Certificate IV in Frontline Management
BSB40812
Quality Training Solutions

Quality Training Solutions (QTS) is a Registered Training Organisation (RTO), delivering nationally recognised courses. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS’s education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our **Vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our **Mission** is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.

**Why Study with QTS?**

- Participants have the freedom to study where they like and when they like, progressing at their own pace
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are nationally recognised
- Participants can combine self-paced learning with trainer support. Our trainers are experienced industry professionals who will support students in their progress through their course
- Our courses are competency based
- Our courses are inclusive of training materials
- Participants can continue working while studying
- Our courses lead to a nationally recognised qualification, which is accepted by training providers and employers across Australia
- Our courses can be completed within 6 - 12 months, less if you commit the time
Certificate IV in Frontline Management

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Overview

The Certificate IV in Frontline Management 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. Typically they would report to a manager.

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.

Through the Certificate IV in Frontline Management participants will develop leadership and supervisory skills. This qualification can be customised to meet the employment and career goals of each individual.

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake distance learning. Students can "attend" a course at anytime, from anywhere.
Qualification Details:

Cost: Please contact the friendly staff at QTS for more information about qualification cost. Please note, payment plans are available.

Phone: 1300 946 309 or 07 5593 8333
Email: admin@qts.edu.au

Potential Career Outcomes:
- Coordinator
- Leading hand
- Supervisor
- Team leader

Delivery Mode:
- Online
- Distance (workbooks and assessments sent via post)
- Recognition of Prior Learning

Course Duration: 18 months max

Student Support: Both phone and email support is provided throughout enrolment

Nationally Recognised: Yes

Pathways: Previous completion of the Certificate III in Frontline management or similar, or experience in a supervisory role without the formal qualification.

Entry Requirements: Minimum age for entry into this qualification is 16 years. If under 18 years enrolment form must be signed by a parent or guardian.

Resource Requirements: Students must have access to a computer. Students will also need access to the following
- Internet
- Printer
- Scanner
- Macromedia Flash Player
- Adobe Acrobat Reader
Unit Descriptions:

This qualification requires 10 units, consisting of 4 core units, plus 6 elective units.

**CORE UNITS**

**BSBMGT401A Show leadership in the workplace**
- Model high standards of management performance and behaviour
- Enhance organisations image
- Make informed decisions

**BSBMGT402A Implement operational plan**
- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

**BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements**
- Provide information to the work team about WHS policies and procedures
- Implement and monitor participation arrangements for the managing WHS
- Implement and monitor the organisations procedures for providing WHS training
- Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
- Implement and monitor organisational procedures for maintaining WHS records for the team

**BSBWOR402A Promote team effectiveness**
- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

**ELECTIVE UNITS**

**BSBCUS402B Address customer needs**
- Assist customer to articulate needs
- Satisfy complex customer needs
- Manage networks to ensure customer needs are addressed

**BSBFIA402A Report on financial activity**
- Compile financial information and data
- Prepare statutory requirement reports
- Provide financial business recommendations

**BSBINN301A Promote innovation in a team environment**
- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working

**BSBMGT403A Implement continuous improvement**
- Implement continuous improvement systems and processes
- Monitor and review performance
- Provide opportunities for further improvement
BSBMKG413A Promote products and services
- Plan promotional activities
- Coordinate promotional activities
- Review and report on promotional activities

BSBREL401A Establish networks
- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

BSBWOR404B Develop work priorities
- Plan and complete own work schedule
- Monitor own work performance
- Coordinate professional development

BSBWRT401A Write complex documents
- Plan documents
- Draft text
- Prepare final text
- Produce document

BSBPMMG522A Undertake project work
- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

BSBCUS403B Implement customer service standards
- Contribute to quality customer service standards
- Implement customer service systems
- Implement team customer service standards

BSBRES401A Analyse and present research information
- Gather and organise information
- Research and analyse information
- Present information

BSBRSK401A Identify risk and apply risk management processes
- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of risk treatment/s

BSBWOR401A Establish effective workplace relationships
- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

BSBLED401A Develop teams and individuals
- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning
Enrol Today!

Enroling into the Certificate IV in Frontline Management through QTS is a quick and easy process.

To enrol, simply go to the QTS website at www.qts.edu.au and click ‘Enrol Now.’

Here you will be able to access the QTS participant handbook and enrolment form. Please complete the enrolment form and either email it to admin@qts.edu.au or post it to the following address:

Quality Training Solutions
PO BOX 92
Miami
QLD 4220

If you require any additional information or assistance then please don’t hesitate to contact our friendly staff on 1300 946 309 or email admin@qts.edu.au

Other Qualifications Available Through QTS Include:

- Certificate III in Business
- Certificate III in Business Administration
- Certificate IV in Business
- Certificate IV in Business Administration
- Certificate IV in Small Business Management
- Certificate IV in Human Resources
- Certificate IV in Bookkeeping
- Diploma of Business
- Diploma of Management