



Workplace
Training
Specialists

BSB40807

Certificate IV in Frontline Management

The Certificate IV in Frontline Management offered at RMT 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. 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.

Entry Requirements

There are no prerequisite requirements for individual units of competency. Pathways into the qualification may be gained :

- after achieving Certificate III in Frontline Management or other relevant qualification/s
- by providing evidence of competency in the majority of units required for the Certificate III in Frontline Management or other relevant qualification/s.
- with some vocational experience in a supervisory role but no formal qualification

Length of study

Total nominal hours:	385-490 hrs
Avg. Contact time:	10 hrs/month
Avg. Research time:	15 hrs/month
Full time duration:	12-15 months
Part-time duration:	15-18 months

Cost of Course

\$2800

Option 1

Pay now and receive a 10% discount

Option 2

Pay in 2 six monthly payments

Online Delivery

Online delivery provides a very flexible way to study. It means that you can learn at anytime and any place and Internet based classroom means you still have contact with your trainers.

Upon enrolment you will be provided with course materials for each unit and you will be able to work through them in your own time. In addition you will receive the following support:

- Regular contact with trainer via email
- Scheduled Internet based classroom session
- Contact via phone, email and Skype
- Assessment of each unit upon completion

The course has been designed and developed to be studied online to enable people currently employed to participate and for others living in non-local areas to remove the cost of travel and accommodation associated with regular classroom tuition.

The course materials will be made available via post and through access to a learning management system, where you will also be able to submit assignment work for assessment by your trainer.

Head Office

PO Box 1256

BERRI, South Australia, 5343

Telephone: (08) 8582 3658

Fax: (08) 8582 3662

Email: admin@r-m-t.com.au



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Course structure

Total number of units = 10, made up of 4 core units, 6 elective units

Core Units

Unit code	Unit name	Description
BSBMGT401A	Show leadership in the workplace	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.
BSBMGT402A	Implement operational plan	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.
BSBOHS407A	Monitor a safe workplace	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.
BSBWOR402A	Promote team effectiveness	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.

Elective Units

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

Financial Administration

BSBFIA402A Report on financial activity

General Administration

BSBADM409A Coordinate business resources

Information Management

BSBINM401A Implement workplace information system

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM401A Make a presentation

IT Support

BSBITS401A Maintain business technology

Management

BSBMGT403A Implement continuous improvement

BSBMGT404A Lead and facilitate off-site staff

Marketing

BSBMKG413A Promote products and services

Project Management

BSBPMG510A Manage projects

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

Writing

BSBWRT401A Write complex documents

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Registration of Interest

Certificate IV in Frontline Management

Name	_____
Address	_____
Phone	_____
Mobile	_____
Email	_____

Details of Training Qualifications completed

Study intentions

Study reasons

Employer support

Do you have internet access at work and at home _____

If yes, what type of internet access do you have _____

Other information:
