

BSB40807 Certificate IV in Frontline Management

BSB40807 Certificate IV in Frontline Management is an excellent qualification for someone who has already achieved BSB31207 Certificate III in Frontline Management or a general qualification for the business industry. Students will gain the skills and knowledge for individuals to be competent in providing leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

Who should enrol in this qualification?

This course is especially designed for those who are working in the industry:

- Existing workers take the first line of management in a wide range of organisational and industry contexts without a formal qualification; or
- Working as a trainee in a first line management capacity and want to pursue their career in this industry.

Do I need any skills?

- Must be employed as a trainee.
- Satisfactory Completion of Candidate Language, Literacy and Numeracy Test
- Over 18 years of age

Delivery

This program will be delivered at the organisations premises. The training program is conducted over a maximum period of two years.

- Delivery will involve workbooks, practical assessments and written assignments
- On the job training via workplace supervisors
- Assessor/trainer will be available via phone and email
- Regular visits onsite by trainer will occur with mentoring support
- Learning will also be negotiated with the Workplace Supervisor and their role in the training process and assessment defined.

Assessment Strategies

Units of competency encompass a variety of assessment methods. These assessments can include workbook activities, question and answer, direct observation, third party feedback and research and workplace projects and each unit or a cluster of units will be required to be assessed via a qualified trainer/assessor as well as a supervisor.

Assessment

Assessment for these units of competency will involve some or all of the following depending on the specific unit being undertaken:

- **Workplace observation and demonstration checklist:** Assessing essential skills
- **Questions/Scenarios and Role plays:** Assessing essential knowledge
- **Third Party Report:** Defining elements, performance criteria and assessment methods and
- **Workplace documents:** Employability skills
- **Simulation:** Students will be required to problem solve given situations

Recognition of Prior Learning and Credit Transfer

Candidates can apply for recognition of previous study, work, life and educational experience that matches the units of competency or qualification being considered. Candidates applying for recognition of existing skills and knowledge must provide evidence to support their claim.

Examples of evidence might include: documentation such as certificates issued by other training organisations, support letters from employers; job description, resume or an outline of previous training and development.

We also recognise the credentials issued by other training organisations operating under the Australian Quality Training Framework.

To achieve a BSB40807 Certificate IV in Frontline Management a **total of 10 units** of competency must be completed. This comprises:

- 4 core units;
- 6 elective units;

Enrolment Procedure

- Registration of interest
- Completion of Language, literacy and numeracy test
- Completion of enrolment forms (Read the Terms and Conditions and Student Handbook)
- Payment of enrolment fee is required prior to commencement

Course Duration

24 months traineeship

Course Content

Code	Unit of Competency	Core/Elective
BSBOHS407A	Monitor a safe workplace	Core
BSBMGT401A	Show leadership in the workplace	Core
BSBMGT402A	Implement operational plan	Core
BSBWOR402A	Promote team effectiveness	Core
BSBWOR404A	Develop work priorities	Elective
BSBCUS401A	Establish effective workplace relationships	Elective
BSBINN301A	Promote innovation in a team environment	Elective
BSBCUS401A	Coordinate implementation of customer service strategies	Elective
BSBMGT403A	Implement continuous improvement	Elective
BSBPMG510A	Manage projects	Elective

Existing Worker Course Fees

Fee	Amount	Payable
Enrolment Fee	\$ 100.00	On Enrolment
Unit Fee	\$ 350.00	Per Unit
RPL Fee	\$ 110.00	Per RPL per unit

Traineeship:

Fee	Amount	Payable
Enrolment Fee*	\$ 414.00	On Enrolment

*Enrolment fee is payable at the start of each year of the traineeship.

Refund Policy only for Existing Worker's

- 1.0 Cancellation before commencement date
- 1.1. In the event that a student cancels their enrolment and requests a refund **at least 1 week or more** prior to the course commencement, a **refund of 90%** of monies paid for tuition fees will be issued to the student.
- 1.2. The request is to be sent in writing to the Institute nominating the method of reimbursement.
- 1.3. The refund will be processed within 28 days of the written request being received.
- 1.4. The refund will be accompanied by a statement outlining total refunded amount.
- 1.5. In the event the student requests a refund **less than one week** prior to the course commencement **no refund** will be issued.
- 2.0 Cancellation after commencement date
- 2.1. If the student cancels their enrolment after commencement of the course, no refund will be issued.
- 2.2. Where the enrolment is cancelled due the student incurring an illness or being involved in an accident a discretionary refund may be paid but this is assessed on a case by case basis.

Discipline

All students must abide by the policies and procedures set out in their Student Handbook. Trainers/assessors are empowered to take reasonable disciplinary actions against a trainee/student if any serious breach occurs. For serious offences, enrolment may be cancelled.

Complaints and Appeals

Students are able to express a complaint without concern of retribution, and have the matters addressed in a manner which is both amicable and non-threatening. Students have the right to have a complaint or an appeal addressed at any level within Access Training Institute Pty Ltd. The students need to complete a SMF 08 complaints and appeals form and submit to the Administration Department to take the complaint further.

"Your rights and obligations and further support services are provided in your student handbook"