HRD Integrated Services

Integrating people & technology into real systems

Certificate IV in Frontline Management (BSB40812)

HRD Integrated Services management training

Phone 03 9397 5959   **Email admin@hrdi.com.au**   **Web www.hrdi.com.au**

Course code: C4FLM

Course cost
- PoA. Contact HRD for a quote.

Duration
- Learning can be completed in 6–24 months

Training delivered
- Regular group–trainer sessions
- Min 6, max 12 persons per group

Assessment format
- Research assignments
- Workplace projects
- Oral presentations

Venue
- Onsite at your workplace, or at RSCV, Newport

What you'll need
- Access to workplace systems and documents
- Learner resource manuals (supplied)

Scheduled dates
- Courses run with sufficient numbers to form a group. Contact HRD to register your interest.

Pre-requisites
- There are no pre-requisites
- LLN skills that allow you to research and report using complex documents
- Ideally learners will have access to workplace systems, documents and work procedures.

Accredited training
- Qualification or Statement(s) of Attainment issued on successful completion of training/assessment.

Frontline Management program content

HRD Certificate IV in Frontline Management training

Frontline management training is an ideal way to help technically qualified people develop the 'soft skills' needed to lead workplace teams.

HRD's Frontline Management course has relevance across a broad range of fields. Training focuses on building team leader **planning, leadership, communication and teamwork skills** using workplace experiences as the basis for learning.

Learning is **relevant to workplace needs**. Participants can draw on their workplace experiences and apply learning to their current role through project–based learning activities.

Qualification core and elective options allow participants to focus their skill development so that they become **effective team leaders**.

There's a range of core and elective options across communication, team leadership and operational management to suit most workplace needs. Three of the elective options can come from a Training Package that's relevant to your industry and/or to the person's work role.

HRD can work with you to customize a practical, workplace–based course to meet your industry or employment needs.

Assessment
- Workplace–based projects
- Research assignments
- Class presentations

Frontline Management training enhances the knowledge and skills of existing supervisors or people preparing to take the next step into a supervisory role.

Certificate IV in Frontline Management units of competency
(see page 2 for unit details)

Complete 10 units: 4 core and 6 electives

Frontline Management core units
- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBWOR402A Promote team effectiveness

Suggested elective options†
- BSBWOR401A Establish effective workplace relationships
- BSBPMG522A Undertake project work
- BSBLED401A Develop teams and individuals
- BSBINM401A Implement workplace information system
- BSBMGT404A Lead and facilitate off-site staff
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR404B Develop work priorities

Other electives
Elective units can also be drawn from streams such as customer service and marketing, financial and general administration, IT, project management, relationship management or innovation.*

Workplaces with specific requirements can select up to 3 elective units from other endorsed Training Packages.

* Visit www.training.gov.au to access the full suite of Frontline Management elective options.

† Employers may vary elective options by negotiation with HRD and within qualification packaging rules.

BSB40812 Frontline management unit overview

MGT401A Show leadership in the workplace

The focus of this unit is on the knowledge and skills required to work with teams and individuals, taking responsibility for the work and performance of others.

Participants are encouraged to reflect on the standard of conduct and the initiative required to positively influence others.

MGT402A Implement operational plan

Implementing an organisation's operational plan involves activities such as monitoring and adjusting operational performance, producing short term plans for a department or section, planning and acquiring resources and providing performance reports.

Learning addresses planning activities to achieve measurable, stated objectives of the team and the organisation.

WHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Implementing and monitoring organisational work health and safety (WHS) policies, procedures and programs in a work area is a critical frontline manager responsibility.
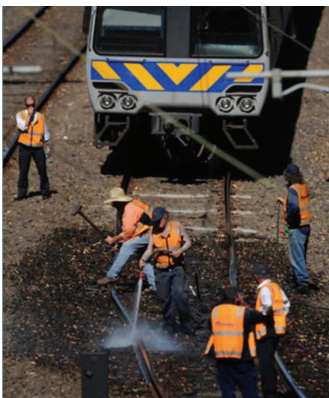
Implement and monitor WHS policies and procedures applies to individuals with a broad knowledge of WHS policies who contribute to resolving unpredictable problems through analysis and evaluation of information from a variety of sources.

WOR402A Promote team effectiveness

Team planning, supervising team performance and developing team cohesion are significant to a frontline manager's role. They provide leadership to the work team and bridge the gap between management and team members.

Frontline managers must therefore be able to 'manage up' as well as to manage their team.

Learning in this unit involves forming the skills to develop team plans to meet expected outcomes, leading the work team, and proactively working with the organisation's management team.

WOR401A Establish effective workplace relationships

Frontline managers play an important role in developing and maintaining positive relationships so that customers, suppliers and the organisation itself achieve planned outputs and outcomes.

Supervisors play a prominent part in motivating, mentoring, coaching and developing team cohesion by leading the team and forming the bridge between management and team members.

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

PMG522A Undertake project work

Managing a project involves developing a project plan, administering and monitoring the project, finalising the project, and reviewing the project to identify lessons learned for application to future projects.

Undertake project work addresses the knowledge and skills required to undertake a straightforward project or a section of a larger project. The unit focuses on the application of project-management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project

LED401A Develop teams and individuals

Developing teams and individuals describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

Individuals with a broad knowledge of learning and development who are required to address development needs to meet team objectives will find this unit useful. They be responsible for providing guidance or for delegating aspects of tasks to others.

INM401A Implement workplace information system

This unit covers the learning required to implement a workplace information system.

Learning involves identifying, gathering, initial analysis and using appropriate information that is important to the organisation's effectiveness.

MGT404A Lead and facilitate off-site staff

Lead and facilitate off-site staff is for supervisors or team leaders responsible for overseeing the work of off-site staff.

Off-site work is a flexible employment option that meets all legal and regulatory employment requirements.

RSK401A Identify risk and apply risk management processes

Frontline managers will find this unit useful if their work role may require them to identify risks and to apply risk management processes to a work team or to project operations.

The unit will help you to design solutions to problems by analysing and evaluating of information from different sources.

BSBWOR404B Develop work priorities

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

Individuals who are required to design their own work schedules and work plans, and to establish priorities for their work will benefit from participating in this unit.