

Receive \$4000 in Government Incentives and a Dual Certificate IV Qualification:

Frontline Management (BSB40807) and Customer Contact (BSB40307)

VACC, in conjunction with Kangan Institute, is pleased to offer its members this exciting opportunity.

The Certificate IV in Frontline Management and Certificate IV Customer Contact are both nationally recognised qualifications suitable for managers, supervisors or team leaders or those aspiring to become leaders in the automotive industry. In today's competitive environment it's important that individuals acquire critical frontline management and customer contact skills. By enrolling in this dual qualification you will be addressing both these skills.

This dual qualification is offered as a rolling intake throughout the year, allowing you to begin your course at any time, and complete workshops at your own pace. Missed workshops can be picked up the next time they are offered.

To be awarded both the Certificate IV in Frontline Management and Certificate IV Customer Contact, you must successfully fulfil the following requirements:

- Attend four interactive workshops; and,
- Complete all set course assessments as part of follow-ups to individual workshop tasks.

Course fees

For eligible participants who do not already hold a Certificate IV or higher level of qualification the business will receive \$4000 in government incentives while the course cost is \$500. The full fee for service for the dual qualification is \$3000.

Required Reading

Cole, Kris 'Management Theory and Practice', Pearson Education Australia 2005

Textbooks must be purchased at time of registration and will be posted to participants. The textbook cost including postage and handling is \$90 (incl GST)

For more information

Call: (03) 9829 1140

Email: info@vaccsdc.com.au

Or visit: vaccsdc.com.au

Venue

All workshops are delivered at:

VACC House

Level 7, 464 St Kilda Rd

Melbourne Vic 3004

Time: 8:30am to 4pm

Course Structure

Workshop 1: People Performance

Date: 19/03/2012

Date: 16/07/2012

This workshop looks at how your leadership initiatives can help to establish and consolidate strong team relationships within your workplace. It examines how to support both teams and individuals and various methods of mentoring and coaching to build a cohesive and effective workplace structure.

Competencies:

- BSBMGT401A Show leadership in the workplace (FLM)
- BSBMGT405A Provide personal leadership (CC)
- BSBWOR402A Promote team effectiveness (FLM)
- BSBLED401A Develop teams and individuals (CC)
- FNSICORG515B Provide mentoring and coaching (CC)

Workshop 2: Operational Performance

Date: 16/04/2012

Date: 20/08/2012

This workshop shows you how to plan and set operational and financial goals for your business, then how to go about developing and monitoring the processes that lead to success and goal achievement.

Competencies:

- BSBMGT402A Implement operational plan (FLM)
- BSBFIA402A Report on financial activity (FLM)
- AURA454516A Determine retail rates for work (FLM)

Workshop 3: Compliance & Regulation

Date: 21/05/2012

Date: 17/09/2012

In every business there are regulations and compliance issues that often seem to create barriers to normal business operations – this workshop helps you to streamline your processes and let you get on with the task of running your business profitably.

Competencies:

- BSBOHS407A Monitor a safe workplace (FLM & CC)
- AURC472082A Plan and manage environmental compliance (FLM)
- AURA354616A Legal aspects of automotive service & repair (FLM)
- BSBMGT403A Implement continuous improvement (CC)

Workshop 4: Customer Satisfaction

Date: 18/06/2012

Date: 15/10/2012

This workshop examines the concept of excellent customer service and looks at how the work team can breathe life and energy into everyday tasks and activities, creating a dynamic business that excites customers and makes them want to keep coming back.

Competencies:

- BSBCUS401A Coordinate customer service strategies (FLM & CC)
- BSBMKG413A Promote products and services (FLM)
- BSBCCO402A Gather collate and record information (CC)