

Certificate IV in Frontline Management



The **Certificate IV in Frontline Management** will provide you with essential skills of supervision, team building, delegating and conflict resolution.

This course is especially designed for those who are moving into supervisory positions and require the skills to become an effective team leader but this training also complements those who have developed existing supervisory skills on the job and want formal recognition of these achievements.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

You will hold the skills needed to effectively manage projects and achieve greater profits through fundamental strategic planning. When you have completed the course, you will be:

- An effective team leader
- An innovative and proactive contributor to your business
- Confident in planning and reaching your goals
- Achieving greater profits and strategic outcomes

HOW LONG DOES THE COURSE TAKE?

You, the student, are completely in control of your own learning schedule.

Total nominal hours: 330 hrs

Maximum 24 months access to online course (approx. 10-20 hours to complete each unit).

DELIVERY MODE

Online

HOW TO GAIN YOUR QUALIFICATION FASTER & TRANSFER TO UNIVERSITY

- Fast Track
- Recognition of Prior Learning (RPL)
- University credit transfer

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an internet connection and computer

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EMPLOYABILITY SKILLS

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

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| <ul style="list-style-type: none">• Communication<ul style="list-style-type: none">- managing organisational systems and processes to ensure usability and compliance by all staff- participating in complex interpersonal exchanges requiring excellent negotiation and writing skills- using effective interpersonal skills and relating to a wide range of internal and external clients• Teamwork<ul style="list-style-type: none">- delegating tasks as per job role responsibilities to appropriately skilled team members- working and consulting with others to develop systems and processes• Problem Solving<ul style="list-style-type: none">- anticipating problems and preparing contingency plans- controlling budgets, reconciling figures, rectifying anomalies and applying estimating skills- researching and analysing data to prepare work plans and processes as required• Initiative and Enterprise<ul style="list-style-type: none">- being creative and providing innovative solutions to complex issues | <ul style="list-style-type: none">- choosing appropriate systems to meet organisational needs- designing and developing documentation and related processes- responding to new and changing circumstances to ensure accurate and timely advice <ul style="list-style-type: none">• Planning and Organising<ul style="list-style-type: none">- allocating resources to ensure organisational requirements are met- collecting, collating and analysing information using appropriate workplace business systems- developing contingency plans and strategising to meet client needs- managing meetings and conferences effectively through excellent time management and organisational skills• Self Management<ul style="list-style-type: none">- following legislative and regulatory requirements to ensure the safety and security of organisational and employee information- managing own time and priorities and dealing with contingencies- meeting statutory requirements | <ul style="list-style-type: none">- in respect to payroll and recruitment practices- taking responsibility as required by work role and ensuring all organisational policies and procedures are followed <ul style="list-style-type: none">• Learning<ul style="list-style-type: none">- planning training needs, and monitoring and evaluating training and induction programmes• Technology<ul style="list-style-type: none">- using complex functions of computer software to design and develop templates, standard documentation and user manuals- using electronic communication devices and processes i.e. computers, internet, intranet, email to produce written correspondence and reports- using technology to manage organisational information |
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COURSE STRUCTURE

You are required to complete 10 units of study for the **Certificate IV in Frontline Management**:

Compulsory - 4 core units

Unit Code	Unit Name	Description
BSBMGT401A	Show leadership in the workplace	Work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.
BSBWOR402A	Promote team effectiveness	Specifies the outcomes required of frontline managers to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.
BSBOHS407A	Monitor a safe workplace	OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBMGT402A	Implement operational plan	Implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

Electives - must choose 6 from this section

Unit Code	Unit Name	Description
BSBWRT401A	Write complex documents	Plan documents, draft text, prepare final text and produce documents of some complexity.
BSBMGT403A	Implement continuous improvement	Implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBCUS401A	Coordinate implementation of customer service strategies	Advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.
BSBCUS402A	Address customer needs	Manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
BSBFIA402A	Report on financial activities	Meet statutory requirements such as the completion of statutory requirement reports.
BSBMKG413A	Promote products and services	Coordinate and review the promotion of an organisation's products and services.
BSBRES401A	Analyse and present research information	Gather, organise and present workplace information using available systems.
BSBREL401A	Establish networks	Covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

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BSBHRM402A	Recruit select and induct staff	Execute tasks associated with the recruitment cycle.
BSBHRM403A	Support performance management process	Assist in the effective implementation of a performance management system and to facilitate employee performance. Please note that this unit does not address the line management responsibilities of performance management; this is addressed in BSBMGT502B Manage people performance.
BSBITU402A	Develop and use complex spreadsheets	Use spreadsheet software to complete business tasks and to produce complex documents.

ASSESSMENTS

AOT uses competency based assessment methods to ensure students have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the student can actually do – and the standard

at which they are able to perform. Performance is measured in terms of whether students meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

AOT's assessment process may consist of the following tasks, dependant on the unit/chapter requirements:

- Portfolios/case studies
- Holistic Assessments
- Multiple choice and/or
- Short answer questionnaires