RTO No 91469

BSBSS00043 KEY MANAGEMENT SKILL SET

Nationally Recognised Training

NATIONALLY RECOGNISED TRAINING

ACACIA EDUCATION & TRAINING

COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the skills and knowledge that reflects the role of people newly promoted to the position of supervisor, leading hand or team leader.

To achieve the accredited part qualification, the candidate must complete three (3) units of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

COURSE OUTCOME

This training applies to team leaders, supervisors and emerging managers who have an important leadership role in the development of efficient and effective work teams.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.

JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Team Leader/Supervisor**
- ✓ **Site Manager/Supervisor**
- ✓ **Field Manager/Supervisor**
- ✓ **Administrative Manager**
- ✓ **Customer Service Team Leader**

COURSE DELIVERY

ONLINE | CLASSROOM | CORRESPONDENCE | MIXED MODE

COURSE DURATION

Students may have up to six (6) months to complete the course. However, if you are utilising NSW Government funding, these dates may vary.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe. Approximately fifteen (15) hours of study should be allocated for each unit.

MCv21.3

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ESSENTIAL SKILLS FOR THE WORKPLACE

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Disclaimer: These units are superseded. You can still enrol in this course, and you will be contacted if you need to transition into the next version when it is available.

UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
BSBLDR403	Lead team effectiveness
BSBMGT401	Show leadership in the workplace
BSBMGT402	Implement operational plan

UNIT OVERVIEW

BSBLDR403 - Lead team effectiveness

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

Knowledge Evidence examples: *Explain principles and techniques associated with, delegation and work allocation, goal setting, group dynamics and processes, motivation and workplace productivity.*
Practical Evidence example: *Students will be required to identify context for communication, clarify message, engage communication and take follow up actions with a consenting staff member in the workplace or simulated environment.*

BSBMGT401 - Show leadership in the workplace

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisations' standards and values.

Knowledge Evidence examples: *Explain how to identify an organisations' standards and values; explain basic theory of group behaviour; give examples of behaviours that would typically be considered damaging to an organisation.*
Practical Evidence example: *Students will be required to identify the organisations' standards and values, evaluate their own behaviour and performance against these and adjust to achieve required standards.*

BSBMGT402 - Implement operational plan

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

Knowledge Evidence examples: *Describe performance monitoring systems and processes; describe methods for problem solving; explain how organisational policies and procedures relate to the operational plan.*
Practical Evidence examples: *Students are required to give presentation to their supervisor on their operational plan and monitoring report that they have prepared.*

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COURSE DELIVERY

This course can be delivered in a flexible program of o**nline, correspondence, mixed-mode or classroom*** based learning.

Theory: Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.
Practical: Practical assessments may be carried out in the classroom with the designated trainer present or within the workplace (supervisor observation required) or within a simulated environment.

**Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment in:

- **BSBSS00043 - Key Management Skill Set**

The successfully completed units provide credit towards a BSB42015 Certificate IV in Leadership and Management.

COURSE FEES - $249

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program. Contact Acacia for further information on determining your eligibility or visit https://smartandskilled.nsw.gov.au/are-you-eligible

This training is subsidised by the NSW Government.

ELIGIBILITY

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

STUDENT SUPPORT

Academic support
Students have access to trainer support throughout the duration of their course, whether they are learning via correspondence, online. or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

Administrative support
The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.
For information on the enrolment process and to apply please speak with your workplace coordinator, job service provider, contact us directly or use the online link on our website.

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