



**Get Qualified**  
Training Australia

**Course information**

**BSB40807**  
**Certificate IV in Frontline Management**

**2011**

### **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.

### **Course Requirements**

There are no special entry requirements for this qualification

### **Career opportunities/ pathways**

- Coordinator, Leading hand, Supervisor, Team leader

### **Units of competency to be achieved**

A total of 10 units of competency are required for the award of BSB40807 Certificate IV in Frontline Management. This includes 4 core units and 6 elective units

#### **Compulsory Unit:**

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

#### **Elective Units:**

BSBWOR401A	Establish effective workplace relationships
BSBWOR404B	Develop work priorities
BSBWRT401A	Write complex documents
BSBRSK401A	Identify risk and apply risk management processes
BSBPMG510A	Manage projects
BSBMKG413A	Promote products and services

You will receive a text books/ learner guides which cover all the required units for this qualification as set out in the business services training package and as listed in the National Training Information Service (NTIS). This learner guide is supported with written assessments and workplace projects. You must complete the tasks and submit them for assessing. Your written assessments are vital pieces of assessment evidence and should be kept in a safe place at all times. GQTA must keep the original copy of these assessment books on your student file for State and Federal auditing purposes. If you wish to keep a copy it is strongly recommended that you take a copy of your work and then have the copy signed by a Justice of the Peace or Commissioner of Declarations as having sighted the original. Any lost assessments will have to be repeated.

### **Student support**

A qualified trainer will be assigned to you and will provide you with ongoing support relating to your training. Your trainer will monitor your progress and maintain records relating to your assessments and workbooks. You may make contact with your trainer also via email, phone and fax anytime between 9am-5pm, Monday to Friday.

### **Delivery mode and duration**

#### Delivery through the traineeship program

A traineeship is a government accredited training program, leading to a nationally recognised qualification. A traineeship is a formal agreement known as a 'Training Agreement' or 'Contract of Training', and combines paid work with quality structured training for a nominal period, usually 12 months. A traineeship focuses on learning new skills and developing the skills you already have and use every day in your workplace. You may either be working full-time or part-time worker – but you must work for a minimum of 15 hours per week.

## Securing jobs for your future – Skills for Victoria

Securing jobs for your future – Skills for Victoria is a Victorian Government initiative to reform and re-focus the training system to best meet the needs of those who depend on it. The main idea behind the changes is to encourage more people to become qualified at a higher level, especially in areas where employers find it hard to find enough staff. A subsidised place is guaranteed to anyone who is eligible and you can access this entitlement more than once, as you move up the qualification scale. This is called the Victorian Training Guarantee. The guaranteed place comes with some new eligibility (entry) requirements.

This qualification is delivered one-on-one in the workplace by a qualified and experienced trainer/ assessor over a period of 10-12 months with monthly visits. Your assessments will also include workplace observation/ demonstration and supervisor's feedback. If you have completed prior studies or have worked in this industry previously you may be eligible for recognition of prior learning. The cost of recognition of prior learning described further below.

*Please note that it is important that academic progress is maintained. Your enrolment lasts for 12 months but to maintain academic progress you must complete at least one unit every month. A request for a 2 week extension can be sought in writing. Failure to maintain academic progress can result in your enrolment being cancelled.*

### **Course tuition Fee**

For further information about course enrolment and tuition fees please contact us. GQTA may be able to access a subsidy/ incentive from the Victorian and the Commonwealth Government to cover the cost of the tuition fee dependent on your circumstances.

*Where training is a result of an employer paying fees, and that payment is no longer available, an additional arrangement will be sought with the student so as to continue training.*

### **Payment methods**

Tuition fees are payable by electronic funds transfer, direct deposit or you could mail a cheque payable to GQTA to the address below.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience or life experience. You may be able to get credits for, or an exemption from unit/s within the course. It is a process whereby you are given credit for what you can already do. If you believe this may apply to you for any part of the course, then you should ask your Trainer/Assessor about this process and they will organise to be assessed. A cost of \$250 per unit will apply when an RPL is sought. For further information please contact us via our details below.

### **Refund**

Tuition fees (excluding administration fee and course material) will be refunded if the learner withdraws from the program (in writing) within four weeks of commencing training, or if Get Qualified Training Australia Pty Ltd cancels the course. For a full description of the refund policy, please refer to the Learner guide.

### **Student Information**

Detailed student information is available within our Student Information Booklet which will be sent to you via email on request. This booklet contains important information about a student's right and obligation such as their right to privacy, a safe training environment and right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you straight away.

*GQTA acknowledges its obligations under the Equal Opportunity Act 1995 and related laws. Regardless of cultural background, gender, sexuality, disability or age of students they have a right to study in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while studying with us.*

*We encourage people with disabilities to apply.*

#### **Get Qualified Training Australia Pty Ltd**

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