

ATA Diploma of Customer Contact & Diploma of Management

2010 NSW Training Calendar

Subject List

Dates

<p>Workshop 1. BSBHRM504A/ BSBCCO606A</p>	<p>Forecasting and Planning Manage workforce planning/ Forecast and plan using customer contact traffic information analysis</p>	<p>9 & 10 March</p>
<p>Workshop 2. BSBAUD501B/ BSBAUD503B/ BSBAUD504B</p>	<p>Auditing for Improved Performance (2 X 2 day workshops) Initiate a quality audit/ Lead a quality audit/ Report on a quality audit</p>	<p>26 & 27 May and 6 & 7 July</p>
<p>Workshop 3. FNSICORG515A/ BSBLED401A</p>	<p>Workplace coaching and mentoring Provide mentoring and coaching within the workplace (incorporating develop teams and individuals)</p>	<p>10 & 11 August</p>
<p>Workshop 4. BSBINM501A/ BSBCCO602A</p>	<p>Manage Workplace Knowledge and Information (By the Numbers) Manage an information or knowledge management system/ Manage customer contact information</p>	<p>14 & 15 October</p>