

## MANAGING CONTINUOUS IMPROVEMENT

### Course description

Front line management provides the first level of leaderships within an organisation and has an active role in implementing and managing continuous improvement processes to achieve workplace objectives.

Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. As such it is important that frontline managers model good practice, professionalism and confidently represent their organisation.



### Designed for:

Front line managers and supervisors looking to further develop their skills so they can implement and manage their team in the processes involved in continuous improvement. It will lead to the following 2 nationally recognised units of competency: (BSBMGT401A) Show leadership in the workplace; (BSBMGT403A) Implement continuous improvement.

### Unit Description

- **BSBMGT403A – Implement continuous Improvement**

This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.



- **BSBMGT401A – Show Leadership in the Workplace**

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non-routine methods and procedures that require the exercise of some discretion and judgement.

### Learning Outcomes:

- Ensuring performance and behaviour meet organisational and legislative requirements
- Implementing continuous improvement systems and processes
- Monitor and review performance
- Communication strategies
- Coaching and mentoring practices
- Using appropriate technology

### Course Delivery, Duration and Enrolment Period:

Connect Training Group offers courses through flexible delivery modes (online or correspondence) to make it easier to incorporate study into your schedule, allowing you to reach your goal while not missing out on family, personal and business commitments.

**NO** fixed face-to-face classroom dates and times. Enrol and study when and where it suits you! You are never alone as our friendly, supportive trainers will guide you through your course and assist with feedback and suggestions to make training enjoyable.

We estimate it will take approx 30 hours to complete this course, however we provide 3 months access once you have enrolled.

### Course fees

Program fees includes access to your course content which includes all required resources as well as one-on-one trainer support for the duration of your enrolment. Payment can be made via our payment gateways by credit card, bank transfer, cheque or money order. Payment plans are also available by arrangement.

**\*\* Please check our website: [www.connect.edu.au](http://www.connect.edu.au) for current course prices and specials.**

### Trainer support

You have one-on-one trainer support for the duration of your enrolment. Your trainer will assist you throughout the program with any questions you may have and help you work through any challenges that may impede your progress. Support is provided by: Phone (1300 number); email; Skype text, chat and video link; message and forums from within your course. Assessments are turned around within 72 hours allowing you to continue working consistently through your course.

### Assessment Pathways

These 2 units form a learning pathway towards a qualification in Business Services such as the BSB40207: Certificate IV in Business.

**The following assessment pathways are available for you to complete this course:**

- **Study followed by assessment**
- **Recognition of Prior Learning:** If you have previous skill and knowledge and can provide evidence to support your RPL application. RPL application kit provided on request.
- **Assessment only:** Simply work through the assessments

### How do I enrol?

Through our website: [www.connect.edu.au](http://www.connect.edu.au). Simply select the course you wish to enrol and follow the prompts. If you have any questions please phone: **1300 737 434** during business hours or email: [info@connect.edu.au](mailto:info@connect.edu.au).