Business Online

Certificate IV in Frontline Management

This course is for people who need the skills to take the first line of management in a wide range of organisational and industry contexts. You may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

TAFE NSW Course No: 11742 | National Code: BSB40812 | Nationally Recognised Training

This course is delivered online

Course delivery
This online program allows you to complete your Certificate IV in Frontline Management within one year. Studying online, anywhere, anytime, means you can control your own learning at a pace you are comfortable with. A dedicated online facilitator (teacher) manages the learning environment, communicates with students, supports student learning and provides feedback on work submitted.

Course structure
This course requires completion of ten (10) units of competency. The units delivered in this course are:

- BSBWOR404B  Develop work priorities
- BSBFA402A  Report on financial activity
- BSBRSK401A  Identify and apply risk management processes
- BSBWOR401A  Establish effective workplace relationships
- BSBCUS401B  Coordinate implementation of customer service strategies
- BSBHRM405A  Support the recruitment selection and induction of staff
- BSBWHS401A  Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBMGT401A  Show leadership in the workplace
- BSBWOR402A  Promote team effectiveness
- BSBMGT402A  Implement operational plan

Assessments
A range of assessment methods are used in this course. These may include case studies, projects, practical exercises, reports and video presentation, each providing you with a portfolio of work experience.
Career Opportunities
Job roles and titles vary across different industry sectors. Whether you want to work as a team leader, supervisor or line manager, this course allows you to learn and apply your skills and knowledge in a flexible way that suits you.

Career pathways
Students who complete this course may continue with a pathway that leads to a Diploma or Advanced Diploma course from the BSB07 Business Services Training Package. Completion of the Diploma or Advanced Diploma may lead to direct entry into the Australian Catholic University or Macquarie University or you may enrol in the Bachelor of Business Studies at Charles Sturt University, delivered at the Northern Sydney Institute’s Crows Nest Campus. For further information about our degree programs go to www.nsi.edu.au/degreeprograms.

Recognition of Prior Learning
TAFE NSW recognises the skills and knowledge you have gained in other courses, life experience or at work. You may be able to have your prior learning recognised and credited towards a course of study. Your online program will provide you with information on assessing your own skills against the qualification. For further general information call 131 674 or go to www.nsi.edu.au/recognition.

How to register
For registration, enrolment details and course enquiries email nsi.onlinecourses@tafensw.edu.au or call 02 9448 4518.

Terms and Conditions
Registration and payment are required to confirm your place and must be received before you commence your online studies. Only cancellations advised in writing more than seven (7) days prior to course commencement are eligible for a full refund. If a course is canceled you are entitled to a full refund.

TAFE NSW courses commence only if there are sufficient resources and demand. Every effort was made to ensure this information was accurate as at June 2014. Changes may have taken place since that time. Contact the Northern Sydney Institute, part of TAFE NSW to confirm course details and availability.

For further information:
Phone: 131 674 I Email: nsi.onlinecourses@tafensw.edu.au
The Northern Sydney Institute, part of TAFE NSW
Crows Nest Campus
149 West Street Crows Nest NSW 2065