

MANAGEMENT ESSENTIALS



NATIONALLY RECOGNISED
TRAINING

COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the knowledge to effectively lead a team of people within the workplace.

To achieve the **Management Essentials** 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.



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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



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.

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ESSENTIAL SKILLS FOR THE WORKPLACE



UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
BSBOPS402	Coordinate business operational plans
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs

UNIT OVERVIEW

BSBOPS402 - Coordinate business operational plans

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

Knowledge Evidence examples: Processes to identify resource requirements; methods to manage contingencies including through consultation with relevant stakeholders.

Practical Evidence example: Interact with a range of people and groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan.

BSBTWK401 - Build and maintain business relationships

This unit describes the skills and knowledge required to establish, develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers.

Knowledge Evidence examples: Strategies for establishing and maintaining business relationships; methods of engaging with business contacts; principles and techniques needed to negotiate positive outcomes.

Practical Evidence example: Communicate with others to build and maintain at least two different business relationships; identify methods to improve business relationships.

BSBWHS411- Implement and monitor WHS policies, procedures and programs

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

Knowledge Evidence examples: organisational policies and procedures for: consulting during WHS issue management; identifying hazards and managing risks, including using aggregate information and work area data; incident response, investigation and reporting.

Practical Evidence examples: implement and monitor the work health and safety policies, procedures and programs for one work area in an organisation.

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COURSE DELIVERY

This course can be delivered in a flexible program of **online** 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: Students may choose to complete their practical assessments using workplace simulation or the case studies provided.

**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 containing the Nationally Recognised Units of Competency:

- **BSBOPS402**
- **BSBTWK401**
- **BSBWHS411**

The successfully completed units provide credit towards a range of qualifications within the BSB-Business Services training package.

COURSE FEES

Contact Acacia for further information and ask us for a free quote.

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program where available. Contact Acacia to find out more.

FUNDING ELIGIBILITY *(where applicable)*

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 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 contact us directly or use the online link on our website.

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