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COURSE PROFILE

BSB40807 CERTIFICATE IV IN FRONTLINE MANAGEMENT

P-E COURSE CODE: TRFLM 004

COURSE OUTLINE:

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. Job Roles include Coordinators, Leading Hands, Team Leaders, Supervisors, and Middle Managers. 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.

PRE-REQUISITES:

None

(Participants will find it useful if they have had some prior supervisory experience within the workplace).

SELECTION CRITERIA:

- current or previous employment
- a strong commitment to effective supervision and management
- motivation to undertake and complete the course.

PATHWAYS FROM THE QUALIFICATION:

After achieving BSB40807 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

COURSE DURATION:

Duration (465 nominal hours)

The program should be completed within a period of 12 months and you are encouraged to complete a unit of competence at least every four weeks, on average. Course durations can be reduced by the application of Credit Transfer or Recognition of Prior Learning (RPL). Enrolment is valid for 12 months after being accepted by P-E Handley-Walker.

COURSE CONTENT:

Modules

Name		Hours (nominal)
BSBMGT401A Show leadership in the workplace	Core	50
BSMGT402A Implement operational plan	Core	40
BSBWOR402A Promote team effectiveness	Core	50
BSBOHS407A Monitor a safe workplace	Core	50
BSBWOR401A Implement effective workplace relationships	Elective	50
BSBWOR404B Develop work priorities	Elective	40
BSBINM401A Implement workplace information system	Elective	40
BSBRSK401A Identify risk and apply risk management processes	Elective	50
BSBPMG510A Manage projects	Elective	60
BSBRELA01A Establish networks	Elective	35

LEARNING OUTCOMES:

This qualification is suitable for Coordinators, Leading Hands, Team Leaders, Supervisors, and Middle Managers. Specifically, learning outcomes include ability to:

- 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.
- 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.
- manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.
- promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.
- plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.
- implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.
- collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.
- implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

TRAINING STRATEGIES:

- Self-paced learning mode
- Facilitator support by phone/email
- Activities
- Scenario - based tasks and case studies
- Work-related projects

TRAINING MATERIALS:

- Workbooks (eLearning / Printed)
- On-line learning resources

BSB40807 Certificate IV in Frontline Management will be delivered as a self-paced learning mode.

Learners will be provided with workbooks for each module (eLearning and/ or Printed).

Facilitators will also be available via email and telephone access and these details will be provided to learners on commencement.

ASSESSMENT METHODS:

Wherever feasible, participants will use actual examples from their own workplace as learning experiences. Written / oral questioning will test underpinning knowledge. Work-related projects and supervisor / third-party report will provide verification of workplace performance.

Other assessment activities may be determined by your assessor which might include:

- observation by a Supervisor / Third Party or Assessor of a candidate's workplace performance
- provision of any other evidence candidate is asked to gather by the Trainer/Assessor – for instance, work documents or copies of policy and procedure manuals to which candidate has made a major contribution; the candidate should check the use of such documentation with their manager/supervisor
- participation in simulations and role-plays

NATIONAL RECOGNITION:

The completion of core and elective competencies qualifies the graduate for the Certificate IV in Frontline Management which is a nationally recognized qualification. A numbered Certificate will be issued to each participant on successfully demonstrating competence in all of the required units. A numbered Statement of Attainment will be issued in cases where some, but not all, of the required units have been completed.

COURSE FEES AND HOW TO APPLY:

(NOTE: These fees are based on the current selection of units and may vary with a different selection)

\$1650 (GST free) for Fee-For-Service paying students (non-funded)

\$367 (GST free) for Victorian Government funded students**

(Consists of tuition fee \$187.50 and resources fee \$180.00 (at cost))

****Funding Opportunities**

Victorian Government funding is available through the Victoria Training Guarantee which entitles eligible students to government subsidised training places if you meet certain requirements:

In 2012 you are eligible for a government subsidised training place if you:

Meet one of the following citizenship/residency status:

- Australian citizen
- Australian Permanent Resident (holder of a permanent visa)

- holder of a Special Category Visa (sub-class 444, New Zealand citizen)
- East Timorese asylum seeker, or
- holder of a Temporary Protection Visa.

And are any of the following:

- a young person under 20 years of age (as at 1 January 2012) and undertaking recognised training; or
- over 20 years of age (as at 1 January 2012) and undertaking recognised training in a Foundation skills course (preparation for work, literacy and numeracy courses); or
- over 20 years of age (as at 1 January 2012) and undertaking recognised training as an Apprentice (not trainee); or
- over 20 years of age (as at 1 January 2012) and undertaking recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

Applications for enrolment should be made directly to P-E Handley-Walker. Contact the William Ray on 0412 439 334 or training@p-handley-walker.net.au requesting an Application form.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER:

You may be able to shorten the length of your chosen course by measuring your skills acquired through work life experiences, or through qualifications obtained from formal studies or training. AQF Qualifications and Statements of Attainment issued by any other Registered Training Organisation will be recognised by P-E Handley-Walker. Fees are charged for RPL applications. Enquiries for RPL should be made directly to our RTO Manager at training@p-handley-walker.net.au requesting an RPL application kit for this qualification.

DIRECT CREDIT TRANSFER

Candidates who have successfully completed an identical unit of competency(ies) from another Registered Training Organisation will be recognised as competent in that competency(ies) upon provision of original assessment results or certified copies. This Direct Credit Transfer is free of any charges to the Candidate.

PLEASE NOTE: Course information is updated frequently. Please ensure that you have a current copy by contacting P-E Handley-Walker at training@p-handley-walker.net.au or calling (03) 9708 8809.