



BSB40807 Certificate IV in Frontline Management



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Overview

This qualification 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.

Aim

This qualification aims to develop a sound theoretical knowledge base, and managerial competencies to plan, carry out and evaluate own work and the work of a team. The course explores the personal development of the individual, team effectiveness, establishment of effective workplace relationships, leadership in the workplace and other related areas.

Competencies Covered

This qualification is made up of 10 units of competency, which are clustered around the following skill sets, within the context of the organisation:

- Managing self
- Managing teams
- Managing operations

Standard structure of the training program for this qualification is as follows:

BSBWOR404B	Develop work priorities
BSBWOR402A	Promote team effectiveness
BSBWOR401A	Establish effective workplace relationships
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBCUS401B	Coordinate implementation of customer service strategies
BSBMGT403A	Implement continuous improvement
BSBINN301A	Promote innovation in a team environment
BSBOHS407A	Monitor a safe workplace
BSBPMG510A	Manage project

However, units specific to the industry and specialist units can be chosen in keeping with the participants' work environment or chosen area of knowledge advancement so that the participants are able to apply to their work environment and establish evidence of competency.

Duration

The course will take six (6) months to complete on a part-time basis.

There are five (5) terms with five (5) weeks for each term. Participants will study two units per term plus attend a Commencement Seminar. There are no breaks between terms.

Delivery

The course will be conducted through conventional face-to-face workshops in an intensive block mode. Ten (10) full days of workshops are organised into five (5) teaching blocks, with one teaching block per term. A teaching block consists of 16 contact hours on Saturday and Sunday. However, a delivery schedule can be negotiated to fit with the individual organisation's needs.

Workshops are conducted at Acelin Institute of Business (Acelin); they can also be conducted in-company or offsite at an agreed venue.

Assessment

Assessment is an essential part of the course. It is designed not only to facilitate the achievement of learning outcomes but also to collect evidence of competency demonstrating the ability to perform the activities to the required national standards in the workplace. The majority of assessment tasks are project-based.

Facilitators

Acelin has assembled an excellent team of facilitators who have post-graduate qualifications and extensive teaching and training experience:

- Mr. Michael Lin
- Mr. Peter Kirkpatrick

Mr. Michael Lin

Master of International Business Administration (Flinders); MEd (Beijing University of Physical Education) BEd (Beijing University of Physical Education); GradDipEd(Adelaide); Cert IV in Training and Assessment (TAFE SA)

Michael holds a Master of International Business Administration from the Flinders University of South Australia and has specialised in management and international business. He has been involved in education and training for 20 years. While working as the Program Director: Chinese MBA at the University of South Australia, he lectured in strategic management and supervised Action Learning Projects. He has taught over 1,700 MBA students in Hong Kong, Taiwan, Singapore and Mainland China, and supervised many students from medium and large companies in the region.

Currently he is the Chief Executive of Acelin Institute of Business, an accredited and registered education and training institution in South Australia. While directing and managing Acelin, he is also actively involved in teaching and training.

Mr. Peter Kirkpatrick

Peter holds a Graduate Certificate in Business and has degrees in teaching and in social work. He is a course coordinator within a State Government Registered Training Organisation, and over the last 8 years has trained over 500 management staff in the Certificate IV in Frontline Management and/or the Diploma of Management. Peter also has current Certificate IV qualifications in Training and Assessment; TESOL and LLN.

Entry Requirement

Candidates with vocational experience but no formal qualification would be considered.

Qualification

Upon successful completion of the course, participants will be conferred with a Certificate IV in Frontline Management in accordance with the Australian Qualifications Framework. The qualification is recognised throughout Australia. Participants who have completed one or more units of competency will be conferred with a Statement of Attainment.

Further Information and Application

To discuss your training needs, obtain more information or register your interest, please contact:

Mr. Michael Lin
Acelin Institute of Business
Mobile: 0423 522 837
Email: michael.lin@acelin.edu.au

For detailed information of the course, visit our website: www.acelin.edu.au.