



Frontline Management

Certificate IV in Frontline Management BSB40807 (RPL-Flexible Delivery) Get your experienced recognised

Certificate IV in Frontline Management is the most current qualification for first line managers.

Frontline managers may be managers or supervisors in a wide range of industry contexts. At this level frontline managers provide leadership and guidance to others and take responsibility for the functioning and performance of the team and its work outcomes.

This could also include small business owners, supervisors, leading hands and department managers.

Studio West Training Solutions can get your frontline management experience recognised. Our unique flexible delivery/RPL process means you do not have to spend countless hours in a classroom learning knowledge and skills that you have been using and putting into practice for years.

Our trainers and assessors will work with you one on one to collect your evidence of competency and train in any skill gap areas so you meet all the requirements to achieve your qualification.

You will receive a comprehensive participant manual and all the resources required to complete the programme

Units we offer to complete the qualification: \$1500.00

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBLED401A Develop teams and individuals
- BSBWOR401A Establish effective workplace relationships
- BSBWOR402A Promote team effectiveness
- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBMGT403A Implement continuous improvement
- BSBPMG510A Manage projects
- BSBINN301A Promote innovation in a team environment
- BSBOHS407A Monitor a safe workplace



Training and Assessment, Presentation Skills, Customer Service, Communication, Personal and Professional Development are just some of the other soft skill programmes Studio West can deliver for you.

Visit our website or phone us personally so we can help you with your training solutions.

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Certificate IV in Frontline Management BSB40807

Training and Assessment Plan

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Background Information

The BSB40807 comes from the Business Services Training Package (BSB07)

There are four management qualifications in BSB07, BSB31207 Certificate III in Business (Frontline Management), BSB40807 Certificate IV in Frontline Management, BSB51107 Diploma of Management and BSB60407 Advanced Diploma of Management.

The Certificate IV in Frontline Management, Diploma of Management and Advanced Diploma of Management incorporate units from the frontline and strategic management domains in BSB01. (Earlier Version) The qualifications are applicable to anyone with management responsibility across the full variety of organisations within the Australian economy.

The Certificate IV is designed for workers in team leader, supervisory, front desk or line management positions.

The units cover areas such as finance, operations, leadership, knowledge management, entrepreneurship, risk management, customer service, diversity planning, strategy development and the execution of business goals

A Certificate IV

The BSB40807 is a level 4 qualification under the Australian Qualifications Framework.

Before you enrol in any nationally accredited training it is helpful to understand where the qualification sits in relation to other qualifications issued in Australia

The information below will give you a better understanding of the qualification you wish to enrol in

What is the Australian Quality Training Framework

The Australian Quality Training Framework (AQTF) was developed by the Australian National Training Authority in conjunction with States and Territories, the Commonwealth and industry and endorsed by Ministers for vocational education and training on 8th June 2001.

The key objective of the AQTF is to provide the basis for a nationally consistent, high quality vocational education and training system for Australia. It encourages greater flexibility and responsiveness on the part of training organisations as well supporting a competitive national training market.

The AQTF consists of two parts:

Standards for Registered Training Organisations: and

Standards for State and Territory Registering / Course Accrediting Bodies.

The AQTF provides the foundation for the mutual recognition of training organisations, qualifications and training products throughout Australia and incorporates revised registration arrangements for training organisations. New recognition arrangements are underpinned by strengthened quality assurance measures, including nationally agreed registration requirements and rigorous monitoring and audit processes.

What are the Qualification levels with the Australian Qualifications Framework?

National qualifications are defined in accordance with the Australian Qualifications Framework which provides a single, coherent framework for all recognised qualifications from Senior Secondary Certification to Ph D. Within the vocational education and training sector the following nationally recognised qualifications may be issued:

Certificate I
 Certificate II
 Certificate III
 Certificate IV
 Diploma
 Advanced Diploma
 Vocational Graduate Certificate
 Vocational Graduate Diploma

Under the AQF, qualifications issued in the VET sector must lead to the achievement of a package of competencies. Where there are endorsed national competencies, the AQF further requires that any qualification issued must lead to the achievement of these competencies. The qualifications arising from Training Packages comprise particular combinations of endorsed competencies that are meaningful in the industry or enterprise context and packaging against AQF qualifications. Training Packages may include a range of qualification from across these levels, including more than one qualification at a particular level where this is necessary to accommodate the needs of different industry streams or sectors, or to support multiple entry and exit points.

Certificate IV in Frontline Management with Studio West Training Solutions

(In partnership with Australian Training Management provider number 2431)

The full qualification consists of 10 units of competence in Total (4 Core and 6 Electives)

Studio West has packaged the units in 5 clusters of delivery. This will allow participants to participate in an integrated learning and assessment plan. Studio West offers all 4 core units of competence and has pre-selected 6 electives. These elective units have been incorporated in the learning/assessment strategies.

The Units of Competence and Clusters are listed below:

Cluster Field	Unit Code	Unit Title	
Customer Service	BSBCUS401A	Coordinate implementation of customer service strategies	Elective
Relationships	BSBLED401A	Develop teams and individuals	Elective
	BSBWOR401A	Establish effective workplace relationships	Elective
	BSBWOR402A	Promote team effectiveness	Core
Management	BSBMGT401A	Show leadership in the workplace	Core
	BSBMGT402A	Implement operational plan	Core
	BSBMGT403A	Implement continuous improvement	Elective
	BSBPMG501A	Manage projects	Elective
Innovation	BSBINN301A	Promote innovation in a team environment	Elective
Safety	BSBOHS407A	Monitor a safe workplace	Core

Delivery

The programme is delivered through an introductory one-day learning workshop. The workshop will include advice and instruction on how to develop an evidence portfolio to meet the requirements of all competencies.

This method of delivery is designed for participants who have had vocational experience in a supervisory role.

Participants will be presented with a comprehensive participant learners guide at the workshop and will work through the activities to assist with the collection of evidence.

Participants will also get the opportunity to meet and develop network groups with other participants working through the same learning/assessment strategy.

Even though participants only spend 1 day in the classroom, additional research and reading is required to enable all participants to develop a better understanding of all topics and to collect the required evidence. The average time for participants to complete the programme is 6 months although you may still submit your assessments up to 12 months. Time needed after this is in consultation with the Training Director and may occur additional mentoring fees

Delivery Methods will include but not be limited to:

- Facilitator Presentation
- Networking
- Peer Reviews
- Facilitator Mentoring
- Training Activities

Programme Fees and Charges

\$ 150.00 per single unit of competency enrolled.

Total Cost for the Programme is \$1,500.00

The person enrolled in the programme is responsible for payment of all fees unless a 3rd party written training order is submitted.

Please see our code of practice with reference to our refund policy.

Pre-Requisites

There are no pre-requisites for the Certificate IV Frontline Management however a moderate level of English language and literacy is required as there is a reasonable

amount of reading and interpreting instructions involved throughout most units of competency.

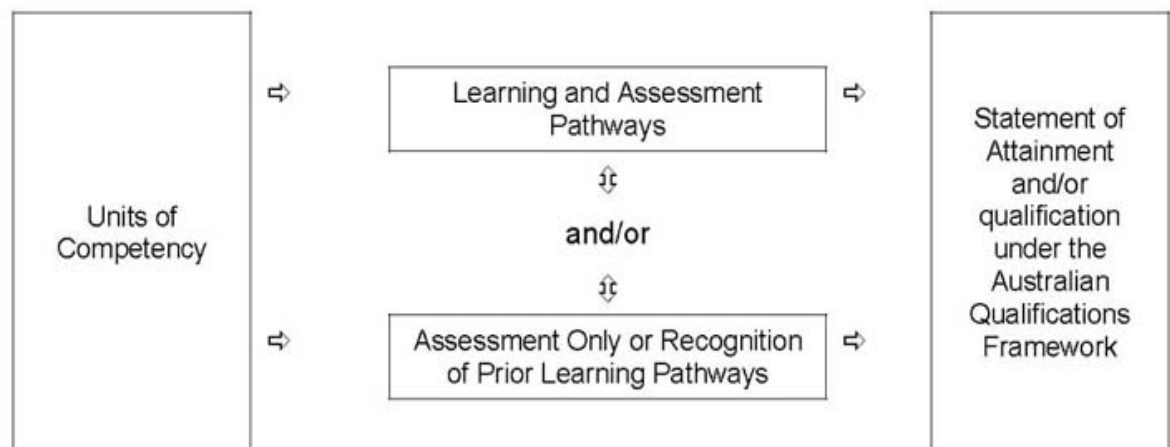
Technology applications are also required in some units of competency.

Assessment Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each of these assessment pathways leads to full recognition of competencies held - the critical issue is that the candidate is competent, not how the competency was acquired.

Learning and Assessment Pathway

Assessment will include but not be limited to:

- Submission of an Evidence of Competency Portfolio
- Third party observation
- Attendance and Participation at the Workshop

RPL, RCC

Recognition of Prior Learning/Recognition of Current Competencies is formal acknowledgement of competencies which are the result of life experiences, work experiences and formal and informal training.

Studio West will provide RPL, RCC assessment options for its learners as a pathway to receive formal qualifications.

Studio West will ensure:

- Assessments are conducted in line with the National Training Package guidelines for assessment and the AQTF.
- Assessment may be performed in a simulated workplace environment or at an actual workplace as agreed between the learner and the assessor.
- Assessments will always be Valid, Fair, Flexible and Reliable
- Assessors may apply reasonable adjustment to ensure fairness and flexibility.

Credit Transfer/Mutual Recognition

Studio West will recognise any statement of attainment or qualification awarded by any other Registered Training Organisation in Australia. These partial/full qualifications must be verified by the issuing RTO.

Career Pathways

Upon successful completion of the Certificate IV in Frontline Management participants will be better equipped to take on a role as a frontline manager across different industry sectors.

Possible job titles relevant to this qualification are:

- Small Business Owner/Manager
- Coordinator
- Leading Hand
- Supervisor
- Team Leader

Some other further courses of study in relation to this Vocation are:

- Diploma of Management
- Advanced Diploma of Management
- A Number of University Degrees across various Management Fields

Contact Tafe, Universities and other RTO's to find further information on these programmes

Where are we?

Our Midland training studio is located at Suite 27 Stafford Court, 8-12 Stafford Street, Midland. Our workshops and programmes are also delivered at a range of locations in the metropolitan and regional areas. Our office is based in Glen Forrest.

We can also deliver any of the Studio West programmes in-house depending on numbers and programmes can be customised to suit organisational outcomes.

Learner Resources

All learner participant workbooks and guides are supplied by studio west. Morning and afternoon tea is supplied and participants may choose to purchase or bring their lunch depending on location of delivery.

Your Needs

Please feel free to contact us in relation to your special learning needs or outcomes.

If there is something that you would like to know that we have not covered before your enrolment or attendance do not hesitate to ask.

Our aim is to assist you to achieve your vocational goals.

Our Vision is:

To inspire every one of our participants to:

Be the very best they can be
Reach for their goals
Live their lives with passion
Achieve and embrace success
Build and value positive relationships

**An Overview of the Studio West Workshops and the
Units of Competency from the BSB40807**

Field: Customer service

Coordinate implementation of customer service strategies BSBCUS401A

This unit describes the performance outcomes, skills and knowledge to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. This unit applies to individuals with a broad knowledge of customer service strategies who contribute well-developed skills in addressing customer needs and problems.

Field: Relationships

Develop Teams and Individuals BSBLED401A

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. This unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives.

Establish effective workplace relationships BSBWOR401A

This unit describes the performance outcomes, skills and knowledge required to 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. Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and team members.

Promote team effectiveness BSBWOR402A

This unit describes the performance outcomes, skills and knowledge required 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. Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s

Field: Management

Show leadership in the workplace BSBMGT401A

This unit describes the performance outcomes, skills and knowledge required 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. Frontline management provides the first level of leadership within the organisation. This unit applies to people who are making the transition from being a team member, to taking responsibility for the work and performance of others.

Implement operational plan BSBMGT402A

This unit describes the performance outcomes, skills and knowledge required to 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. Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

Implement continuous improvement BSBMGT403A

This unit describes the performance outcomes, skills and knowledge required to 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. Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organisation.

Manage projects BSBPMG403A

This unit describes the performance outcomes, skills and knowledge required to 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. The unit focuses on the application of project management skills and the requirement to meet time lines, quality standards, budgetary limits and other requirements set for the project.

Field: Innovation

Promote innovation in a team environment BSBINN301A

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro-active member of an innovative team. This unit applies individuals who play a pro-active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A Develop teams and individuals.

Field: Safety

Monitor a safe workplace BSBOHS407A

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements. This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.

This unit applies to individuals with a broad knowledge of OHS policies who contribute well-developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.