

ATA Diploma of Customer Contact & Diploma of Management

2010 QLD Training Calendar

Subject List

Dates

<p>Workshop 1. FNSICORG515A/ BSBLED401A</p>	<p>Workplace coaching and mentoring Provide mentoring and coaching within the workplace (incorporating develop teams and individuals)</p>	<p>4 & 5 March</p>
<p>Workshop 2. BSBHRM504A/ BSBCCO606A</p>	<p>Forecasting and Planning Manage workforce planning/ Forecast and plan using customer contact traffic information analysis</p>	<p>2 & 3 June</p>
<p>Workshop 3. 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>19 & 20 August</p>
<p>Workshop 4. BSBFIM501A/ BSBCCO608A</p>	<p>Manage Operational Costs and Budgets Manage budgets and financial plans/ Manage customer contact operational costs</p>	<p>28 & 29 October</p>

