



## **COURSE OUTLINE – BSB40807 Certificate IV in Frontline Management**

BSB40807 Certificate IV in Frontline Management has been developed for individuals who take the first line of management in a wide range of organisational and industry contexts. Participants may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Students who undertake and complete the Certificate IV in Frontline Management provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes

### **Occupational Roles**

Students who complete the Certificate IV in Frontline Management are able to perform in roles such as:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

### **Learning Outcomes**

Upon successful completion of this course, you will:

- Be able to implement operational plans, continuous improvement and workplace information systems
- Be able to develop teams and individuals and promote team effectiveness
- Be able to monitor a safe workplace
- Be able to implement the coordination of customer service strategies
- Be able to promote innovation and change to clients and colleagues
- Have an understanding of environmental policies and implement and monitor within the workplace
- Be able to effectively manage workplace relationships
- Be able to develop workplace priorities



## QUALIFICATION REQUIREMENTS

To achieve the Certificate IV in Frontline Management, 10 units must be completed:

- all four (4) core units
- Six (6) elective units

QUALIFICATION STRUCTURE	
<b>CORE UNITS</b>	BSBMGT401A Show leadership in the workplace BSBMGT402A Implement operational plan BSBOHS407A Monitor a safe workplace BSBWOR402A Promote team effectiveness
<b>ELECTIVE UNITS</b>	BSBCUS401A Coordinate implementation of customer service strategies BSBCUS402A Address customer needs BSBCUS403A Implement customer service standards BSBINN301A Promote innovation in a team environment BSBMGT401A Make a presentation BSBMGT403A Implement continuous improvement BSBMKG413A Promote products and services BSBPMG510A Manage projects BSBREL401A Establish networks BSBRES401A Analyse and present research information BSBRSK401A Identify risk and apply risk management processes BSBWOR404A Develop work priorities BSBWRT401A Write complex documents
<b>WORK PLACEMENT</b>	<p>Work placement Module – required hours equals <b>100 hours</b> in the workplace. You must ensure that you are able to dedicate a minimum of three working days per week whilst undertaking work placement.</p> <p>More information on the requirements before, during and after work placement is contained in the section <b>Work Placement Requirements</b> of this course outline.</p>
<b>PRE-REQUISITE REQUIREMENTS</b>	<p>There are not unit pre-requisite for this qualification, except that participants are required to be in a work environment or have access to one, in which to contextualise their learning and to undertake work assessment.</p> <p>Preferred pathways for this qualification include:</p> <ul style="list-style-type: none"> <li>• After achieving BSB31207 Certificate III in Frontline Management or other relevant qualification/s OR</li> <li>• Providing evidence of competency in the majority of units for the BSB31207 Certificate III in Frontline Management or other relevant qualification/s OR</li> <li>• with some vocational experience in a supervisory role but no formal qualification</li> </ul> <p>Students will need to complete a Language, Literacy and Numeracy Assessment to ensure competency to undertake the Certificate IV in Frontline Management.</p> <p>Entry Requirements – Australian Year 10 or IELTS 5.5 or TOEFL 530 equivalent.</p> <p>If participants do not pass the Language, Literacy and Numeracy Assessments, our Student Liaison Officer will discuss alternative training pathways and support before enrolment into the qualification is allowed.</p>



<b>MINIMUM DURATION</b>	<p>To ensure that you complete your qualification and obtain the required skills, knowledge and employability skills, the duration for this qualification is as follows:</p> <ul style="list-style-type: none"><li>• Classroom based delivery – 9 months or 30 weeks (3 days per week, 9am-4.30pm), self-paced work, assessment in the workplace and 100 hours of vocational placement</li><li>• Indirect support - self-paced work, phone, email, teleconference, assessment in the workplace, trainers available at training campus, access to computer lab and 100 hours of vocational placement.</li></ul>
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## WHAT DOES COLLEGE AUSTRALIA DO FOR YOU?

College Australia provides you with all the tools to get you trained and into the frontline management sector as soon as possible. Our courses include:

- All text books and assessment paperwork
- Small class sizes up to 20 students
- Trainers on site to assist students
- Additional support – indirect support via phone, email and self-paced work

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning also referred to as RPL, can promote accelerated training by recognising existing skills through a fast-tracked assessment process. RPL suits people who have:

- Work skills and knowledge
- Paid or unpaid work experience
- Life experience

Credit transfer is where you are given credit for modules or units of competency you have successfully completed at College Australia or another training organisation. Please ask College Australia staff for further information about RPL and Credit Transfer.

## ASSESSMENTS

You will be assessed in order to be deemed competent for each unit of competency. Assessments may include observations, giving presentations, completing workplace tasks and written work. You will be provided with assessment due dates on the assessment cover sheets. The work you submit is retained by College Australia for audit purposes. You are encouraged to always keep a copy of your submitted assessments.

## WORK PLACEMENT REQUIREMENTS

All students must have the following completed and returned to College Australia BEFORE any work experience arranged by College Australia:

- All students must complete compulsory elements of the course before commencement of work placement. Your assessor will advise when this occurs.
- Approval from College Australia that all relevant documents have been returned and approval given

Once you have been given approval to commence work experience:

- You will need to compile a list of five (5) organisations that you wish to complete your placement with
- Phone contact is to be made (we'll help you with suggestions with what to say!) with the employer asking them if they accept work experience students
- Provide the contact details to College Australia, and we will contact the employer to ensure they understand the training situation and provide the best possible guidance. At this time we will also secure a start date and time for an interview.



- We will then send the supervisor all the necessary documents that are required during your placement.
- Once we have received confirmation from the employer, we will go through what you need to know including the date and what you will need to record. We will be in contact with both you and your supervisor to ensure everything is running smoothly.

If you can't find a placement after contacting five (5) employers, please let us know!

We will organise an appointment time with our Student Liaison Officer to discuss some options. You will need to bring details of who you have contacted (phone only) and where you are able to travel to so we can help find an appropriate facility

### **WORKPLACE ASSESSMENT**

As a qualification is more than theory, workplace training and assessment develops the practical applications of the qualification; interaction within a professional environment, communication and the roles and responsibilities for your chosen career path. College Australia students have stated this enhances their overall appreciation and comprehension of their qualification.

Students undertaking this qualification are required to undertake work placement. **College Australia will arrange** and confirm your work placement through our Student Liaison Office, to arrange a suitable workplace and ensures the completion of the practical elements of this qualification. Workplace training and assessment is the collection of information, tasks and evaluation of career duties to ensure the required elements of competency are being achieved.

Workplace assessment will include a combination of recognition, observation, oral questioning, discussions and third party validation.

Completion of the Workplace Assessment Kit is to be **undertaken after the workplace training has been finalised**. A qualified manager or supervisor who observed your workplace training will sign the assessment validation form in the kit provided.

### **POST QUALIFICATION SUPPORT**

In accordance with Australian Qualification Training Framework (AQTF) requirements, College Australia will issue your Certificate and/or Statement of Attainment within 21 days of completed and sign-off by the assessor and RTO Operations Manager. Your Certificate and/or Statement of Attainment will be forwarded via Registered Post, so please ensure that you provide us with your current mailing address. If you move after the commencement of your course, please advise our friendly staff who will be happy to update your details on our Records Management system.

College Australia's supporting your career doesn't stop once you have completed your qualification through our comprehensive partnership network College Australia can connect you with employers and employment agencies in your area to assist you in finding the career option you're looking for.

### **CONTACT DETAILS**

For more information please contact College Australia- Student Liaison Officer:

**58 Hope Street, South Brisbane QLD 4101**

**T & F: 07 3123 1330**

**E: [swo@collegeaustralia.edu.au](mailto:swo@collegeaustralia.edu.au)**

**W: [www.collegeaustralia.edu.au](http://www.collegeaustralia.edu.au)**

### **TIMETABLE**

For participants undertaking the Certificate IV in Frontline Management, you will be provided with a timetable of scheduled training sessions during your induction day.