SG Learning & Development
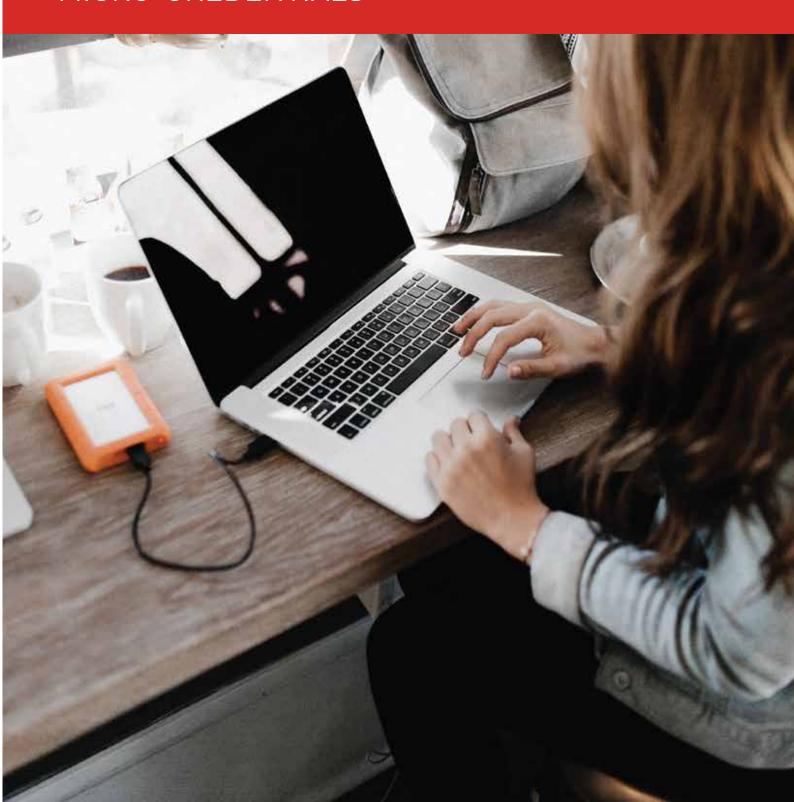
MICRO-CREDENTIALS

As we work, we learn. Each work challenge gives us the opportunity to add to our skills and experience. SG Micro-credentials can fast track this by providing short online learning experiences just in time to support each challenge.

As a Registered Training Organisation, SG Learning & Development can offer Micro-credentials that are both accredited (providing pathways to nationally recognised qualifications) or non-accredited (providing a learning experience that counts toward continuing personal and professional development).

Non-accredited options include individual learning experiences or personal coaching options. These are known as **non-accredited (individual)** or **non-accredited (coached).** For the individual option, you can choose to work through the short online course on your own completing the activities in line with your own work/life schedule. The Micro-credential will be available to you for 3 months from enrolment. In the coached option, you can work with a dedicated SG coach who will guide your learning journey and assist you to make connections to your own work role. In both options, a Certificate of Attendance will be issued on successful completion detailing hours spent for any Continuing Professional Development (CPD) requirements and for your resume.

Accredited options include learning and assessment experiences that will qualify you to achieve a Statement of Attainment in a national recognised qualification at Certificate IV or Diploma level. You will work with your dedicated SG coach to guide you through the learning and the assessment process.

Organisations may have small groups of team members requiring similar competencies. These may be identified through larger scale Competency Frameworks aligned to work roles, or simply via role Position Descriptions. We can assist you to map the SG Micro-credentials that will best fit the competency requirements your team members need. This could be a mix of accredited and non-accredited unit options, accredited Skill Sets or full nationally recognised qualifications. These can then be delivered to your participants fully online, in face to face workshops or a blend of both.

HERE ARE SOME EXAMPLES OF HOW SG MICRO-CREDENTIALS COULD WORK FOR YOU:

Sammy is a team leader in a small architectural firm. He has recently been asked to supervise the work of 3 new graduates. Skilled technically, he's never managed people before and is struggling with setting work goals for others and delegating well. He chooses the SG Micro-credentials *Develop work priorities (non-accredited, individual),* and *Delegating Effectively (non-accredited, individual)* to work through on his own. These two short courses give him some tips on goal setting that he tries out with his team, and some methods to use when having the conversation to delegate work to each team member to make sure it sticks. He files the Certificate of Attendance he has received for the two non-accredited (individual) Micro-credentials in his resume, and lodges them as CPD hours with his professional association.

Darcy has been thinking about getting some formal qualifications in leadership for some time. He has excellent technical skills but has struggled with the people management side of leading teams. He hasn't "studied" formally since he left school and is nervous about being able to cope. He decides to select three accredited units (*Communicating effectively as a workplace leader, Lead team effectiveness, Manage People Performance*) to work with an SG Coach on to see how he goes before committing to the full qualification. He successfully completes the three units and receives a Statement of Attainment to add to his resume.

Mary is the HR Manager for a large pharmaceutical company. She has recently spent a lot of time developing a Competency Framework for every role in the organisation from factory worker to CEO as part of their workforce planning process. She is now undertaking a training needs analysis for the emerging leaders' level and some significant gaps in skill level are becoming apparent. She works with SG to map the units of the Certificate IV in Leadership and Management to the competencies required at the emerging leaders' level and these fit to an extent. There are some other competencies that she would also like to include so she and SG work together to develop some non-accredited options to suit these gaps. Mary decides that the release of the program in online "micro-credential blocks" will allow the best operational fit for the delivery of the qualification and the non-accredited options.

SG Micro-credentials can be "collectible" and "delivery flexible". For example, Sammy may find himself managing a particularly difficult team member. He decides he will do the accredited SG Micro-credential *Managing People Performance* and work with an SG coach work to get more guidance on his specific issues as he works through the Micro-credential activities and participates in the assessment process. He decides after finishing this that he would like to go on and achieve the full Diploma of Leadership and Management and works with SG to determine the best set of accredited units to fit his particular needs in line with the training package requirements. SG assist him with the assessment work required to bring the non-accredited *Develop work priorities* unit up to the Diploma unit level *Manage personal work priorities and professional development* standard. With this and the accredited Micro-credential *Managing People Performance* he can then count two units as now being completed.

SG VIRTUAL LEARNING CENTRE (VLC)

SG accredited and non-accredited Micro-credentials are offered online in our Virtual Learning Centre (VLC). If you choose the non-accredited (individual) option, your Micro-credential will be available to you for up to 3 months. VLC units can be accessed on any platform – Windows, Mac, tablets and smart phones.

Should you choose a non-accredited (coached) option, your SG coach will provide feedback to all the activities completed as you work through the content in the VLC and advise and challenge you on ways to apply the principles and concepts in the workplace. Should you choose an accredited option, your SG Coach will also be your guide through the assessment process. All of our SG Coaches have significant education and experience in their fields. Participants and their coaches are not necessarily online at the same time – participants can fit the VLC work in line with their work/life schedules – and the online coaches will respond to all activities within 48 hours.

The VLC can be an individual learning space – or a combined learning space. If individuals like Sammy have some specific identified needs and is ready to go, he can start at any time that suits him in his own VLC learning space. If there are a few participants identified with similar training needs, like Mary's emerging leaders, they can be set up in a VLC group space and work together with the SG coach. This can have the same benefits as learning in a face to face workshop where participants have the opportunity to share their experiences and learn from each other.

ACCREDITATION

SG will assist you to determine the best "set" of Micro-credentials to suit your identified needs. We will also advise you as to whether these are accredited or non-accredited options – ***only*** accredited micro-credentials will lead to nationally recognised Statements of Attainment, Skill Sets or Qualifications. If participants collect a range of non-accredited micro-credentials an assessment process can be initiated for them to convert their micro credential into a pathway for a Statement of Attainment or Qualification if this then becomes important.

WHAT MICRO-CREDENTIALS ARE AVAILABLE?

Refer to the list of the SG Micro-credentials available in both non-accredited and accredited formats, mapped to units of competency at Certificate IV and Diploma level. We can also provide Certificate IV and Diploma level mapped non-accredited and accredited Micro-credentials for the following fields:

- Project Management
- Work Health and Safety
- Human Resources
- Training and Assessment
- Vocational Education and Training
- Training Design and Development

Effective Leadership communication

BSBLDR412

UNIT:
Communicate effectively as a workplace leader

SYNOPSIS:
This unit focuses on choosing the right leadership style and communication frameworks.

Leading effective workplace relationships

BSBLDR413

UNIT:
Lead effective workplace relationships

SYNOPSIS:
This unit assists team leaders to use their interpersonal style to best advantage to develop trust and confidence in their leadership and to assist in resolving work difficulties.

Leading effective teams

BSBLDR414

UNIT:
Lead team effectiveness

SYNOPSIS:
This unit assists team leaders to plan and supervise team performance and to develop team cohesion, while providing a conduit between senior management and team members.

Identifying an opportunity for business improvement by promoting innovation and continuous improvement

BSBSTR401
BSBSTR402

UNIT:
Promote innovation in team environments
Implement continuous improvement

SYNOPSIS:
These units focus on developing the skills and knowledge to explore a business problem, use tools to analyse the cause and to determine appropriate solutions for consideration and decision. Often this course will be conducted in conjunction with the next unit "Planning and implementing a business improvement" to allow participants to work through

a business problem from identification to implementation.

Planning and implementing a business improvement project

BSBPMG430
BSBOPS403

UNIT:
Undertake project work
Apply business risk management processes

SYNOPSIS:
This unit introduces participants to the basic concepts of planning and implementing projects from a business improvement point of view – it is not the full project management approach taken when managing larger projects over a period of time. It is useful when added to the previous units as it allows participants to work through a business problem from identification to implementation and evaluation.

Leading with Emotional Intelligence

BSBPEF402

UNIT:
Develop and use emotional intelligence

SYNOPSIS:
This unit focusses on developing the skills and knowledge to increase self-awareness, self-management, social awareness and relationship management in the workplace.

Coaching and mentoring in the workplace

TAEDEL404

UNIT:
Mentor in the workplace

SYNOPSIS:
This course describes the skills and knowledge required to establish and develop a professional mentoring relationship with an individual in a workplace. It applies to workplace supervisors or other work colleagues who work under limited supervision and who have responsibility for mentoring one or more individuals in the workplace. This may include, but is not limited to, those who mentor an apprentice or trainee employed by, or undertaking a work placement within, an organisation.

Implementing and monitoring Work Health and Safety

BSBWHS411

UNIT:
Implement and monitor WHS policies, procedures and programs

SYNOPSIS:
This unit develops the skills and knowledge required by individuals with supervisory responsibilities for implementing and monitoring an organisation's WHS policies, procedures and programs in a work area.

Addressing customer needs

BSBOPS404

UNIT:
Implement customer service strategies

SYNOPSIS:
This unit focusses on managing ongoing and effective relationships with customers over a period of time. This includes managing networks to ensure customers' needs are identified and addressed, assisting customers to articulate their needs, and being able to assist the customer to make the right product or service decision based on good product and service knowledge. It also includes applying both organisational and legislative policies and regulations that may impact the customer relationship.

Implementing effective workplace information systems

BSBINS402

UNIT:
Coordinate workplace information systems

SYNOPSIS:
This unit focuses on the skills and knowledge required to implement and review the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which is required to play a significant part in the organisation's effectiveness.

Making effective presentations

BSBCMM411

UNIT:
Make presentations

SYNOPSIS:
This unit focusses on the skills required to make effective business presentations, tool box talks, etc

Developing teams and individuals

BSBHRM413

UNIT:
Support the learning and development of teams and individuals

SYNOPSIS:
This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. It applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

Managing budgets and financial plans

BSBFIN501

UNIT:
Manage budgets and financial plans

SYNOPSIS:
This unit focuses on the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

Facilitating continuous improvement

BSBSTR502

UNIT:
Facilitate continuous improvement

SYNOPSIS:
This unit applies to leaders in organisations who take an active role in the management of continuous improvement processes in order to achieve an organisation's objectives. This work is carried out using a diverse range of tools and processes and requires the leader to use considerable judgement and complex decision making strategies.

Managing people performance

BSBLDR522

UNIT:
Manage people performance

SYNOPSIS:
A unit for Managers on effectively assigning work, providing feedback and appraising performance that leads to individual and organisational success.

Managing Risk

BSBOPS504

UNIT:
Manage risk

SYNOPSIS:
This unit addresses the management of risk from an organisational, business unit, or individual project perspective, and is generic to any industry setting. The focus is on using the risk management plan for an organisation as the blueprint for managing risk in any scope across the depth and breadth of the organisation. Tools and techniques in identifying, analysing and prioritising risks are covered, along with the importance of stakeholder consultation and continued involvement, and a focus on monitoring and evaluation processes.

Managing personal work priorities and professional development

BSBPEF501

UNIT:
Manage personal and professional development

SYNOPSIS:
This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development. It applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

Managing meetings

BSBTWK503

UNIT:
Manage meetings

SYNOPSIS:
This course focusses on the roles people pay in meetings and maximizing involvement

Managing information systems

BSBINS501

UNIT:
Manage an information or knowledge management system

SYNOPSIS:
This unit assists managers to ensure that key information and corporate knowledge are retained, accessible to others and able to be used to make decisions that will improve business outcomes.

Managing programs that promote personal effectiveness

BSBHRM531

UNIT:
Coordinate health and wellness programs

SYNOPSIS:
This course focuses on the skills and knowledge required to manage programs with a health and wellbeing focus. It addresses management of the range of programs that would typically be associated with health and wellbeing such as stress management, smoking cessation, exercise, and Employee Assistance Programs (EAPs). It applies to individuals who take responsibility for managing staff health and wellbeing programs or activities.

It also has particular relevance for managers of human resources or diversity programs, frontline managers and specialist consultants responsible for promoting a balance between work demands and personal life.

This course also incorporates roles and responsibilities of managing effective meetings, as it is only with effective consultation and the support of key stakeholders that wellbeing programs can be implemented effectively.

Leading Difficult Conversations

BSBCMM412

UNIT:
Lead difficult conversations

SYNOPSIS:
This unit focusses on leading difficult conversations in the workplace that require well developed verbal and relationship building skills.

Initiating and preparing for an audit

BSBAUD411
BSBAUD511

UNIT:
Participate in quality audits
Initiate quality audits

SYNOPSIS:
This course covers how to initiate and prepare for a quality audit. It applies to those in quality assurance roles. (ALSO available as VLC only).

Leading and reporting on an audit

BSBAUD512
BSBAUD513

UNIT:
Lead quality audits
Report on quality audits

SYNOPSIS:
This course covers how to lead and report on a quality audit. It applies to those in quality assurance roles. (ALSO available as VLC only)

Note: the above two courses (4 units) are usually completed in conjunction with each other)

Workplace Monitoring

BSBWHS419

UNIT:
Contribute to implementing WHS monitoring processes

SYNOPSIS:
This unit focuses on the skills and knowledge required to assist with monitoring a range of physical agents and conditions relevant to work health and safety (WHS). It applies to individuals working in a broad range of WHS roles across all industries who assist with using a range of measuring devices to collect, interpret, evaluate and report on workplace information and data in relation to physical agents and conditions.

Assisting with responding to incidents

BSBWHS416

UNIT:
Assist with responding to incidents

SYNOPSIS:
This unit focusses on the actions that need to be taken in response to WHS incidents and accidents.

Assisting claims management, rehabilitation and return to work

BSBWHS417

UNIT:
Assist with claims management, rehabilitation and return-to-work programs

SYNOPSIS:
This unit focuses on the skills and knowledge required to assist with managing workers' compensation claims, planning and implementing rehabilitation and return to work programs, and monitoring and evaluating their success.

Contributing to implementing and maintaining work health and safety management systems

BSBWHS415

UNIT:
Contribute to implementing and maintaining WHS management systems

SYNOPSIS:
This unit focuses on the skills and knowledge required to contribute to the implementation and maintenance of a Work Health and Safety management system (WHSMS) as it applies to participants' own work areas and job roles. It applies to individuals with responsibilities for contributing to an organisation's WHSMS as part of their work health and safety (WHS) responsibilities in a range of industry and workplace contexts.

Contributing to WHS hazard identification and risk controls

BSBWHS414

UNIT:
Contribute to WHS hazard identification, risk assessment and risk control

SYNOPSIS:
This unit covers the identification of WHS hazards, assessing risks and developing, implementing and evaluating appropriate risk controls in the workplace.

Contributing to effective WHS consultation

BSBWHS413

UNIT:
Contribute to implementing and maintaining WHS consultations and participation processes

SYNOPSIS:
This unit will focus on the skills and knowledge required to contribute to setting up, running and improving work health and safety (WHS) consultation and participation processes that are prescribed in legislation. It also covers contributing to communicating relevant information identifying and delivering related training and improving the consultation and participation processes.

Managing contractor WHS arrangement effectively

BSBWHS418

UNIT:
Assist with effective WHS management of contractors

SYNOPSIS:
This unit describes the skills and knowledge required to assist with the work health and safety (WHS) management of contractors. The WHS management of contractors has a strong focus on compliance with WHS organisational and legislative requirements. It applies to individuals who either work in organisations that are supplied with services by contractors or work in organisations that supply such services. It is only concerned with the supply of on-site services to workplaces. It does not cover outworkers or contractors who supply goods, materials or products to workplaces. The unit applies to people who work in a broad range of WHS roles across all industries.

Leading Diversity and Inclusion
BSBTWK501

UNIT:
Ensure workplace emergency prevention procedures, systems and processes are implement

SYNOPSIS:
This unit covers the competencies required to implement the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

Developing workplace learning environments
BSBLED501

UNIT:
Develop a workplace learning environment

SYNOPSIS:

This unit covers the competencies required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance.

Critical Thinking for workplace operations
BSBCRT411

UNIT:
Apply critical thinking to work practices

SYNOPSIS:
This unit covers the competencies required to use advanced level critical thinking skills in a workplace context.

Developing teams and individuals
BSBHRM413

UNIT:
Developing teams and individuals

SYNOPSIS:
This unit covers the competencies required to determine individual and team development needs and to facilitate the development of the workgroup.

Demonstrating leadership in the workplace
BSBLDR411

UNIT:
Demonstrate leadership in the workplace

SYNOPSIS:
This unit covers the competencies required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

Coordinate recruitment and onboarding
BSBHRM415

UNIT:
Coordinate recruitment and onboarding

SYNOPSIS:
This unit covers the competencies required to develop and implement strategies to source candidates and to assess their suitability for available positions and then onboard them successfully.

Building business relationships
BSBTWK401

UNIT:
Build and maintain business realtionships

SYNOPSIS:
This unit covers the competencies required to establish, develop and maintain networks that contribute to effective work relationships and outcomes.

CONTACT

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