



Course Information Brochure

Certificate IV in Frontline Management BSB40807



NATIONALLY RECOGNISED



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 02 8212 9547
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Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in Certificate IV in Frontline Management BSB40807 and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

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802 Pacific Highway, Gordon NSW 2072
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Queensland Office

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Melbourne Office

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Tel: 03 8648 6511 Fax: 02 8212 9547

Our Training Assessors

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Glenys Stabback – NSW, QLD, VIC
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Course Outline

This qualification is specifically designed to develop and enhance leadership skills to people who may already be working as a supervisor or co-ordinator and/or who wish to further develop and progress into a supervisory position.

This qualification will equip you with the necessary knowledge, guidance and management tools to take responsibility for the effective functioning and performance of the team and its work outcomes.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Co-ordinator
- Supervisor
- 2IC (Second-in-charge)
- Leading Hand
- Team Leader

Course Core Units (Units of Competency)

10 units, 4 core units plus 6 elective units

Core Units

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBWOR402A	Promote team effectiveness

Elective Units

BSBFIA402A	Report on financial activity
BSBINN301A	Promote innovation in a team environment
BSBINM401A	Implement workplace information system
BSBLED401A	Develop teams and individuals
BSBRSK401A	Identify risk and apply risk management processes
BSBREL401A	Establish networks

Course Entry Requirements

- Sound literacy skills
- Minimum Year 10 School Certificate equivalent

Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge.

Course Duration

Certificate IV in Frontline Management BSB40807 comprises of study time of 443 hours and is recommended to be completed within a one year period, however, extension of this period may be considered after written application from the Student stating reason for extension of time. An extension fee must be paid prior to the extension being granted.

Students may complete the course in a shorter period of time.

Course Delivery

Certificate IV in Frontline Management BSB40807 is offered via flexible learning (i.e. distance learning). One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, exercises and assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

Upon commencement of the course, the Student will be appointed a Training Assessor. The Training Assessor will initially meet with the Student to provide an overview of the course content and training plan structure. Even though the course delivery is via flexible learning (distance learning), the Student receives a structured training plan timetable outlining when each unit is due for completion, to help the Student achieve completion with the 12 month timeframe or earlier.

Throughout the training, the Student will receive personalised and individual training customised to suit the Student's specific needs and requirements. Communication is via telephone/email support and regular face to face meetings as required. The Training Assessor will be in contact with the Student every 2 weeks by telephone to see how the Student is progressing with their studies and to assist in maintaining motivation, clarify any areas of concern and keeping the Student on target with unit completion dates.

Course Fee

To complete Certificate IV in Frontline Management BSB40807, the course fee is \$2,200.

An Administration Fee of \$150 is payable by Students upon enrolment.

Payment plans are available to jobseekers.

Qualification

On successful completion of the 10 Units of Competency, you will be awarded the qualification Certificate IV in Frontline Management BSB40807. If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

Description of Core Course Units

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 judgment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Model high standards of management performance and behaviour
- Enhance organisation's image
- Make informed decisions

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

BSBFIA402A – Report on financial activity

This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Compile financial information and data
- Prepare statutory requirement reports
- Provide financial business recommendations

BSBINN301A – Promote innovation in a team environment

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working
- Support and guide colleagues
- Reflect on how the team is working

BSBINM401A - Implement workplace information system

This unit describes the performance outcomes, skills and knowledge required to 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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Identify and source information needs
- Collect, analyse and report information
- Implement information systems
- Prepare for information system changes

BSBLED401A – Develop teams and individuals

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

BSBRSK401A - Identify risk and apply risk management processes

This unit considers the application of frontline management and leadership skills to risk management - the coordination and management of business activities that enable safe work practices and continuity of work through the management of situations that have the potential to cause disruption - to people, the environment or the business.

Unit Topics

- Identifying risks
- Analyse and evaluate risks
- Treating risks
- Monitor and review effectiveness of risk treatment

BSBREL401A – Establish networks

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

PAYMENT OF COURSE FEES

Certificate IV in Frontline Management BSB40807 is \$2,200 plus \$150 Administration Fee.

Payment of course fees may be made via two methods.

Method 1

Full payment of course on enrolment \$2,350
(includes \$150 Administration Fee)

Method 2

Initial payment of \$850
Plus two payments of \$750.00
(You will be issued with a Monthly Payment Plan advising of the monthly due dates)

All course fees (via either of the above two methods) must be paid prior to commencement of the course.

A non refundable Administration Fee of \$150 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



*Helping You on Your Journey to
Become a Qualified
Frontline Supervisor*

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