The Certificate IV in Frontline Management (Mining) has been developed in consultation with the mining industry to benefit supervisors, team leaders, and managerial staff working in the mining industry— or for any individual who aspires to a management role in the future. Popular among those with a background in mining or who have been promoted into a managerial role for the first time, this qualification is also excellent for staff looking to progress to statutory positions now or at a later point.

Who Should Attend
This course is specifically designed for those currently in supervisory positions within the mining sector, and needing to learn Associated Non-Technical Skills (ANTS), to adhere to mining best practices and any mandatory training regulations such as those set out by Order 34. The building of key competencies in a range of managerial contexts makes this valuable training for anyone tasked with the regular or occasional supervision of others. This course is ideal for the following job roles within the mining industry: Deputies, Under Managers, Open Cut Examiners, Production Managers, Out Bye Coordinators, Production Engineers and Contractor Representatives

Course Structure
The Certificate IV in Frontline Management (Mining) is delivered by expert trainers with extensive experience within the mining industry, who are able to contextualise the Frontline Management course content to the mining sector. The course is generally delivered in 7 x full day workshops which are scheduled in a way that allows students sufficient time between sessions to undertake self-directed learning, assignments and out-of-class assessment. Workshops involve participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to building the skills and experience necessary for leading and managing staff.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program employs an approach that blends distance and online education in the management and delivery of learning resources.

Alternatively, on-site courses can be conducted upon meeting minimum participant numbers, with the course structure and scheduling customised to the organisations requirements e.g. block delivery.

Prerequisites
There are no formal prerequisites for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.
Course Outline
The following course outline has been customised for the mining industry following close consultation with mining industry training specialists to ensure relevancy. There are, however other elective streams available upon request, in the areas of relationship management, written communication, and customer service. The Certificate IV in Frontline Management (Mining) comprises 10 units of competency as identified in the National Business Services Training Package. All units must be successfully completed to attain the certificate.

### UNIT CODE
### COMPULSORY UNITS

<table>
<thead>
<tr>
<th>UNIT CODE</th>
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<tbody>
<tr>
<td>BSBWOR501B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td></td>
<td>This unit covers how those working in mining can effectively manage work priorities in addition to how managers and supervisors can influence work culture and patterns of behaviour. Strategies to manage fatigue along with managing professional development will also be covered.</td>
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<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
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<td>This unit focuses on mine safety management systems and plans, along with legislated safety management plan requirements. It also includes techniques to communicate effectively within the mining environment, and covers aspects of the mines operational requirements.</td>
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<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
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<td>Mining related outcomes include being able to identify mine specific leadership roles and associated responsibilities and interpreting the impact these have on the mining environment, along with identifying differences in leadership responsibilities in the mining industry based on location.</td>
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<tr>
<td>BSBMGT405A</td>
<td>Provide personal leadership</td>
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<td>This unit describes the performance outcomes, skills and knowledge required to display high levels of personal leadership and to be a role model within the work environment.</td>
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<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
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<td>Communication along with teamwork are vital to safe operations in the mining sector. This unit ensures participants learn how to manage a team in the challenging scenarios often encountered within the mining sector i.e. underground mining and where team members maybe working together, but several kilometers away from one another.</td>
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<tr>
<td>BSBLED401A</td>
<td>Develop team and individuals</td>
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<td>This unit will cover mine specific competency assessment techniques and look at competencies within the mining environment. Forums in the mining industry available for promoting teamwork and enhancing individual development will be discussed along with mining industry specific reporting requirements</td>
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<tr>
<td>BSBOHS407A</td>
<td>Monitor a safe workplace</td>
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<td>Content covered here includes: Coal Mines Health and Safety Act &amp; Regulations; Mines Health &amp; Safety Act &amp; Regulations; Mine Design Guidelines (MDG1010); the relationship between WHS &amp; CMHS; and risk management within the mining industry.</td>
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<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
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<td></td>
<td>This unit covers mine specific risks &amp; hazards, the risk management process model, and auditing and reviewing within the mining industry.</td>
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Incentives of up to $4,000 are available to businesses for each eligible* employee as part of the Australian Apprenticeships Incentives Program.

Other Related Qualifications
1. Diploma of Management
2. Certificate IV in Occupational Health & Safety
3. Certificate IV in Business Administration
4. Certificate IV in Project Management
5. Diploma of Project Management

Incentives of up to $4,000 are available to businesses for each eligible* employee as part of the Australian Apprenticeships Incentives Program.

### *Eligibility for traineeships & User Choice will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au

WWW.UPSKILLED.EDU.AU | PHONE: 1300 009 924 | EMAIL: INFO@UPSKILLED.EDU.AU
BSBINN301A Promote innovation in a team environment
Teamwork is crucial to the function of a Mine site, geographical difficulties can create unsafe and dysfunctional work performance. Promoting innovation works in a positive manner to enable individuals to function within the team environment to create a safe, productive and efficient workplace. Mine sites with effective teams have proven increases in productivity, safety, effective maintenance and positive individual outcomes.

BSBMGT403A Implement continuous improvement
Emphasis is placed on continuous improvement in safety reporting, individual shift responsibilities and feedback (or handover) which is an integral responsibility of the workers and supervisors to enable continuity of certain projects or general maintenance. Each mine has its own reporting systems and procedures for continuous improvement on a daily basis and also through committees, toolbox talks, union meetings, production and maintenance meetings.

Mining Related Employability Skills Summary
- Communication - Promote mine safety management system requirements
- Teamwork - Implement effective integration between mine areas of operation
- Problem solving - Utilise audit and review techniques
- Planning and organising - Identify and implement strategies to manage conflicting mine requirements
- Self-management - Duty of care requirements according to coal mines Health and Safety Act, WSH Act.
- Learning - Familiarisation with the mines change management plan
- Technology - Use different forms of technology to inform peers of changes and requirements

Course Fees and Payment Options
The certificate has a course fee of $3,890 payable in one of two ways:
1. A single upfront payment of the course fees attract a 10% DISCOUNT, making the total fee $3,500
2. An upfront enrolment fee of $495, and 7 x $485 paid per month for seven consecutive months. The total course fee is therefore $3,890

Government Funding and Incentives
At both state and federal level, government commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many Upskilled participants find that their courses are often heavily subsidized*. As part of the Australian Apprenticeships Incentives Program, employers could receive up to $4,000 per $3,890 they outlay for every eligible* employee who enrols.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
- Select from more than 30 nationally accredited certificate and diploma courses
- Complete an application form at www.upskilled.edu.au
- Submit the form and an Upskilled Education Manager will contact you

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