

# Certificate IV in Frontline Management

## BSB40807

Frontline Managers need to be able to manage their own performance and that of others. They also must be able to establish and manage effective workplace relations while planning and managing outcomes.

Undertaking this nationally recognised qualification will help ensure managers are equipped to participate in and lead a team environment in any work context.

The Local Government Training Institute has developed this program to offer flexibility and on going support. To gain this certificate, participants can combine recognition of current work-related skills and knowledge with structured training and assessment to enhance their capabilities in areas important to their organisation and their career.

### **Duration**

It will normally take between 6 to 9 months to complete the learning and assessment for this qualification although you may progress at a faster pace.

### **Delivery and Assessment**

Participants can undertake this qualification as part of a Face-to-Face program or in their workplace via distance education.

#### ***Face to face delivery includes:***

- Ten 1-day training sessions held at regular intervals at the Local Government Training Institute
- Learner's Toolkit - containing learner guides, self-assessment checklists and appropriate assessment tasks.
- Email and phone support

#### ***Distance Education includes:***

- All Learning resources supplied - Our learning materials are based on current industry practice
- Flexible start dates for the course – we're ready when you are!
- Study at your own pace
- Email and phone support available at all times

### **Recognition of Prior Learning**

Recognition of prior learning will be available. Further information please contact our Business Development Team on 02 4922 2333 or email on [reception@lgti.com.au](mailto:reception@lgti.com.au)

## Local Government Training Institute

4 Sandringham Ave Thornton NSW 2322 AUSTRALIA  
PO Box 3137, Thornton NSW 2322 AUSTRALIA  
Telephone: + 61 2 49 222 333 Facsimile: + 61 2 4966 0655  
Email: [reception@lgti.com.au](mailto:reception@lgti.com.au)

**[www.lgti.com.au](http://www.lgti.com.au)**



### **Incentives**

Incentives may be available for eligible staff as a New-Entrant or Existing Worker Traineeship. Further details on available incentives are available from an Apprenticeships Centre in your area, for information and contact details visit <http://www.australianapprenticeships.gov.au>.

### **Fees payable to Local Government Training Institute**

Please contact the Business Development Team for more details on the fees applicable for this course.

### **Units of Competency**

The Certificate IV in Frontline Management comprises of **10 units** made up of **4 common pool units and 6 electives**.

#### ***4 compulsory common pool units:***

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBWOR402A	Promote team effectiveness

#### ***6 or more elective units such as the following:***

BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity
BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBITS401A	Maintain business technology
BSBMGT403A	Implement continuous improvement
BSBPMG510A	Manage projects
BSBRES401A	Analyse and present research information
BSBRISK401A	Identify risk and apply risk management processes
BSBWOR404A	Develop work priorities
BSBWRT401A	Write complex documents

The remaining units to total 10 may be selected from the above, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. One unit may be selected from either a Certificate III or Diploma qualification.

### **How to obtain further details and apply for the course**

For further details and an enrolment package, please contact our Business Development Team on 02 4922 2333 or email [reception@lgti.com.au](mailto:reception@lgti.com.au).

## **Local Government Training Institute**

4 Sandringham Ave Thornton NSW 2322 AUSTRALIA  
PO Box 3137, Thornton NSW 2322 AUSTRALIA  
Telephone: + 61 2 49 222 333 Facsimile: + 61 2 4966 0655  
Email: [reception@lgti.com.au](mailto:reception@lgti.com.au)

**[www.lgti.com.au](http://www.lgti.com.au)**