Who are your customers (internal and external)?
- What are your customers' expectations of your team?
- What are the outputs of your team?
- How are the operations of your team planned and what tools are used to support this planning?
- What inputs (resources) are required by your team and how are these acquired?
- How are your team's outputs / operations monitored and reported?

Homework:
Some participants may find it necessary to complete work at home after each day of the course, in preparation for the following day.

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

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Assessment

The assessment for this course consists of:

- On-course assessment activities designed to test learners' underpinning knowledge of operational planning, client service and resource planning.

- A 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

  - Third party report from supervisor confirming practical application of competencies in the workplace

Assessment timeframes

Participants have <u>four months</u> to complete their assessment after attendance at the course.

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 frontline managers, including customer service charter / standards, operational plans, operational budgets and procedures relating to resource acquisition and monitoring

- 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 (RPL)

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 <u>before attending the course</u>.

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.

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