



wisdom

## Certificate IV in Frontline Management (BSB40807)

*Build and strengthen your supervisory and management skills to become an effective manager*



### Overview

This program, for which Wisdom has applied for funding under the Australian Government's Productivity Places Program (PPP), is designed for people in roles directly responsible for managing people, including:

- Supervisors and Managers
- Team leaders.

The program is open for registration for full fee-paying participants who are not eligible to receive PPP funding.

The Certificate IV in Frontline Management program will benefit people who may be moving into a supervisory role in the near future, are new to their role or wish to further develop their supervisory skills.

The program will focus on the key people management and supervisory skills and will provide participants with opportunities to develop strategies to perform effectively in their role. Topics will include:

- performance management
- leading and supporting teams
- achieving excellence in customer service

### Benefits

- Achieve a nationally recognised qualification.
- Develop transferable people management skills and knowledge.
- Provide a pathway to the Diploma of Management.
- Share experiences and knowledge with other participants, potentially building key relationships.
- Directly improve frontline management practices by using workplace examples in activities and assessments.
- Learn from experienced facilitators who share their expertise in frontline

management and work closely with you to achieve your qualification.

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## Qualification

Upon successful completion of the program, you will be issued with the Certificate IV in Frontline Management (BSB40807).

The program has been designed to meet the needs of frontline managers and includes the following units of competency:

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBOHS407A Monitor a safe workplace
- BSBWOR402A Promote Team Effectiveness
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404B Develop work priorities
- BSBCUS403A Implement customer service standards
- BSBCMM401A Make a presentation
- BSBMGT502B Manage people performance
- BSBWRT401A Write complex documents.

Wisdom facilitators will guide you through these units, sharing their expertise and using leading edge methodologies to create a fun and focused learning environment.

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## Commitment

The face-to-face commitment to complete this qualification is a total of seven days delivered as a combination of half-day workshops and online learning scheduled three weeks apart between March and October 2012. Additional work based activities will also be required.

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## Recognition of Prior Learning (RPL)

Wisdom offers all prospective learners for the Certificate IV in Frontline Management BSB40807 Recognition of Prior Learning (RPL).

RPL is an assessment process that recognises current skills and experience gained from work, life experience, or formal study.

The assessment process will involve you collecting evidence against the requirements of the units of competency. Your assessor will support you to gather this evidence and will then examine the evidence you provide to prove you have the necessary knowledge and skills for RPL.

Your evidence can include

- samples of work, projects and materials
- third party input from managers and/or peers
- written reports
- interviews with your assessor.

For further details on how you can initiate the RPL process, please call our team on 02 6257 8588.

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## Cost

The full face-to-face delivery participant fee for this program is \$3,950. The fee for recognition of prior learning (RPL) for this qualification is \$240 per unit of competency.

## The Wisdom experience

At Wisdom you get more than a qualification – you get the Wisdom experience.

Wisdom applies an active, learner-centred model, underpinned by contemporary adult learning theory. As a result the focus is always on ensuring the learning:

- can be directly related back to your workplace
- has the flexibility to meet your needs
- involves interactive activities such as group discussions, case studies and scenarios.

To support your learning Wisdom provides:

- access to experienced facilitators who support you throughout the qualification
- prompt and friendly administrative support
- a comprehensive manual
- workshop materials and resources
- useful readings, handouts and links
- gourmet catering for each workshop
- easy access to parking.

The face-to-face delivery can be held at Wisdom’s state-of-the art learning centre at Fairbairn in the airport precinct. The centre offers a spacious, quality learning environment for a true change from day-to-day business.

## Learning Model

The Certificate IV in Frontline Management program applies accelerated learning techniques using the Wisdom Way Learning Model. Benefits of the model include sharing of knowledge and experience, immediate application of learning and support and assistance from qualified, experienced facilitators.



Learning activities can include:

- **Workshops/ Learning groups:** Structured learning sessions that provide the key content of the program and a range of learning activities.

- **myWISDOM:** The WISDOM virtual learning environment 'myWISDOM' is an online learning space that provides participants with the opportunity to collaborate, share links and resources and reflect upon and discuss their learning journey.
- **Networking and knowledge sharing:** Participants enhance learning through sharing knowledge, experience and resources within and outside learning groups and workshops. Wisdom assists and encourages participants to network to augment learning and knowledge sharing and the development of networks and collaborative professional relationships.
- **Readings and other resources:** Participants are provided with resources that underpin learning and provide the depth and breadth of the program's content. Readings and resources will reflect contemporary theories, models, best practice guidelines.
- **Workplace tasks and activities:** Participants undertake a range of practical tasks and activities relevant to modern organisations. These tasks and activities will form the majority of the assessment requirements for the program.

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#### Interested?

To find out more about this program, please contact our friendly team on **02 6257 8588** or email [info@wisdomlearning.com.au](mailto:info@wisdomlearning.com.au).

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**Certificate IV in  
Frontline  
Management\***

\*please note this  
schedule is subject  
to change

Event	Date	Time
Introduction and Frontline manager relational skills, building, managing and leading teams and individuals	Friday 23 March 2012	9:00am - 12:30pm
Frontline manager relational skills, building, managing and leading teams and individuals	Friday 13 April 2012	9:00am - 12:30pm
Frontline manager relational skills, building, managing and leading teams and individuals	Friday 4 May 2012	9:00am - 12:30pm
Frontline manager relational skills	Friday 11 May 2012	myWisdom online activity no attendance required
Frontline manager relational skills, influencing stakeholders	Friday 18 May 2012	9:00am - 12:30pm
Frontline manager relational skills, influencing stakeholders	Friday 8 June 2012	9:00am - 12:30pm
Managing processes, planning and prioritising	Friday 29 June 2012	9:00am - 12:30pm
Managing processes, planning and prioritising	Friday 20 July 2012	9:00am - 12:30pm
Managing processes, workplace safety	Friday 10 August 2012	9:00am - 12:30pm
Managing processes, workplace safety	Friday 17 August 2012	myWisdom online activity no attendance required
Managing processes, customer service systems and standards	Friday 24 August 2012	9:00am - 12:30pm
Managing processes, customer service systems and standards	Friday 14 September 2012	9:00am - 12:30pm
Communication skills, written communication	Friday 5 October 2012	9:00am - 12:30pm
Communication skills, written communication	Friday 12 October 2012	myWisdom online activity no attendance required
Communication skills, presentation skills	Friday 19 October 2012	9:00am - 12:30pm
Communication skills, presentation skills, delivering presentations	Friday 9 November 2012	9:00am - 12:30pm