Certificate IV in Frontline Management (BSB40812)

ABOUT THE PROGRAM

The Certificate IV in Frontline Management is a Nationally Recognised Accredited Course which provides graduates with skills and knowledge required to perform effectively as a team leader or supervisor.

Graduates will have gained knowledge and awareness of workplace practices, such as, managing work priorities, people management, team effectiveness, operational planning, workplace safety and continuous improvement.

This qualification supports staff who are currently working in supervisory positions or who aspire to work in supervisory positions.

WHO SHOULD TO THIS QUALIFICATION?

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts.

Students may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

As 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.

QUALIFICATION CERTIFICATION

Upon successful completion of this course you will receive the nationally recognised Certificate IV in Frontline Management (BSB40812)

Students who do not complete all units will be eligible for a Statement of Attainment in partial completion of the Certificate.

COURSE CONTENT

To gain a Certificate IV in Frontline Management, candidates must successfully complete 10 units; 4 core and 6 electives.

Core Units:

- BSBMGT401A Show Leadership in the Workplace
- BSBMGT402A Implement Operational Plan
- BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBWOR402A Promote Team Effectiveness

Electives:

- BSBMGT403A Implement Continuous Improvement
- BSBPMG522 Undertake Project Work
- BSBINN301A Promote Innovation in a Team
- BSBWOR401A Establish Effective Workplace Relationships
- BSBWOR404B Develop Work Priorities
- BSBRSK401A Identify Risk and Apply Risk Management Processes
- BSBCUS402B Address Customer Needs
- BSBLED401A Develop Teams and Individuals
- BSBCMM401A Make a Presentation

FOLLOWING COMPLETION

Graduates will be ready to use their skills and knowledge in training and assessing roles or choose to undertake BSB51107 Diploma of Management or a range of other Diploma qualifications

ENTRY REQUIREMENTS

There are no prerequisites for entry into the program although participants should have reasonable language, literacy and numeracy, and be in a line manager role or acting position or have access to be able to complete projects in their current role to the Certificate IV.

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DELIVERY METHODS

Facilitated Workshops

Experienced industry professionals use all the principles of adult learning to deliver interesting and innovative training leaving participants motivated and enthused to use the new tools and techniques in their working environment.

The full program can include:

- Supervisor and participant induction
- Facilitated workshops
- Ongoing evaluation of program (including pre and post measurement of competency to provide a return on investment measurement)
- Celebration of success

Online Delivery

Here at The Pivot Institute we are leaders in the field with our own Pivot Online Learning System (POLS) which provides participants with all content and resources and online classroom opportunities to cover the content in the Certificate.

Distance-based Delivery

Self-paces workbooks are provided together with regular facilitator contact.

LEARNING RESOURCES

All learning resources are provided. These include:

- Quality Learner Guides for each unit of competency
- Access to POLS to provide useful articles and templates and support for participants regardless of their chosen delivery method
- Ongoing facilitator support
- Relevant handouts and journal articles
- Program material can be customised and branded for your own organisation

RECOGNITION OF PRIOR LEARNING

RPL is an assessment process that enables an applicant to gain recognition of skills and knowledge regardless of how they were achieved. This may include formal or informal learning, work experience, or general life experience. Where RPL is granted you do not have to participate in further training and assessment for skills and knowledge that you already possess.

For more information on RPL please contact us at The Pivot Institute

ASSESSMENT METHODS

The Pivot Institute assessments are aimed at adding value to the individual and their organisation. Assessment with The Pivot Institute is true to the units of competency, but is tailored to the needs of the individual and the organisation. This means that where possible we ensure that the assessment fits into what you are doing in your workplace as part of your daily workplace activities. The result is assessment that is meaningful and valuable to both the participant and the organisation.

HOW LONG WILL IT TAKE?

The following is a guide outlining the approximate time it will take to complete the Certificate IV in Frontline Management depending on the time commitment you are able to manage:

Study Hours Per Week	Estimated Time to Complete
12.5	6 months
8	1 year
4.5	1.5 years
3.5	2 years

For further information, please contact:

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