

CERTIFICATE IV

FRONTLINE MANAGEMENT

BSB40807



Competency units; core and elective in this program are:

BSBOHS407A-Monitor a safe workplace; BSBINM401A-Implement workplace information system; BSBINM501A-Manage an information or knowledge management system; BSBLED401A-Develop teams and individuals; BSBWOR404A-Develop work priorities; BSBWOR402A-Promote team effectiveness; BSBWOR401A-Establish effective workplace relationships; BSBMGT402A-Implement operational plan; BSBMGT401A-Show leadership in the workplace; BSBCMM401A-Make a presentation

Entry requirements: students need to be currently working in an environment related to this qualification. You will require access to workplace information. It is recommended that participants should have achieved Year 10 or equivalent level in English.

Course materials: all materials including study notes, activities, handouts and assessment tools are provided.

Assessment and training: all training is provided in the classroom in workshop format for each scheduled session. Assessment consists of different activities for each module and/or unit. Assessment for this qualification will include; portfolios, project, long response questions, short response questions, scenarios, practical work, case studies, presentations, evaluation of presentations, observations and/or questions. Reasonable adjustment will be made to any assessment tools to accommodate individual need.

Client support services: MDS Training offers support to all their students. Support may be related to disability, literacy, language or other concerns or barriers. You can contact the following people for assistance; the facilitator of your training, the administration support person of MDS Training or the Manager MDS Training. The contact details are on this document.

Complaints: MDS Training has a procedure for anyone wanting to make a complaint. You can speak to your facilitator, the administration support person or the Manager MDS Training. All complaints are recorded and outcomes are reported. MDS Training uses complaints as part of its continuous improvement process. Forms for complaint are available from the student portal (assigned once you enrol) or you can receive one by mail or email. If you experience difficulties filling in the form contact the Manager MDS Training for assistance. This form is also provided on enrolment.

Appeals: MDS Training has a procedure for students who want to appeal any decisions affecting their outcomes. This could include competency, recognition of prior learning, extensions or removal from a course. The form is available from the people listed above and assistance to complete the form can be provided. The form can also be emailed or posted to you. This form is also provided on enrolment.

Recognition of prior learning: students may be able to demonstrate their competence in some units; as such recognition of prior learning is available. This is to acknowledge the skills and knowledge gained through previous training events along with life and work experience.

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

MDS
TRAINING

CONTACT:

JAYE TOOLE or

ERIN DE ROOY

MDS TRAINING

P: 4621 8400

F: 4628 4006

E: training@mdservices.com.au

CERTIFICATE IV FRONTLINE MANAGEMENT

BSB40807

Period of enrolment: course runs for six months; students need to attend one day a month for seven hours each time. All sessions are compulsory.

Study workload: students are to attend each scheduled class session and will be required to complete 6-8 hours a week of work in their own time.

DATES: |2nd Feb|1st March|5th April|3rd May|7th June
|5th July|2nd August|13th September|4th Oct

END DATE: NOVEMBER 4, 2012

All work must be submitted for marking by the course end date. Otherwise additional fees may apply.

TIME: 9:30 AM – 4:30PM
WORKSHOP STYLE SESSIONS

COST: \$1,600 (PAYMENT OPTIONS AVAILABLE)

VENUE: LEVEL 8, 138 QUEEN ST
CAMPBELLTOWN NSW

Enrolment: potential students are to complete the enrolment form available from our website at www.mdsservices.com.au, email training@mdsservices.com.au or phone 4621 8400

Pre-requisites: there are no pre-requisites for this course; see below for preferred pathways

Pathways: for candidates considering this qualification include:
After achieving the BSB31207 Certificate III Frontline Management or other relevant qualification/s
OR
Providing evidence of competency in the majority of units required for the BSB31207 Certificate III in Frontline Management or other relevant qualification/s
OR
With some vocational experience in a supervisory role but no formal qualification.

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 and yet require skills or recognition in a supervisory capacity.

The following occupational titles may apply to workers in these roles:

- Coordinator
- Leading hand
- Supervisor
- Team leader
- Senior worker

Additionally successful completion of this qualification the student can articulate into BSB51107 Diploma of Management or other qualifications at Advanced Diploma level or higher within the Business Services Training Package.

CONTACT:

JAYE TOOLE or
ERIN DE ROOY
MDS TRAINING
P: 4621 8400
F: 4628 4006

E: training@mdsservices.com.au