



## Certificate IV in Frontline Management

### BSB40807 Certificate IV in Frontline Management

#### Course Overview

The Certificate IV in Frontline Management provides participants with an opportunity to develop first line managerial competencies and apply them practically in the workplace. Typically they would report to a senior manager and have responsibility for the supervision of a team and their outcomes through the implementation of business plans and strategies.

This development program is offered through our on-line e-learning platform. This means the participant can undertake learning activities at a time convenient to workplace demands without having to leave the work site to attend workshops.

All that is required is access to a computer and the internet. IPS also has experience consulting to determine

blended delivery methods where available.

An initial induction into the program is provided at the time of enrolment when we assess and recognise existing skills the participant may possess. This enables them to receive advanced-standing in the program and allows us to focus on the skills they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

#### Target Audience

- Coordinators
- Leading Hands
- Supervisors
- Team Leaders



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### Total Number of Units Required for Qualification – 10

#### 4 Core Units Required:

- Show leadership in the workplace
- Implement operational plan
- Monitor a safe workplace
- Promote team effectiveness

#### *Elective Units – Choose 6 appropriate to the trainee's role:*

- Coordinate implementation of customer service strategies
- Address customer needs
- Implement customer service standards
- Report on financial activity
- Coordinate business resources
- Implement workplace information system
- Promote innovation in a team environment
- Maintain business technology
- Make a presentation
- Implement continuous improvement
- Lead and facilitate off-site staff
- Promote products and services
- Manage projects
- Establish networks
- Analyse and present research information

- Identify risk and apply risk management processes
- Establish effective workplace relationships
- Develop work priorities
- Write complex documents

### Registration and Enquiries

Time required to complete the qualification: 2 years full-time or up to 4 years part-time.

Average time to complete: 6 months

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

**Phone: (07) 3841 8011**

**Email: [info@ipspeople.com](mailto:info@ipspeople.com)**

**Website: [www.ipspeople.com](http://www.ipspeople.com)**