



CERT III DISABILITY SERVICES CHC30408

COMPETENCIES

Module 1

OPERATIONAL PLANNING AND SERVICE SYSTEMS

This module has been designed to focus on the skills required by workplace Managers to support the implementation of service systems. This section of the course will offer participants an opportunity to gain an understanding of the agency based planning processes, and of their role in it. The material will provide important information about a range of critical information systems required to support effective service provision..

1. **BSBMGT402A Implement Operational Plan**
2. **BSBINM401A Implement Workplace Information System**

Assessment

Complete questions / exercises provided within manual material and submit for review by the Trainer /Assessor and complete workbook activities.

RPL

Submit an Operational Plan for the service unit that you have been involved in implementing. Submit a sample management report that you currently complete that incorporates data from a range of work place systems. Provide a brief analysis of the reports structure.

Module 2

PARTICIPATING IN EFFECTIVE WORK TEAMS AND SUPPORTING WORKPLACE RELATIONSHIPS

This module has been designed to focus on the qualities of an effective manager and techniques to support team functioning. The material will provide important information about the stages of team development, and the manager's role in contributing to a functioning productive work team.

1. **BSBWOR401A Implement effective workplace relationships**
2. **BSBWOR402A Promote team effectiveness**
3. **BSBLED401A Develop teams and individuals**



4. **BSBMGT401A** Show leadership in the workplace

Assessment

Complete questions / exercises provided within manual material and submit for review by the Trainer /Assessor and complete workbook activities.

RPL

Team development project you have participated in. Provide a brief analysis of your experience and the impact the exercise had on both you and your team.

Service operational implementation of conflict resolution intervention.

Evidence of Manager team evaluation. Feedback incorporated into action/ development plan or recommendations.

Module 3

SUPPORTING CONTINUOUS IMPROVEMENT STRATEGIES WITHIN THE WORKPLACE

This module focuses on the management of strategies to support service improvement. This material will offer participants the opportunity to review their current workplace and determine possible barriers and solutions to supporting innovation and service development. This material will also look at the process of developing operational action plans indicating prioritisation and projecting timelines.

1. **BSBMGT509A** Manage a knowledge management system
2. **BSBWOR404A** Develop work priorities
3. **BSBWOR501A** Manage personal work priorities and professional development

Assessment

Complete questions / exercises provided within manual material and submit for review by the Trainer /Assessor and complete workbook activities.

RPL

Submit samples of a Service Outcome measure that you have implemented within your workplace.

Submit a sample of an agency change management process that you have implemented. Provide the context and an explanation of the outcomes.

Provide an example of the implementation measures of a quality assurance system that is implemented within your workplace. Provide information on the context of implementation and outcomes.

Module 4



OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

This module focuses on the management of the workplace OH&S issues and systems. The material will examine the legal and ethical responsibilities of the manager, and provide participants with information on practical steps required for workplace implementation.

BSBOHS407A Monitor a safe workplace

Assessment

Complete questions / exercises provided within manual material and submit for review by the Trainer /Assessor and complete workbook activities.

RPL

Submit samples of a workplace Risk Assessment, and action plan
OH&S service audit and recommendations
Evidence of OH&S staff training and support program designed and facilitated by participant

Module 5

DEVELOPING A LEARNING ORGANISATION

This module focuses on the management of the workplace training systems and the Managers role in facilitating a culture of "learning". The material will examine the responsibilities of the manager in matching workload demand to staff skill development, and provide participants with information on practical steps required for workplace implementation.

BSBLED501A Develop a workplace learning environment

Assessment

Complete questions / exercises provided within manual material and submit for review by the Trainer /Assessor and complete workbook activities.

RPL

Submit a sample Training Needs Analysis or Skills Audit you have undertaken within your workplace.
Submit a Training calendar you have facilitated for your staff team.
Provide a sample of your own training and professional development plan. Include your workload management tool/ system.