



# Mercy Health Training Institute

## BSB40807 Certificate IV in Frontline Management

### Course Outline

The BSB40807 Certificate IV in Frontline Management is for people who work as a team leader, supervisory, front desk or a line management position. Individuals will develop skills and knowledge in providing leadership and guidance to others and to take responsibility for the effective functioning and performance of a team and its work outcomes.

### Course Structure

The BSB40807 Certificate IV in Frontline Management consists of 10 units of competency: 4 compulsory units and 6 elective units. Individuals are able to select the six (6) elective units of competency from a list provided so the learning reflects the work role and required duties.

The units cover topics such as:

- Leadership in the workplace
- Implementing operational plans
- Monitoring a safe workplace
- Promoting team effectiveness
- Developing work priorities
- Continuous improvement
- Promoting innovation in a team environment
- Manage projects
- Workplace information and knowledge systems
- Workplace relationships
- Risk management
- People management

### Delivery Options

The BSB40807 Certificate IV in Frontline Management is delivered using a combination of workshops and individual coaching sessions.

The workshops are scheduled one day per month and cover one unit of competency. Other than the workshops for the compulsory units, individuals have the flexibility to choose the workshops they wish to attend to build up their qualification.

Each individual will access to one-on-one managerial coaching sessions to support their learning. These sessions will be arranged through the program coordinator and be held at the individual's workplace.

### Assessment

Assessment for this qualification are structured so the individual can demonstrate the application of the key knowledge and skills for the units of competency in their work role. Assessments consist of:

- Written and Reflective Activities
- Manager Testimonials
- Workplace Project

For individuals who have worked in the industry for some time and have the requisite skills and knowledge may apply for Recognition Assessment.

### Course Duration

It is anticipated this course will take 12 months to complete all the workshops and assessment tasks. The program may be completed sooner depending on experience and recognition assessment. The maximum duration is 18 months.

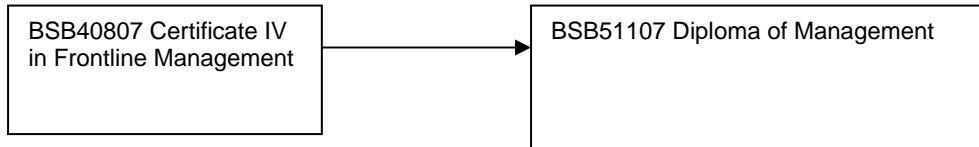
For further information and enrolment details:

Mercy Health Training Institute Tel: (03) 8458 4997 Email: [mhti@mercy.com.au](mailto:mhti@mercy.com.au)



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## Career Pathways



## Selection Criteria

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.

## Outcomes

- The course aims to help individuals to:
- Develop the specified range of competencies required for Frontline Managers
- Demonstrate application of competencies through workplace samples
- Contribute to the continuous improvement processes of their organisation through workplace projects
- Assess needs and engage in ongoing professional development
- Take responsibility for managing self and team to meet challenges of the workplace
- Forge a management career pathway

## Course Fees

### Full Fee Paying

Course fee is \$1750.00 per person (GST exempt). A range of flexible payment options are available.

### Government Subsidised Places

Tuition fee of \$385.00 per person (GST exempt) – payment in full to be made on enrolment

To be eligible for a Government subsidised place, applicants must be:

1. An Australian citizen or holder of a permanent visa; or a holder of a Special Category Visa (sub-class 444); or East Timorese asylum seeker; or a holder of a Temporary Protection Visa; AND
2. Aged under 20 years of age on 1 January in the year of course commencement; OR
3. Aged 20 - 25 years or over on 1 January in the year the course commences, and you do not hold a prior qualification at the Certificate IV level or higher; OR
4. Aged 25 years or over on 1 January in the year of the course commences and you are a retrenched worker seeking a qualification higher than the highest qualification held.

## For further information and enrolment details

Contact: Mercy Health Training Institute  
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