Operational plans, continuous improvement and presentation skills

Course duration: 4-days

Course cost: $995

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

- Lead continuous improvement activities for their team

- Prepare and deliver effective presentations

- Review presentations

Units covered:
BSBOPS402 – Coordinate business operational plans
BSBSTR402 – Implement continuous improvement
BSBCMM411 – Make presentations

Information about the currency of these units is available on training.gov.au.

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, lead and support their team to engage in continuous improvement activities, and make oral presentations as part of their role.

Qualification: This course can contribute to the BSB40520 Certificate IV in Leadership and Management.

Information about the currency of this qualification is available at: https://training.gov.au/training/details/BSB40520

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, reasonable numeracy and good oral communication skills**. Examples of activities that participants will need to perform include:

- Write a proposal to management to seek approval to purchase resources
- Prepare a report for 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
- Gather, review and critically analyse information from a variety of sources to inform continuous improvement activities
- Prepare a presentation delivery plan and supporting resources / aids
- Deliver an effective oral presentation in accordance with their plan

Participants will also need to be capable of using word processing and presentation software (e.g., Microsoft Word and PowerPoint) to write, edit and format documents.

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 can make oral presentations to others, and perform team leadership and supervision activities, including coordinating the operations of a team, and leading the team in continuous improvement activities.

Pre-course work:

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

- the key performance indicators (KPIs) for their team
- their organisation's purchasing policy and procedures
- their organisation's induction procedure
- their organisation's continuous improvement policy and procedures

Participants are also advised to think about a topic for a 10-minute presentation which they will make on the final day of the course. It is recommended that participants bring any equipment / resources that they will need for the presentation.

Homework:

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

Participants will be assessed delivering a presentation to a group of fellow participants on the final day of the course. Time will be provided on the course for participants to plan and organise their presentation, however participants will need to also spend some time preparing and rehearsing their presentation for homework.

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Topics

DAY 1
- Introduction to operational planning
- Resource planning and acquisition
- Recruiting and onboarding employees
- Monitoring operational performance and reviewing operations

DAY 2
- Continuous improvement concepts
- Identifying improvement opportunities
- Planning to improve systems and processes
- Implementing and reviewing improvements

DAY 3
- Introductory presentation concepts
- Planning a presentation
- Structuring a presentation
- Presentation aids and materials
- Organising the presentation

DAY 4
- Communication skills
- Delivering the presentations
- Reviewing and evaluating presentations
- On-course presentation (assessment activity)

Assessment

The assessment for this course consists of:

- Assessment questions and operational planning case study to be completed on-course

- Assessment of delivery of on-course presentation

- Assessment of presentation documentation completed on the course

- Post-course assignment, including activities relating to coordination of operational plans for the team, evidence of the implementation of continuous improvement activities for the team, and the preparation, delivery and review of a presentation in the workplace. *Note that learners will be required to arrange for a third party to observe them delivering this presentation (or submit a video of their presentation to TSA).*

Assessment timeframe

Participants have <u>four months</u> 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 staff recruitment and onboarding

  - procedures and forms relating to continuous improvement activities

- a team whose operations they can be responsible for managing and who they can lead in continuous improvement activities

- a supervisor / manager who can review their work and provide feedback to TSA

- an audience to which they can make a presentation

- any resources / equipment needed to support the delivery of the presentation

- someone who can observe them making the presentation 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.

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