



BSB40807 Certificate IV in Frontline Management - Traineeship

So what exactly is a Certificate IV in Frontline Management?

Great question! The *Certificate IV in Frontline Management* is a qualification designed to teach leadership, communication and organisational skills. A frontline manager is responsible for their own performance, as well as that of their team. This course is designed to develop your skills in managing people and projects and is ideal for people who have recently moved into supervisory positions, as well as people who want formal recognition of existing management experience.

The *Certificate IV in Frontline Management* is a terrific course if you want to consolidate, or get recognition for your supervisory skills. This course is also a great foundation if you plan to study at diploma or degree level in the future and covers topics such as: leadership in the workplace, occupational health and safety, team effectiveness, project management, resource management, networking, marketing, sales, workplace relationships and innovation in the workplace.

Sounds great. What jobs can I get if I have a Certificate IV in Frontline Management?

If you want a career as a manager or team leader in a wide range of industries, this course is an excellent choice. Here are some possible jobs you might be interested in:

- Department coordinator
- Leading hand
- Supervisor
- Team leader.

What types of skills will I gain from a Certificate IV in Frontline Management?

This course provides you with the knowledge and skills to contribute effectively within a team environment.

• **Communication and team building:** with team members and management, developing objectives and serving as a role model to ensure open communication channels and resolving conflict and disputes in the work team

• **Initiative and problem solving:** identifying and developing opportunities for improved work practices, using risk management techniques to address problems

• **Planning and organising:** monitoring and improving operational performance of your team, and actively seeking feedback on your own performance through Key Skill Areas (KSA)

• **Learning:** coaching and mentoring colleagues and supporting the introduction of change

• **Business technology:** using computer programs and telecommunications technology to collect and manage information effectively.

Sounds exciting. How do I actually take the course?

1: As a Traineeship, attracting funding from local government. Under an Existing Worker Traineeship, a staff member undertakes a vocational training qualification while they continue to work in an organisation, increasing productivity through the assessment of skills gaps and adequate training.

2: Through pathways such as Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), and assessment only for students with substantiated work histories and experience within their workplace.

If you think you may be eligible for RPL or RCC, contact us to make an appointment

What other qualifications do I need before I enrol?

There are no formal prerequisites for this qualification, although before you enrol in a *Certificate IV in Frontline Management*, you should be able to demonstrate that you have basic skills in word processing, spread sheeting

and research techniques. If you have a *Certificate III in Frontline Management* then the *Certificate IV* is a direct pathway to further your skills.

So what does the course cover exactly?

The course comprises of **10 units**: 4 core units, plus 6 elective units. All units are competency based and you are assessed as you progress through each unit, so you

know how you are progressing at each step of the way. Once you successfully complete all 10 units, you will attain a *Certificate IV in Frontline Management*. It's that easy!

Units are sessional workshops in the workplace, they include:

Core Units

- BSBOHS407A** Monitor a safe workplace
- BSBMGT401A** Show leadership in the workplace
- BSBWOR402A** Promote team effectiveness
- BSBMGT402A** Implement operational plan

Elective Units

- BSBADM405B** Organise meetings
- BSBCMM401A** Make a presentation
- BSBCUS401A** Coordinate implementation of customer service strategies

Elective Units(continued)

- BSBINN301A** Promote innovation in a team environment
- BSBLED401A** Develop teams & individuals
- BSBRSK401A** Identify risk and apply risk management processes
- BSBMGT403A** Implement continuous improvement
- BSBMKG413A** Promote products and services
- BSBSMB407A** Manage a small team
- BSBWOR404B** Develop work priorities

What study pathway can I pursue once I've achieved a Certificate IV in Frontline Management?

Once you have a *Certificate IV in Frontline Management*, you can choose to progress on to a *Diploma of Management* (BSB51107). This qualification focuses more on leadership in a wide range of business environments. You can also explore a wide range of other Diploma

qualifications to supplement your business qualification. Contact EIM Training if you are interested in any other courses. We have worksheets similar to this one that explain our Diploma courses in more detail.

I want to do it. How can I pay for the course?

If you're eligible for a Government funded traineeship, you may be able to obtain this qualification at no cost to you.

Funded schemes available include:

Government Funded Traineeships: Employers who enrol their staff in Government Funded Traineeships may also be eligible for Federal and/or State Government Funding for each trainee, for each course. This can be up to \$4000 funding per trainee for the employer.

Our team will assist you in your application for appropriate funding.

To find out if you are eligible, contact your nearest campus: Gold Coast Robina 1300 765 064; Hervey Bay (07) 4124 6422

Information correct at time of printing. Course content, prices, dates and times are subject to variation without notice.