

# Certificate IV in Frontline Management (BSB40807)



**Course duration** 12-days total duration spread over four separate modules.  
The entire program is typically completed over a period of 9 to 12 months.

**Course components**

#	MODULE NAME	DURATION	COST
1	Leadership and team effectiveness	4-days	\$950
2	Operational planning and client service	3-days	\$695
3	Workplace information and continuous improvement	3-days	\$695
4	OH&S for supervisors	2-days	\$550
	TOTAL	12-days	\$2,890

**Delivery method** Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after each workshop.

**Course cost**

**Public workshops**

The fee for undertaking the Certificate IV in Frontline Management via public workshops is \$2,890 per person. This includes:

- 12-days face-to-face training delivery at TSA
- All meals (morning tea, afternoon tea, lunch) during course
- Comprehensive learner guides and assessments for each module
- Up to 8-hours assessment time / coaching support per learner
- Online access to all assessment materials

*Note: Fees are charged on a module-by-module basis*

**In-house workshops**

Training Services Australia also delivers in-house workshops, tailored to meet specific client needs. The fee for these workshops is determined in light of the agreed service requirements. Please contact Training Services Australia for a quotation.



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## Who should attend?

The Certificate IV in Frontline Management is pitched at those with formal management responsibility (usually at the first tier of management). They may have existing qualifications and technical skills, but require skills or recognition in supervisory functions. They typically report to a manager.

At this level frontline managers provide leadership and guidance to others and take responsibility for effective functioning and performance of the team and its work outcomes.

Job titles relevant to this qualification include coordinator, supervisor and team leader.

## Pre-requisites

No qualifications or previous experience are necessary to participate in this program. However, a reasonable level of reading and writing ability is required, as well as basic computer skills (consistent with the typical job role requirements of modern frontline managers).

## Access to a practice environment

Candidates undertaking the Certificate IV in Frontline Management are expected to have access to a work environment in which they are able to practice and apply their frontline management skills. This includes leading others and taking responsibility for the functioning, performance and work outcomes of a team.

Participants would also benefit from access to a person in the workplace who is able to support and mentor them as they progress through the program.

## Qualification Packaging Rules

To obtain the Certificate IV in Frontline Management participants must complete **10 units** made up of:

- 4 core units
- 3 elective units from the list provided
- 3 elective units from the list provided or elsewhere

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## Units Selected for Delivery

Training Services Australia has selected the following units for delivery as part of its Public Program.

<b>MODULE 1 – LEADERSHIP AND TEAM EFFECTIVENESS – 4-DAY WORKSHOP</b>		
1	BSBMGT401A – Show leadership in the workplace	Core unit
2	BSBWOR402A – Promote team effectiveness	Core unit
3	BSBWOR401A – Establish effective workplace relationships	Elective unit
<b>MODULE 2 – OPERATIONAL PLANNING AND CLIENT SERVICE – 3-DAY WORKSHOP</b>		
4	BSBMGT402A – Implement operational plan	Core unit
5	BSBCUS403A – Implement customer service standards	Elective unit
6	BSBADM409A – Coordinate business resources	Elective unit
<b>MODULE 3 – WORKPLACE INFORMATION AND CONTINUOUS IMPROVEMENT – 3-DAY WORKSHOP</b>		
7	BSBMGT403A – Implement continuous improvement	Elective unit
8	BSBINM401A – Implement workplace information system	Elective unit
9	BSBWRT301A – Write simple documents	Imported elective unit
<b>MODULE 4 – OH&amp;S FOR SUPERVISORS – 2-DAY WORKSHOP</b>		
10	BSBOHS407A – Monitor a safe workplace	Core unit

*For 'in-house' delivery to a specific client, the elective units in Module 2 and / or Module 3 could be modified.*

## Assessment methods

Candidates are required to complete a set of assessment tasks for each module they undertake. Satisfactory completion of all assessment tasks is required before a credential can be awarded. Examples of the evidence typically requested from candidates as part of their assessment tasks include:

- Review of work products produced by the candidate (e.g., plans, checklists, surveys, reports, etc)
- Descriptions of how the candidate has responded to various scenarios in the workplace
- Answers to questions
- Third party reports from candidates' supervisors
- Analysis and review tasks relating to the candidate's own workplace
- Case studies

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## Credential issued

Participants successfully completing all requirements for a full credential will be issued with a nationally recognised qualification - Certificate IV in Frontline Management.

Participants completing one or more units of competency, but who are unable or not wishing to complete a full credential, will be issued with a nationally recognised statement of attainment for the unit(s) they successfully complete (e.g. BSBOHS407A Monitor a safe workplace).

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for the following fees:

\$165 application fee. This includes the initial review of your application by a qualified assessor, and a one hour meeting with the assessor. The application fee must be paid prior to the first meeting and is non-refundable.

*Plus*

\$110 per hour. This hourly rate includes:

- (additional) time spent meeting with the assessor
- time spent by the assessor reviewing evidence you are asked to provide
- time spent by the assessor attending / observing practical demonstrations

To be granted RPL, candidates must provide evidence to an assessor which demonstrates their competence. Evidence requirements vary, depending on the unit(s) of competency. Generally RPL candidates will be asked to provide their assessor with samples of their work, and sometimes the assessor may wish to observe their performance in the workplace.

Persons wishing to seek skills recognition for some or all of the units are invited to contact Training Services Australia for an application kit.

## National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.

## Employability skills

This qualification incorporates Employability Skills.

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills.

A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>

