



Certificate IV in Frontline Management BSB40807

Overview:

The qualification is designed for people managing a team of staff with the responsibility for business outcomes. The 10 unit program is conducted over 10 months part time or can be offered in house in a time frame to suit your business.

The attainment of competency is a combination of practical activities and assessment projects.



Length

Part time – 2 days per month
Over 12 mths

Course units are covered one per month over a 10 month period:

- Show leadership in the workplace
- Implement operational plan
- Monitor a safe workplace
- Promote team effectiveness
- Coordinate implementation of customer service strategies
- Implement customer service standards
- Report on a financial activity
- Establish Effective Workplace Relationships
- Develop Priorities
- Write Complex Documents

Location

First Floor, 186 Hutt Street
Adelaide SA 5000

Process:

The workshops are conducted each month and participants can attend most of the workshops in any order. However there are some units which require prior knowledge, so please check the schedule if your business needs will mean you miss one month.

This program can be offered in-house and this will provide businesses with customised case studies and work related assessment projects to use in their day to day operations.

The units can be scheduled to suit the business needs.

P +61 8 8227 0310

F +61 8 8227 2496

E info@trainingforlearning.com

www.trainingforlearning.com