

MENTORING AND SUPERVISION - NSW

The aim of the Mentoring and Supervision skill set is to provide supervisors, managers and owners in the hospitality industry with a specialised training and skills development in the provision of supervision and mentoring practices for staff in the workplace. Training delivery will be by workshop in St Leonards for the first session with the balance delivered online with support.

COURSE OUTLINE:

- Identification and Resolution of conflict situations
- Provision of on-the-job coaching to team members
- Development of team cooperation and commitment
- Monitor workplace operations
- Organise workflows
- Monitor and support teams and team members

Units:

- **SITXCOM005** - Manage conflict
- **SITXHRM001** - Coach others in job skills
- **SITXHRM003** - Lead and manage people
- **SITXMGT001** - Monitor work operations

Options of Training:

Face-to-Face

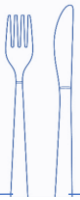
- Course Duration: 9:00AM – 3.30PM
- Course Location: St Leonards
- Cost: \$650 members, \$1030.00 (non-members). Where available government funding is sought for this skill set which will reduce the fee payable which can be anywhere from \$0 to a percentage of the fee for service course cost.

Note: *When attending the one-day workshop, students must provide either a passport or evidence of Australian Permanent Residency or Citizenship.*

What will you receive?

Nationally Recognised Statement of Attainment for the following units when deemed 'competent' by the assessor:

- **SITXCOM005** - Manage conflict
- **SITXHRM001** - Coach others in job skills
- **SITXHRM003** - Lead and manage people
- **SITXMGT001** - Monitor work operations



For Further Information:

For more information, contact the Association on 1300 722 878 or visit www.rca.asn.au/training

Training Policies and Procedures

Please refer to the Student Handbook in regards to the following policies and procedures:

- Legislation Policy
- Privacy Policy
- Fair Treatment and Equal Opportunities Policy
- Learning Support Services Policy
- Academic Grievance Policy and Procedure
- Qualification Issuance Policy
- Continuous Improvement Policy
- Fees & Refund Policy
- Incidents Policy and Procedure

Any complaints

Complaints can be submitted by completing the *Complaints & Appeals Form* and returning to the association by fax at 1300 722 396.