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

- implement workplace information systems used within the organisation which are relevant to their team
- implement the organisation's continuous improvement processes
- communicate effectively with others in writing on a day-to-day basis by preparing simple documents (emails, letters, short reports, etc)

Units 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.
Qualification:	This course forms part of the Certificate IV in Frontline Management (BSB40812). This qualification has now been superseded by the Certificate IV in Leadership and Management (BSB42015).
	Those undertaking the Certificate IV in Frontline Management have until 25 March 2016 to complete all requirements in full or will need to transfer to the replacement qualification. Two of the units covered by this course (BSBINM401A and BSBMGT403A) may be used to contribute towards the requirements of the replacement qualification.
Pre-requisites:	There are no formal pre-requisites for undertaking this course.
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 implementing the organisation's workplace information and continuous improvement system, and communicating effectively with others in writing, in accordance with organisational requirements.

TRAINING SERVICES AUSTRALIA
3/799 BEAUFORT ST, MT LAWLEY WA 6050
TELEPHONE 08 9422 6444 FACSIMILE 08 9473 1922
Email: tsa@tsa-wa.com.au Website: www.tsa-wa.com.au
RTO Code: 1984

Version date:
10/03/2015
Page 1 of 4

Workplace information and continuous improvement

Language, literacy and numeracy (LLN) requirements:

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

- gather, review and critically analyse information from a variety of sources
- prepare written documents, including proposal for management, reports and emails
- present issues in a meeting, manage the discussion effectively and document the outcomes
- gather and process workplace data to contribute to improving workplace processes

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.

Pre-course work:

Participants are encouraged to prepare for the course by reflecting on the following questions which will be discussed during the course:

- What are the main types of information that you work with on a day-to-day basis?
- What tools and techniques do you use to analyse and report information?
- What information systems does your organisation have in place and how are you expected to use them?
- What technology do you use for managing information (spread sheets, databases, project management software, etc)?
- What are your organisation's requirements for file storage, document control and privacy of information?
- What quality framework / quality standards does your organisation use?
- How are you expected to contribute to continuous improvement in your organisation?
- What continuous improvement policies, procedures and forms does your organisation have?
- What types of documents are you expected to write as part of your work role?
- Does your organisation have a style guide or particular templates that need to be used for preparing different types of documents?

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

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

DAY 2

TRAINING SERVICES AUSTRALIA
3/799 BEAUFORT ST, MT LAWLEY WA 6050
TELEPHONE 08 9422 6444 FACSIMILE 08 9473 1922
Email: tsa@tsa-wa.com.au Website: www.tsa-wa.com.au
RTO Code: 1984

Version date:
10/03/2015
Page 2 of 4

NATIONALLY RECOGNISED TRAINING

Workplace information and continuous improvement

- 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

The assessment for this course consists of:

- On-course assessment activities designed to test learners' underpinning knowledge of workplace information systems, continuous improvement, and writing business documents.

- A 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

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

Assessment timeframes

Participants have four months 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 continuous improvement policy and procedures, and communication policy and procedures (e.g., style guide, document templates, etc)
- workplace information systems relevant to the work team
- a team which they can lead in continuous improvement activities
- 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 before attending the course.

TRAINING SERVICES AUSTRALIA
3/799 BEAUFORT ST, MT LAWLEY WA 6050
TELEPHONE 08 9422 6444 FACSIMILE 08 9473 1922
Email: tsa@tsa-wa.com.au Website: www.tsa-wa.com.au
RTO Code: 1984

Version date:
10/03/2015
Page 3 of 4

Workplace information and continuous improvement

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.

TRAINING SERVICES AUSTRALIA
3/799 BEAUFORT ST, MT LAWLEY WA 6050
TELEPHONE 08 9422 6444 FACSIMILE 08 9473 1922
Email: tsa@tsa-wa.com.au Website: www.tsa-wa.com.au
RTO Code: 1984

Version date:
10/03/2015
Page 4 of 4

NATIONALLY RECOGNISED TRAINING