

Mentoring & Supervision Training

Course: Mentoring and Supervision – SITSS00039
Small groups – network with other businesses



MANAGE CONFLICT SITXCOM005

Resolve complex or escalated complaints and disputes with internal and external customers and colleagues. Use effective conflict resolution techniques and communication skills to manage conflict and develop solutions.



COACH OTHERS IN JOB SKILLS SITXHRM001

Provide on-the-job coaching to colleagues. Ability to explain and demonstrate specific skills, knowledge and procedures and to monitor the progress of colleagues until they are able to operate independently.



LEAD AND MANAGE PEOPLE SITXHRM003

Lead and manage people and teams and support and encourage their commitment to the organisation. Lead by example and manage team performance through effective leadership.



MONITOR WORK OPERATIONS SITXMGT001

Oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions and solve problems.

This course is a Queensland Government initiative under the “Higher Level Skills” to give staff employed in the Hospitality and Tourism industry an opportunity to gain or improve their mentoring and supervisory skills.

Study Pathway For Your Future



**WORK IN
INDUSTRY**



**MENTORING & SUPERVISION
TRAINING**
\$55.00 *



**CERTIFICATE III
IN HOSPITALITY**
SIT30616
\$50.00 *

OR



**DIPLOMA OF HOSPITALITY
MANAGEMENT**
SIT50416
\$175.00 online*

Course Duration

6 x 3 hour workshops (evenings 6pm-9pm)
1 night per week for 6 weeks)

Accreditation

On successful completion of all 4 units you will be issued
a Statement of Attainment listing all units above.

**SITSS00039 Students must NOT hold or be currently enrolled in a Certificate IV or higher qualification to access this funded course. If they do have a higher qualification this would then be a fee for service full price of \$650.00.

*ignite.edu.au/courses for more information.

For further information on completing the full qualification please contact **ignite on 5559 5077**.
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