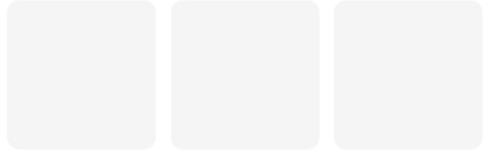


# cert IV

## in frontline management BSB40807



**frontline management institute**  
performance and leadership development

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# The frontline management institute

The Certificate IV in Frontline Management BSB40807 is an accredited recognised qualification awarded by the Frontline Management Institute.

The Frontline Management Institute (fmi) is an accredited Registered Training Organisation, meeting strict internationally recognised quality control standards for training and assessment. We specialise in workplace based training, management development and team development for organisations. Our courses and our trainers receive consistently high scores in feedback collected from clients.

fmi's emphasis is on learning through effective action in the workplace. Since 1998 fmi has worked in partnership with clients to ensure that the client's culture and values are reflected as an integral part of the training. We also commonly use Mentors within the client organisation to strengthen the learning and to ensure that it meets the organisation's specific requirements.

fmi clients include Bovis Lend Lease, BOC Gases, Boral, Bluescope Steel, Transfield, ING, Veolia, ADI, Powerlink, Hewlett-Packard, Aldi, Credit Suisse, Bunnings, NRMA, NSW Health, MYOB, BT Financial Group, Kennards, IBM, Serono, WorkCover NSW, Pickles Auctioneers, Skandia, Hoyts, J C Decaux, Weyerhaeuser, Commonwealth Bank, Qantas, Macquarie Bank, Allianz Australia, Fairfax and Wizard Home Loans. fmi deliver programs both in Australia and overseas to countries including New Zealand, UK, Eire, Tanzania, Russia and China.

fmi

fmi is a division of Network One Communications, which is a specialist training and management development organisation. Since its first operation in 1986, Network One Communications has gained extensive experience in developing training for specific organisations with individualised needs, such as designing the highly successful training for the 15,000 volunteers in the Sydney Olympic Games.

Network One's clients include many global and large organisations such as Pfizer, AMCOR, Westpac, Tubemakers, Schweppes Cottees, ORICA, NEC, Kellogg, CAPRAL, Johnson & Johnson and James Hardie.



# What makes fmi **unique**?



## **We are results orientated**

Frontline Managers who take part in our specially designed program are guided to carry out significant workplace projects that demonstrate actual performance improvements

## **We involve you and your team**

At fmi we strive to deliver Management Development Programs that involve your people at all levels. We work with you to make sure that all the key stakeholders in your program are involved as much as is possible and practical

## **We are specialists**

We are specialists in management development and have a great deal of experience in working with clients in Australia and overseas. We continually research the latest management methodologies and incorporate them into our programs

## **We offer unlimited options**

There are no limits to what we can design and deliver for you

## **We provide unmatched tailoring**

To ensure as much relevance for the participants as possible, all of our corporate programs are tailored to suit our client's specific needs. Certainly there are recognised Competency Standards to support the program, but fmi programs make sure they are there to support, not dominate, the program

## **We provide measurable results**

fmi participants achieve measurable results that they, their direct managers and senior managers in the organisation can see will benefit both the participants and the organisation

## **We ensure a strong Return on Investment (ROI)**

The Frontline Management Institute has designed its programs to allow a direct measurement of ROI. All program projects have a dollar value for improvement that the project has attributed towards. This dollar value is signed off by a mentor and direct line manager

## **We are extremely flexible**

At fmi we work with clients to explore every possible option to ensure true value from our programs. We are able to provide flexible delivery options, flexible support options and flexible assessment options

## **Our Facilitators**

fmi's facilitators are some of the most talented management trainers working in Australia today. Our amazing facilitators bring into the training room with them the combined experience of scores of other leading client organisations



# Program Overview

Frontline Managers have a significant role in the leadership in their organisation. In increasingly competitive and fast changing times Frontline Managers have a major responsibility to ensure that teams deliver quality services and products. The purpose of this powerful and challenging program is to develop, through learning and practical workplace practice, recognised competencies for frontline and other managers.

The fmi Certificate IV in Frontline Management Program covers 10 units of management competency in areas such as managing work priorities, people management, team effectiveness, operational plans, information systems, customer service management, work safety, continuous improvement, and workplace learning.

## Who this qualification is useful for

This qualification is useful for:

- Frontline Managers
- Team Leaders
- Supervisors

For this qualification people must be in a role where they can demonstrate responsibility for team or business unit performance. They should be fairly self-directed and autonomous, working under broad guidance

## Program Outcomes

This Program aims to help participants to:

- Develop the specified range of competencies required for Frontline Managers operating at an advanced level
- Demonstrate application of competencies through workplace examples
- Deliver quantifiable improvements for their organisation through Strategic Workplace Improvement Projects (SWIPs)
- Evaluate own ongoing professional development needs and take ownership for self development
- Take responsibility for managing self and team to meet challenges of the workplace

# Program Overview

## continued

### Program Duration

fmi generally recommends participants take 12 to 24 months to complete this qualification. The program can be completed sooner depending on experience and recognition of prior learning. The maximum duration is 36 months.

### Program Assessment

This qualification is competency based and is gained by providing evidence of competency. Participants must be assessed to gain the qualifications. Participants carry out assessment projects, which create real benefits for the organisation. They work with a Mentor from their own organisation who guides them. fmi provides Assessment Guides. Assessments are either submitted in class, or electronically by email.

### Program Benefits

This is an excellent course and both participants and organisations gain significant benefits from it including:

- Enhanced management skills
- Demonstrated performance improvement
- Nationally recognised portable qualification
- Management pathway
- Direct returns for the organisation through one Strategic Workplace Improvement Project (SWIP)

# Certificate IV in Frontline Management BSB40807 Module Options

To gain the qualification you must be able to demonstrate competency for 10 units. You will need to complete the **4 mandatory core units**, in addition to your choice of **6 additional units** from the elective list below.

It may also be possible to import units from other qualifications – please contact fmi for further information.

You may also choose to study one unit at Diploma level to replace elective units below – please see the Diploma Overview for available options.

| fmi Module Number     | fmi Module Name             | Competency Unit Number and Name                          |                    |
|-----------------------|-----------------------------|--|--------------------|
| <b>Core Units</b>     |                             |  |                    |
| FM10                  | Leadership                  | Show Leadership in the Workplace                         | <b>BSBMGT401A</b>  |
| FM02                  | Operational Plans           | Implement Operational Plan                               | <b>BSBMGT402A</b>  |
| FM07                  | Work Safety                 | Monitor a Safe Workplace                                 | <b>BSBOHS407A</b>  |
| FM04                  | Team Effectiveness          | Promote Team Effectiveness                               | <b>BSBWOR402A</b>  |
| <b>Elective Units</b> |                             |  |                    |
| FM01                  | Work Priorities             | Develop Work Priorities                                  | <b>BSBWOR404B</b>  |
| FM03                  | Workplace Relationships     | Establish Effective Workplace Relationships              | <b>BSBWOR401A</b>  |
| FM05                  | Customer Service Management | Coordinate Implementation of Customer Service Strategies | <b>BSBCUS401A</b>  |
| FM06                  | Information Management      | Implement Workplace Information System                   | <b>BSBINM401A</b>  |
| FM08                  | Continuous Improvement      | Implement Continuous Improvement                         | <b>BSBMGT403A</b>  |
| FM09                  | Workplace Learning          | Develop Teams and Individuals                            | <b>BSBLED401A</b>  |
| FM11*                 | Risk Management             | Identify Risk and Apply Risk Management Processes        | <b>BSBRISK401A</b> |

\*Available as Open Learning unit only.

# Tailored Corporate Programs

In addition to the courses offered in the specialist programs, fmi has a wide range of other courses available.

## **2 Day Review, Management Presentations & Graduation**

This is a 2 day graduation workshop which includes:

- Program review
- Preparation for presentations to senior management
- Presentations to senior management
- Graduation Ceremony and award of Certificate IVs

## **Inclusion of the organisation's own courses**

Many organisations chose to incorporate their own courses with the fmi qualification.

## **Management Development Programs**

fmi can also incorporate into our management development program:

- Courses written by fmi to meet the needs of your organisation
- Courses delivered by your own internal presenters
- Co-delivered sessions using experts from your own organisation
- Third party delivered courses that cover specialist areas

Public Courses are run regularly in Sydney, Melbourne and Brisbane, and are also available for groups in house in your organisation.

For more information on other courses available through fmi, please contact us and ask for a copy of our Course Catalogue. If you wish to complete the course at one of our Public Course locations, please ask for a copy of our Public Course Calendar in addition.



# Delivery Options

The Certificate IV in Frontline Management is available through fmi through the following delivery options. Participants and organisations can use **one** of the options **or** can choose a **blend of more than one option**:

| Delivery option  | Overview   | Suitable for   | Dates & Locations  |
|--|--|--|--|
| <p>Corporate Courses:</p> <p>Custom tailored in-house programs for organisations</p>   | <p>fmi tailors programs to meet the specific needs of organisations. We partner with organisations and deliver great results. fmi presents in-house programs in Sydney, Melbourne, Brisbane, Perth, Auckland and other locations by arrangement.</p> <p>We train and utilise Mentors within the organisation to ensure that management competency is demonstrated that is appropriate to the needs of the organisation. Participants carry out workplace projects for assessment that are designed to create real benefits for the organisation and are signed off by their Mentors and by their line managers.</p> <p>Return on Investment (ROI) can be measured and often delivers a positive cash flow to the organisation. Knowledge gained through project work can be shared among other managers using fmi's unique Knowledge Bank © system.</p> <p>Working with corporate and government clients over many years we have developed a range of strategies and techniques that optimise the effectiveness of management development. As the leading specialists in this area we have a focus on performance improvement that delivers real and measurable benefits to both participants and to their organisations.</p> <p>Corporate customised programs can include the appropriate blend of courses, workshops, Open Learning and recognition processes to suit your organisation. Current courses delivered in-house can be retained within the program if they are appropriate and working well.</p> | Small to large groups  | <p>Corporate Courses are custom tailored in-house programs for organisations. They are available any time, any place subject to negotiation. Available Australia and New Zealand for standard programs.</p> <p>Also available globally for global organisations.</p> |
| Public Courses   | <p>fmi delivers Public Courses in Sydney, Melbourne and Brisbane in each of the modules. Our current <b>Public Course Calendars</b> provide you with dates, fees and links to <b>Course Descriptions</b>. This is available on our website at <a href="http://www.frontlinemanagementinstitute.com">www.frontlinemanagementinstitute.com</a> or you may phone fmi to request a copy on (02) 9660 0199.</p> <p>Participants can take the courses in any order and build up the qualification over a time frame that suits them.</p>   | Individuals and small groups   | <p>See fmi's Calendar of Public Courses in Sydney, Melbourne or Brisbane.</p> <p>Units can be taken in any order at your own pace.</p>   |
| Open Learning  | <p>fmi provides Learning Guides for Open Learning. These are Word documents sent as email attachments. Selected texts and website resources are also recommended.</p> <p>Participants must have a computer with email facilities and a program that will use Word documents to use this Open Learning facility. Communication is by email and email and telephone help is provided.</p> <p>This delivery method is useful for participants unable to attend face-to-face training, in remote locations, overseas on assignment or on shift work.</p> <p>Our current Public Course Calendars give provide you with fees and links to course descriptions.</p>   | Individuals and small groups who cannot attend face to face training | <p>Available anytime, anyplace through email.</p> <p>Available globally.</p>   |
| <p>Recognition Processes:</p> <p>Recognition of Prior Learning (RPL)</p> <p>and</p> <p>Recognition of Current Competency (RCC)</p> | <p>Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) are processes where competency is recognised, without the need for further training or development. Participants in a program may be able to demonstrate competency for one or more units. fmi has specialised Recognition Processes and instruments which help you easily present evidence for assessment.</p> <p>Participants must have a computer with email facilities and a program that will use Word documents to use this recognition facility. Communication is by email and email and telephone help is provided.</p> <p>Recognition candidates are also welcome to visit fmi for initial consultations having made a phone booking.</p>  | Individuals and Small groups   | <p>Available anytime, anyplace through email</p> <p>Available globally</p>   |

# Assessment

Assessment for this Qualification is by evidence to demonstrate competency for the competency units.

fmi has a unique copyrighted way of assessing competency that provides valuable development to both the participant and to the organisation. The assessment consists of two forms:

1. Competency Application Assessment Questions
2. Strategic Workplace Assessment Projects

## Competency Application Assessment Questions

These are related to individual units and require evidence of participant's application of competency in the workplace. Participant's answers are signed off by either participant's Line Manager or by their workplace Mentor. Participants in Public Courses must arrange for a suitable person to act as their Mentor. Participants must complete 10 sets of competency application questions for this qualification.

## Strategic Workplace Assessment Project

One project is carried out for this qualification. Participants select an opportunity, issue or problem in their work that can be improved and relates to a competency unit. Participants agree the project with their manager and Mentor. Participants then plan, implement and review the project liaising with their Mentor and Manager who sign off on the project. fmi provides a structured project assessment guide to help participants and mentors carry out this process efficiently.

## The Assessment Process

fmi sends participants Assessment Guides (Word documents in electronic form) that participants complete and email back to fmi. The Assessment Guides contain all questions to answer, instructions and the relevant competency unit details.

**Please note: Participants must have a computer with email capability and be able to use Word documents.**

An fmi assessor assesses participant assessment submissions and participants are sent an Assessment Report by email.

Participants are assessed as either COMPETENT or COMPETENCY NOT YET DEMONSTRATED.

fmi also offers grading on all assessments marked as COMPETENT to allow differentiation between levels of competency including Credit, Distinction and High Distinction assessments.

# Client Services

Included in the Frontline Management Institute Management Development Program are the following client services:

## Learning and Assessment Materials

- Program Introduction
- Provision of fmi's own tailored Learning Guides for each module following current standards and research
- Provision of Assessment Guides for each module
- Inclusion in Program Learning Guides appendices of client documentation to align with the organisation's values, culture and systems
- Client logos on all Learning Guides



## Corporate Client Reporting

- Quarterly client reviews
- Provision of summary Excel spreadsheets showing participant attendance and current assessment status
- Grading of participant assessments into Competent, Credit and Distinction levels
- Ongoing liaison with client program manager to address program issues and improvements

## Help Desk

- Phone and email helpline for participants, mentors and employees
- Regular feedback on participation and assessment submissions
- Advice on traineeship funding

## Assessment Processing

- Assessment Guides are emailed to participants as a Word document
- Participants complete and return by email
- Emailed acknowledgement of receipt of assessment submission weekly
- Assessment report emailed to participant
- Maximum 20 working day turnaround for assessment reports

## Certification

- Nationally and internationally recognised certification issued by Frontline Management Institute
- Outstanding performance recognised through credit, distinction and high distinction

# Fees

| Delivery option   | Fees*   |
|---|---|
| Public Courses  | See fmi Calendar for fees   |
| Open Learning   | See fmi Calendar for fees   |
| Recognition Processes:<br>Recognition of Prior Learning (RPL) or<br>Recognition of Current Competency (RCC) | See Calendar for fees<br>Please note no fee is charged by fmi for RPL of competency units in this Qualification for which currently valid Statement of Attainment for the same unit has been issued by another Registered Training Organisation.  |
| Corporate Courses   | Corporate Courses are custom tailored in-house programs for organisations.<br>Requirements of different organisations vary, as do delivery options selected and numbers of participants.<br>Once agreement is reached on requirements a written quotation is provided, usually within 24 hours.<br>Please contact fmi by phone +61 2 9660 0199 or email <a href="mailto:fmi@frontlinemanagementinstitute.com.au">fmi@frontlinemanagementinstitute.com.au</a> to discuss your particular requirements. |
| *The Frontline Management Institute reserves the right to vary prices without prior notice in the future    |   |

# Enrolment and Booking



## Step 1 : Enrolment

To enrol in this Qualification costs participants no fee or obligation!

Participants simply fill in fmi's **Qualification Enrolment Form** and we process the enrolment. There is no obligation to proceed further and no fee is charged at this stage.

When participants do choose to pre-pay for the whole qualification at this stage they gain a substantial saving as shown in the fee schedule. However, participants are not obliged to do this, and can pay course by course if preferred.

## Step 2 : Booking

Participants or people making group bookings choose the appropriate selection of individual Public Courses, Open Learning Courses or Recognition Processes from fmi's **Calendar of Courses** and fmi's **Course Descriptions**.

You can book any course in any order using the blend of delivery options that suits you.

You proceed at your own pace.

You only pay for the bookings you make.

You are not obliged to complete the Certificate IV.

You can request Statements of Attainment to be issued for individual Units once you have been satisfactorily assessed.

# Contact Us

## Email

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