



Learning Verve – E-learning

Leading and developing people

- Coaching skills for managers
- Contribute to effective workplace relationships
- Contribute to team effectiveness
- Develop a workplace learning environment
- Develop teams and individuals
- Ensure team effectiveness
- Establish effective workplace relationships
- Facilitate and capitalise on change and innovation
- Implement effective workplace relationships
- Lead and facilitate e-staff
- Lead work teams
- Manage people
- Manage people performance
- Participate in work teams
- Promote team effectiveness
- Provide leadership in the workplace
- Provide mentoring and coaching within the workplace
- Show leadership in the workplace
- Support a workplace learning environment
- Work effectively with diversity

Individual performance

- Apply time management techniques
- Complete daily work activities
- Contribute to personal skill development and learning
- Design and develop text documents
- Develop work priorities
- Manage meetings
- Manage personal work priorities and professional development
- Manage stress in the workplace
- Organise meetings
- Organise schedules



Learning Verve – E-learning

Sales, marketing and customer service

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| <ul style="list-style-type: none"> ■ Action customer contact ■ Address customer needs ■ Administer customer contact telecommunications technology ■ Advise on products and services ■ Analyse consumer behaviour for specific markets ■ Analyse market data ■ Assist with market research ■ Build client relationships ■ Build relationships with customers ■ Communicate effectively in a customer contact centre ■ Conduct a telemarketing campaign ■ Conduct outbound contact operations ■ Coordinate customer service activities ■ Coordinate implementation of customer service strategies ■ Coordinate sales performance ■ Create customer relationships ■ Deliver a service to customers ■ Deliver and monitor a service to customers ■ Develop a sales plan ■ Forecast market and business needs ■ Identify marketing opportunities ■ Identify sales prospects | <ul style="list-style-type: none"> ■ Implement a sales plan ■ Implement and monitor marketing activities ■ Implement customer service standards ■ Lead and manage a sales team ■ Manage customer relationships ■ Manage quality customer service ■ Manage sales and service delivery ■ Manage sales teams ■ Meet customer needs and expectations ■ Present a sales solution ■ Process customer complaints ■ Process customer feedback ■ Promote products and services ■ Provide inbound telephone service ■ Provide outbound telephone services ■ Provide quality customer service ■ Provide sales solutions to customers ■ Resolve customer complaints ■ Respond to inbound customer contact ■ Secure prospect commitment ■ Sell products and services ■ Support post sale activities ■ Undertake marketing activities ■ Identify opportunities for cross-selling products and services |
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Business communication

- Apply basic communication skills
- Apply communications management techniques
- Communicate electronically
- Implement effective communication strategies
- Make a presentation
- Communicate in the workplace



Learning Verve – E-learning

Business and finance

- Build and sustain an innovative work environment
- Carry out business activity and instalment activity statement tasks
- Contribute to conflict management
- Contribute to workplace innovation
- Coordinate business resources
- Gather, collate and record information
- Identify, clarify and resolve problems
- Implement improved work practices
- Interact with other parties
- Manage budgets and financial plans
- Manage budgets and financial plans within the work team
- Manage business document design and development
- Manage small business finances
- Produce complex business documents
- Produce simple word processed documents
- Utilise a knowledge management system
- Work effectively in a business environment
- Write complex documents
- Write simple documents



Learning Verve – E-learning

Training and assessment

- Address adult language, literacy and numeracy skills
- Assess competence
- Contribute to assessment
- Coordinate and facilitate distance-based learning
- Design and develop assessment tools
- Design and develop learning programs
- Facilitate e-learning
- Implement processes for the management of a breach in compliance requirements
- Initiate a quality audit
- Interpret and apply legislation
- Lead a quality audit
- Maintain training and assessment information
- Mentor in the workplace
- Participate in a quality audit
- Participate in assessment validation
- Plan assessment activities and processes
- Plan, organise and deliver group-based learning
- Plan, organise and facilitate learning in the workplace
- Provide work skill instruction
- Use training packages and accredited courses to meet client needs



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Human resource management

- Administer human resource systems
- Apply human resources management approaches
- Co-ordinate human resource services
- Implement industrial relations procedures
- Maintain workplace safety
- Manage human resources management information systems
- Manage human resources services
- Manage industrial relations
- Manage performance management systems
- Manage recruitment selection and induction processes
- Manage separation or termination
- Manage the recruitment process for client organisations
- Manage workforce planning
- Monitor a safe workplace
- Process human resource documents and inquiries
- Recruit, select and induct staff
- Review human resources functions
- Support performance management process



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Occupational health and safety

- Apply principles of ohs risk management
- Assist in the design and development of ohs participative arrangements
- Assist with compliance with ohs and other relevant laws
- Contribute to implementing emergency prevention activities and response procedures
- Contribute to ohs hazard control
- Contribute to ohs hazard identification and risk assessment
- Contribute to ohs issue resolution
- Contribute to the implementation of a systematic approach to managing ohs
- Contribute to the implementation of emergency procedures
- Contribute to the implementation of strategies to control ohs risk
- Contribute to the implementation of the ohs consultation process
- Facilitate the application of principles of occupational health to control ohs risk
- Participate in ohs investigations
- Participate in ohs processes
- Participate in the coordination and maintenance of a systematic approach to managing ohs
- Participate in the investigation of incidents
- Participate in the management of the ohs information and data system
- Participate in workplace safety procedures



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Project and operations management

- Administer projects
- Apply contract and procurement procedures
- Apply knowledge of the legal system to complete tasks
- Apply project scope management techniques
- Apply quality management techniques
- Apply risk management techniques
- Facilitate continuous improvement
- Identify risk and apply risk management processes
- Implement continuous improvement
- Implement operational plan
- Implement workplace information system
- Manage application of project integrative processes
- Manage hazards in the work environment
- Manage operational plan
- Manage project costs
- Manage project human resources
- Manage project procurement
- Manage project quality
- Manage project scope
- Manage project time
- Manage projects
- Support continuous improvement systems and processes
- Manage risk



Learning Verve – E-learning

Technology

- Communicate electronically using outlook 2010 and windows 7
- Create and use spreadsheets using excel 2007
- Create electronic presentations using microsoft powerpoint 2010
- Create user documentation
- Design and develop complex text documents
- Design and produce business documents - 2003
- Design and produce business documents - 2007
- Design and produce text documents - 2007
- Design databases
- Design databases using access 2007
- Design organisational documents using computing packages using microsoft office 2007 and windows xp
- Develop and use complex spreadsheets using excel 2010
- Develop keyboarding speed and accuracy using microsoft word 2010
- Operate a presentation package using powerpoint 2007
- Operate a spreadsheet application using excel 2007
- Operate a word processing application using word 2007
- Produce complex desktop published documents
- Produce desktop published documents
- Produce spreadsheets