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## Course Information Brochure

# Certificate IV in Frontline Management BSB40807



NATIONALLY RECOGNISED



**Indigo Medical & Dental Training Pty Ltd**  
Level 2, Gordon Executive Centre,  
802 Pacific Highway, Gordon NSW 2072  
Tel: 02 9844 5496 Fax: 02 8212 9547  
Email: [training@indigoconsulting.com.au](mailto:training@indigoconsulting.com.au)

## Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

## Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in Certificate IV in Frontline Management BSB40807 and course unit material.

### Training Administration Office - Sydney

Bernadette Beach  
Director

Glenys Stabback  
National Training Manager

Indigo Medical & Dental Training Pty Ltd  
Level 2, Suite 1A, Gordon Executive Centre  
802 Pacific Highway, Gordon NSW 2072  
Tel: 02 9844 5496 Fax: 8212 9547

### Queensland Office

Indigo Medical & Dental Training Pty Ltd  
Level 15, Corporate Centre One  
2 Corporate Court, Bundall QLD 4217  
Tel: 07 5591 9526 Fax: 02 8212 9547

### Melbourne Office

Indigo Medical & Dental Training Pty Ltd  
Lvl 13, 200 Queen St, Melbourne VIC 3000  
Tel: 03 8648 6511 Fax: 02 8212 9547

### **Our Training Assessors**

Sandi Foley – NSW, QLD, VIC  
Email: [sfoley\\_indigo@ymail.com](mailto:sfoley_indigo@ymail.com)

Glenys Stabback – NSW, QLD, VIC  
Email: [gstabback@indigoconsulting.com.au](mailto:gstabback@indigoconsulting.com.au)

## Course Outline

This qualification is specifically designed to develop and enhance leadership skills to people who may already be working as a supervisor or co-ordinator and/or who wish to further develop and progress into a supervisory position.

This qualification will equip you with the necessary knowledge, guidance and management tools to take responsibility for the effective functioning and performance of the team and its work outcomes.

### Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Co-ordinator
- Supervisor
- 2IC (Second-in-charge)
- Leading Hand
- Team Leader

## Course Core Units (Units of Competency)

10 units, 4 core units plus 6 elective units

### Core Units

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

### Elective Units

BSBFIA402A	Report on financial activity
BSBINN301A	Promote innovation in a team environment
BSBINM401A	Implement workplace information system
BSBLED401A	Develop teams and individuals
BSBRSK401A	Identify risk and apply risk management processes
BSBREL401A	Establish networks

## Course Entry Requirements

- Sound literacy skills
- Minimum Year 10 School Certificate equivalent

## Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge.

## Course Duration

Certificate IV in Frontline Management BSB40807 comprises of study time of 443 hours and is recommended to be completed within a one year period, however, extension of this period may be considered after written application from the Student stating reason for extension of time. An extension fee must be paid prior to the extension being granted.

Students may complete the course in a shorter period of time.

## Course Delivery

### Course Delivery & Course Fee

To ensure our course delivery provides flexibility, customisation and meets the expectation and needs of students, we have three delivery options to choose from:-

#### Flexible Learning - Option 1

**\$2,200**

This course will be delivered entirely by flexible (distance) learning. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email.
- Access to our Online Forum (from 2011)

## **Flexible Learning - Option 2**

**\$2,700**

This course will be delivered by a combination of flexible learning & face to face meetings. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email/phone/Skype.
- A minimum of 3 face to face meetings
- Access to video workshops (where applicable)
- Access to our Online Forum (available from 2011)

## **Traineeship Package**

**\$3,200**

Our traineeships are fully customised to ensure that Trainees receive personalised and customised training with relevance to the Trainee's role within the workplace. The Traineeship Training Programme is delivered by flexible delivery, however, Trainees and employers will receive not only the service outlined below, but have the additional option in being able to personalise the training programme to meet the Trainee's own needs, goals and learning style.

- A Trainer Assessor who will work closely with the Workplace Supervisor and Trainee for the duration of the course
- Unlimited support from a Trainer Assessor via email/phone/Skype
- Regular email contact from the Trainer Assessor to both the Trainee and the Workplace Supervisor to ensure that the Trainee is meeting their course commitments and to discuss Trainee's progress and implementation of skills/knowledge into the workplace setting
- A minimum of 4 workplace visits (if a workplace is not geographically placed to conduct workplace visits, video calls will be conducted)
- Online forum (available from 2011)
- Regular face to face meetings in the workplace at a time that is convenient to the Trainee and Workplace Supervisor
- Video workshops throughout the course

An Administration Fee of \$200 is payable by Students upon enrolment.

Payment plans are available for this qualification.

The Student is appointed a personal Trainer Assessor. One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, activities, online assessments and written assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

## Qualification

On successful completion of the 10 Units of Competency, you will be awarded the qualification Certificate IV in Frontline Management BSB40807. If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

## Description of Core Course Units

### **BSBMGT401A – Show leadership in the workplace**

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### Unit Topics

- Model high standards of management performance and behaviour
- Enhance organisation's image
- Make informed decisions

### **BSBMGT402A – Implement Operational Plan**

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### Unit Topics

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

### **BSBOHS407A – Monitor a safe workplace**

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Unit Topics

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

### **BSBWOR402A – Promote team effectiveness**

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Unit Topics

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

### **BSBFIA402A – Report on financial activity**

This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Unit Topics

- Compile financial information and data
- Prepare statutory requirement reports
- Provide financial business recommendations

### **BSBINN301A – Promote innovation in a team environment**

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### Unit Topics

- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working
- Support and guide colleagues
- Reflect on how the team is working

### **BSBINM401A - Implement workplace information system**

This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### Unit Topics

- Identify and source information needs
- Collect, analyse and report information
- Implement information systems
- Prepare for information system changes

### **BSBLED401A – Develop teams and individuals**

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### Unit Topics

- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

## **BSBRSK401A - Identify risk and apply risk management processes**

This unit considers the application of frontline management and leadership skills to risk management - the coordination and management of business activities that enable safe work practices and continuity of work through the management of situations that have the potential to cause disruption - to people, the environment or the business.

### Unit Topics

- Identifying risks
- Analyse and evaluate risks
- Treating risks
- Monitor and review effectiveness of risk treatment

## **BSBREL401A – Establish networks**

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Unit Topics

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

## **PAYMENT OF COURSE FEES**

To enrol in Certificate IV in Frontline Management, please complete an Enrolment Form and email, fax to 02 8212 9547 or mail to:

Indigo Medical & Dental Training  
PO Box 3731  
Tuggerah NSW 2259

Payments can be made via credit card, direct deposit or cheque.

### **Payment Plan Options**

We offer **payment plan options** for all our qualification courses. An initial deposit is paid upon enrolment followed by two (2) payments made thereafter during the duration of the course. A payment plan schedule will be issued upon enrolment detailing the due date each month.

A non refundable Administration Fee of \$200 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



*Helping You on Your Journey to  
Become a Qualified  
Frontline Supervisor*

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