

ATA Diploma of Customer Contact & Diploma of Management

2010 VIC 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>17 & 18 March</p>
<p>Workshop 2. 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>5 & 6 May</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>12 & 13 August</p>
<p>Workshop 4. BSBCCO601A</p>	<p>Optimise centre operations Optimise customer contact operations</p>	<p>21 & 22 October</p>