

Teach Me Law Enforcement Pty Ltd

Team Leader Training for Managers

INVESTIGATING AND MANAGING INTERNAL COMPLAINTS

Course Overview

This course will be of benefit to people working in the role of an Industry body investigator, Team Leader or Manager within the private sector, industries and their respective oversight bodies.

The course has been designed to allow the participant to investigate complaints in an unbiased and lawful way. It is especially valuable for Union delegates or officials who may have to assist union members who are under investigation, governing bodies who investigate complaints against retailers.

Vocational outcomes

This program is recognized by industry skills sectors. The material compliments that delivered in the Certificate IV in Government (Investigations)

Entry Requirements

TMLE restricts enrolments to persons undertaking the role of a Manager or Supervisor or personnel tasked with conducting investigations into their staff or sector union members. Applicants will be accepted with the support of a manager indicating the applicant has the skills required to undertake the role of a manager or team leader.

Fees

\$660 per person (gst exempt)
RPL for this course on application

There are no exemptions

There are generally no refunds once enrolled. Some refunds may be

considered and these can be found in our policies, located on our website www.tmle.com.au

Other associated costs

There are residential classes which participants must attend. Participants are advised any costs involved in attending any classroom instruction is not included in the course costs and is to be met by the participant.

There are compulsory assessments and tasks to be completed, some of these will require study and computer access of the internet. (provided during class tuition)

Award

Students will receive a Certificate Of Attendance upon completion.

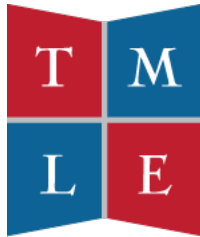
Duration

TMLE allows 2 days to complete the course.

Structure

This course is completed by:

- 1.. assignment work which closely aligns to typical workplace investigations your staff are required to undertake as part of their duties that are completed in class.
3. Attendance at classroom instruction (16 hours total)
4. Classroom interaction



Recognition

The uniqueness of this course and specialist subjects do not generally allow for RPL.

Learning materials

TMLE will supply learning materials in this program with:

1. a workbook
2. recommending reference material
3. assessment and learning material which is supplied on a CD in PDF format

Assessment

Assessment for this program is by;

1. Scenarios which are typical workplace situations
2. Workbook activities reflecting workplace situations
3. Classroom interaction and participation and questions

How to enroll

Read this course information leaflet carefully.

Download an enrolment form from our website www.tmle.com.au

Payment must be made prior to course commencement date. Applicants should make themselves aware of the refund policy prior to enrolling.

Payments must be made at the time of enrolment.

Payments can be sent to
TMLE

PO Box 1007 Ingleburn, NSW 1890

Direct debit is available, details are available on the enrolment form.

For enrolment details and course availability or inquiries regarding programming a course for your organization, please call the Course Coordinator,

Ms Evi Messer on
045 869 8653
02 96027530

Subjects to be covered in the 2 day work shop

- What makes a good Supervisor
- Best practice methods for supervisors
- Decision making with consistency
- Discussion of workplace policies and their relevance
- Conversation Management – interviewing subjects/witnesses / good memory techniques
- Internal Investigations - Strategies to avoidance of “tunnel vision”
- Introduction to best practice interviewing
- Making impartial recommendations and report writing (all based on scenarios)
- Questioning techniques
- Overview of internal investigations – systems and tools to manage an investigation
- Advising on the progress of internal investigations, and
- making recommendations

