



BSB40807 Certificate IV in Frontline Management

Course Description

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes. The qualifications allow participants to focus on the development of best practice solutions underlined by quality customer service and other skills development. The role of Frontline Managers has changed in recent years from a task focused supervisor controlling, directing and maintaining discipline reporting to middle management. Today's Frontline Managers is a team leader, responsible for coaching, empowering, facilitating and developing team co-operation, often with a strategic focus, reporting to senior management.

Delivery

Delivery options for this course are:

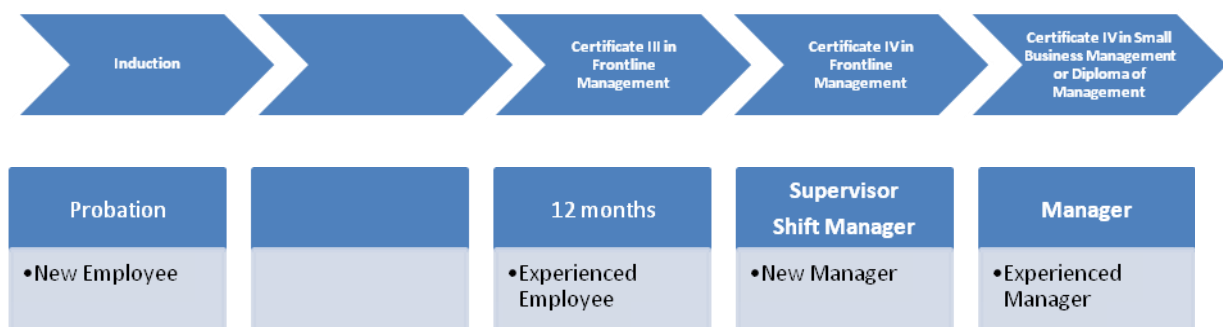
Individual one-on-one sessions: 2 hour structured session, delivered on a face to face basis at your workplace, or off-site.

Programs (6-9 Session Workshop Delivery): 3-4 hour sessions conducted every 4 weeks, with 2 one hour face to face individual session at your workplace to enhance assessment and provide greater individual understandings of the competencies in the workplace. With the course covering topics over a 6 month period, participants are more able to reflect and apply lessons into the workplace.

Recognised Prior Learning (RPL): feel that you already have the skills covered in any of our qualifications or units of competence? RPL is a process to recognise your current skills.

Qualification based career pathways

A key aspect of our delivery involves utilising vocational qualifications for both recognising the skills of your staff and developing their skills as they grow and move through your organisation. We develop qualification based career pathways for the ongoing development of your staff. An example is shown:



Qualification Rules

Total number of units = 10

4 core units plus

6 elective units

At least **3** of the **elective units** must be selected from the elective units listed below. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Subjects

Choose from the following subjects in designing a course that suits your needs:

Core units	Elective units (choose 6)
BSBMGT401A Show leadership in the workplace	BSBCUS401A Coordinate implementation of customer service strategies
BSBMGT402A Implement operational plan	BSBCUS402A Address customer needs
BSBOHS407A Monitor a safe workplace	BSBFIA402A Report on financial activity
BSBWOR402A Promote team effectiveness	BSBINM401A Implement workplace information system
	BSBINN301A Promote innovation in a team environment
	BSBCMM401A Make a presentation
	BSBMGT403A Implement continuous improvement
	BSBMKG413A Promote products and services
	BSBPMG510A Manage projects
	BSBREL401A Establish networks
	BSBRSK401A Identify risk and apply risk management processes
	BSBWOR401A Establish effective workplace relationships
	BSBWOR404A Develop work priorities
	BSBWRT401A Write complex documents

Existing Worker Traineeships: Government assistance to pay for your training!

Traineeships have been designed for new or existing employees of any age who do not have extensive experience or formal qualifications. Some of your existing staff may be eligible to undertake a traineeship to complete our accredited courses -

The federal government Employer Incentive Assistance is:

\$4,000 per staff member

Please discuss your needs and eligibility with Ben Fleming 0401 732 186

Price

Our website price for this course is:

\$3,500 (for individuals)

\$3,000 (for groups of 5 or more)

The current price for RPL of the qualification is:

\$990

Payment plans allow expenditure to be spread across the term of the qualification.

Students undertaking the Diploma can be assessed as a dual qualification to attract funding using existing worker traineeships.

The Next Step

To enrol in this course click on the enrolment form on the Seed Skills website:

<http://www.seedskills.com>

Alternatively, and for further information, contact Seed Skills via email at admin@seedskills.com

