This course gives you the skills and knowledge to work across a range of industry sectors in a supervisory role. You will learn how to provide leadership and guidance to others, develop business networks and relationships, implement business plans and manage business finances, and coordinate customer service in the workplace.

**Delivery and Assessment**

- On-the-job training sessions
- Self-paced learning
- Theoretical & practical based assessments

**This Course is Suitable for**

Individuals who wish to become supervisors and team leaders in any business environment or enterprise, working in fields such as accounts, customer service, clerk, reception or various office administration roles.

**Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Students have an option to apply for RPL or CT based on their previous qualifications, knowledge and experience.

**Reasons to Start Training Today**

- Develop better skilled employees
- Staff training equals better staff retention
- Formally recognise your industry skills
- Government funding and incentives are available (subject to eligibility)
Career Prospects
This qualification provides a pathway to work as a Coordinator, Leading Hand, Supervisor or Team Leader, translating into vital business and enterprise skills.

Why Choose Rhodes College?
- Flexible delivery – suits your business needs
- Quality training outcomes
- Experienced industry trainers
- We assist you with Government funding eligibility paperwork

Entry Requirements
Demonstrated English language literacy, numeracy ability to succeed in the course required, which will be ascertained by an interview or written test if required.
Applicants must be a minimum of 18 years of age.

Government Funded Training
This training is delivered with Victorian and Commonwealth Government funding. Eligibility criteria apply.

Course Units
- Show leadership in the workplace
- Implement operational plan
- Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- Promote team effectiveness
- Build client relationships and business networks
- Develop work priorities
- Promote products and services
- Coordinate implementation of customer service strategies
- Undertake small business planning
- Plan small business finances

This course is subject to change without notification.

Contact
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