

MSS405014 Develop a Communications Strategy to Support Operations

Micro-Credentials

RTO 40575

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OVERVIEW

This unit applies to an individual (who may be a manager, technical specialist or other person) who is required to analyse, plan, and determine and implement required communication strategies for production or operational employees engaged in implementing competitive systems and practices. The unit can also apply to planning and then implementing modifications to an existing strategy.

DELIVERY METHOD

- Online / Self-Paced (Individual Learning)
- Face to Face at Business Premises (Groups up to 12)

DURATION

Online

- 30 - 50 hours (depending upon the course complexity and project type). The online units consist of pre-reading, pre-recorded tutorials/lessons, project work and report, post reading, and assessments

Face to Face

- This course has been developed to be delivered in a one-day workshop environment with the class / students participating throughout the day in several activities that are aligned to your business outcomes
 - Approximately 20-40 hours are required outside of the one-day workshop to complete the Unit of Competency. This time will typically consist of pre-reading, pre-recorded tutorials/lessons, project work and report, post reading, and assessment.
 - In class knowledge assessment may be recorded on the day through workbook activities.

COURSE OUTCOMES

- Determine information needs of employees and production or operations systems
- Select a communication strategy
- Implement Strategy
- Monitor ongoing situation

