

Certificate IV in Frontline Management (BSB40807)

Course Overview

The Certificate IV in Frontline Management focuses on the facilitation of continuous learning, innovation and change in the workplace plus the development of excellent leadership and customer service skills.

By completing this course, staff will gain skills to manage individual and team performance more effectively.

This qualification is part of the Business Services Training Package. It reflects the role of individuals who take the first line of management in a wide range of contexts.

Staff may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

Subject Selection

Frontline Management has a high degree of flexibility when selecting units for the training plan. In addition to the core units involving Management, OH&S and Teamwork, units can be selected from a vast range of subject areas including:

- Customer Service
- Project Management
- Innovation
- Marketing
- Risk Management
- Financial Administration
- Workplace Effectiveness
- Managing People for Performance

Target Group

This course is aimed at managers, supervisors and team leaders. Typically they would report to a senior manager.

Delivery Method

NEVC can provide training via numerous methods:

- Classroom setting
- On-line learning*
- Project-based
- Combination of methods

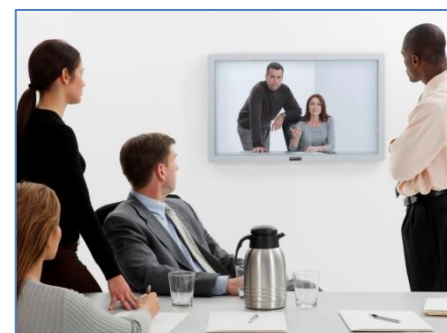
** Training can be delivered on-line, wherever an Internet connection is available, with no classes to attend and no lost time at work. On-line delivery is supported by a mentor (phone & email contact).*

Term of Training Contract

24 months

Cost

Subject to individual eligibility, course costs can often be fully met through government funding. Enquire for further details.



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Sample Training Plan

Certificate IV in Frontline Management (BSB40807)		
Unit Code	Unit Title	Nominal Hours
Core Units (4 required)		
BSBOHS407A	Monitor a safe workplace	50
BSBMGT401A	Show leadership in the workplace	50
BSBMGT402A	Implement operational plan	40
BSBWOR402A	Promote team effectiveness	50
Electives (6 required)		
BSBRSK401A	Identify and apply risk management processes	50
BSBCUS403A	Implement customer service standards	30
BSBREL401A	Establish networks	35
BSBCUS402A	Address customer needs	50
BSBWOR404A	Develop work priorities	40
BSBMGT403A	Implement continuous improvement	40
Total		435

Incentive Information

Australian Apprenticeships (Trainee or Apprentice)

Investing in training through an Australian Apprenticeship can provide your business with real advantages. Benefits include:

- solutions to staff development
- staff who are trained with industry relevant skills and knowledge
- receiving financial incentives (*conditions apply*)

A wide range of financial incentives may be available to employers who employ an eligible Australian Apprentice.

Australian Government Australian Apprenticeships Incentives Program

Standard Commencement, Recommencement and Completion incentives may apply:

\$ 1,500 - For commencement in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 750 - For recommencing in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 2,500 - For successful completion in an approved Certificate III, IV, Diploma or Advanced Diploma

A range of further incentives may also be available depending on individual circumstances.

Further details can be obtained by calling 13 38 73 or visiting www.australianapprenticeships.gov.au.