1. **Aims**
The Certificate IV in Frontline Management (BSB40812) course is designed to provide students with training in supervisory skills. 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.

2. **Overview**
This course will provide training in the background knowledge and practical skills required for both paid and voluntary workers. This qualification is fully competency based and while knowledge and some aspects of competency are assessed within the realms of each unit, completion of activities demonstrating all areas of competency will need to be undertaken to graduate.

The student will obtain practical experience by undertaking field work at their workplace or church/community service organisation. This practical experience is to be gained in an area that complements assessment activities and the immediate goals of the student.

3. **Duration**
The Certificate IV course would usually be completed within one year on a part-time basis. Fast-track and on-line options are also available which would reduce the time taken to complete.

4. **Costs 2015**

   **Application Fee**
   For students wishing to study at credit level there is a one off non-refundable enrolment application fee.

   Application fee $100

   **Academic Fees**
   Fees for full-time students of the Certificate IV in Frontline Management are:

   Face-to-face $2000
   On-line $1800

   *Note: The College reserves the right to alter fees prior to the start of each academic year.*

5. **Entry Requirements**
This qualification has no pre-requisites however a typical pathway into the qualification would be some vocational experience in a supervisory role but no formal qualification.

This qualification would appeal to a wide variety of clients. Examples are:

- Accounts Clerk
- Customer Service Advisor
- Import/Export Clerk
COURSE OUTLINE
Certificate IV in Frontline Management (BSB40812) ctd

- Office Administrator
- Student Services Officer.

General requirements for entry are:
- A completed student application form & payment of the application fee
- Satisfactory completion of Year 12 is recommended but students without this formal educational level will be considered. Minimum entry age is 17 years (18 years for international students).
- Satisfactory English language skills. If students do not have satisfactory English language skills Unity College Australia has English language courses available to enable the student to reach the required entry level.
- Students should have basic computing skills including the ability to use a word processing package at an elementary level and be able to access the internet.

6. Training Process
Unity College Australia uses a wide variety of training methods. Actual delivery modes and training and assessment materials are adapted as needed in order to meet the needs of a diverse range of students. This will be done in consultation with the trainer.

Unity College Australia adopts adult-learning principles, and all students are treated as adult learners. Participants in this program are therefore expected to take charge of their own learning process. It is expected that each selected participant will be committed to meeting the requirements of the relevant course and will attend relevant classes and activities and complete all work required for assessment.

It is expected that all program participants will have access to a computer. This is mandatory for successful course completion.

7. Course Competencies
Australia has a system of national standardisation of training for many industry areas. This system is implemented through the use of training packages (groups of courses) and individual units of competency within a course. This system enables students to get automatic recognition across all accredited government and private training organisations for relevant studies undertaken at any one of them.

In order to achieve the Certificate IV in Frontline Management the core units below need to be completed as well as a selection of the listed electives. Not all electives will be offered at any one time.

<table>
<thead>
<tr>
<th>National Code</th>
<th>Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core units</td>
<td></td>
</tr>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSBWHS401A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
</tr>
<tr>
<td>Elective Units</td>
<td></td>
</tr>
<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
</tbody>
</table>
COURSE OUTLINE
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<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs</td>
</tr>
<tr>
<td>BSBCUS403B</td>
<td>Implement customer service standards</td>
</tr>
<tr>
<td>BSBFP402A</td>
<td>Report on financial activity</td>
</tr>
<tr>
<td>BSBADM409A</td>
<td>Coordinate business resources</td>
</tr>
<tr>
<td>BSBINM401A</td>
<td>Implement workplace information system</td>
</tr>
<tr>
<td>BSBINN301A</td>
<td>Promote innovation in a team environment</td>
</tr>
<tr>
<td>BSBCCM401A</td>
<td>Make a presentation</td>
</tr>
<tr>
<td>BSBITS401B</td>
<td>Maintain business technology</td>
</tr>
<tr>
<td>BSBLED401A</td>
<td>Develop teams and individuals</td>
</tr>
<tr>
<td>BSBMTG402A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>BSBMTG404A</td>
<td>Lead and facilitate off-site staff</td>
</tr>
<tr>
<td>BSBMKG413A</td>
<td>Promote products and services</td>
</tr>
<tr>
<td>BSBPMG522A</td>
<td>Undertake project work</td>
</tr>
<tr>
<td>BSBRL401A</td>
<td>Establish networks</td>
</tr>
<tr>
<td>BSBRES401A</td>
<td>Analyse and present research information</td>
</tr>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
<tr>
<td>BSBWR401A</td>
<td>Develop work priorities</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
</tbody>
</table>

Electives are selected based on the needs of the course cohort and competency of the instructor.

8. Course Structure
The Certificate IV in Frontline Management course requires the completion of a minimum of 10 units of competency including 4 core units and 6 elective units including at least three from the list above.

This qualification can be delivered in two different modes:
- On-line (self paced)
- Face to face delivery (8 days or 16 evening sessions). This method of delivery is applicable to students who have or are gaining practical experience in front line management.

9. Assessment overview
Assessment in each unit involves:
- attendance and participation
- practical fieldwork as applicable
- written assignments, exercises, tutorial/seminar presentations, tests as applicable
- journal/process diary completion as applicable

Competency-based assessment criteria apply to grading. Final assessment for each subject/unit studied will be shown as:
- C Competent
- NYC Not Yet Competent

Final Academic Transcripts will show results only for subjects/units assessed as Competent.

Students who successfully complete the following requirements will be recommended for graduation:
• Satisfactory completion of all relevant academic requirements
• Payment of all outstanding fees owing to Unity College Australia
• Return of all college resources including library books
• Maintained a satisfactory level of conduct during his/her time at College

10. Pathways
After achieving the BSB40812 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

11. Course Dates:
These dates include Orientation in Terms 1 and 3

2015 Semester 1
Term 1 Monday 2 February - Friday 10 April
Term 2 Monday 27 April - Friday 3 July

2015 Semester 2
Term 3 Monday 20 July - Friday 25 September
Term 4 Monday 12 October - Friday 11 December
Graduation Tuesday 15 December

Contact the college for actual class dates.