The Certificate IV in Frontline Management is an excellent first instance qualification for supervisors, team leaders, and managerial staff – or for any individual who aspires to a management role in the future. Popular among those with a trade background or who have been promoted into a managerial role for the first time, this qualification is also excellent for established managers looking to progress to the Diploma of Management at a later point.

Who Should Attend
Vocational training in Frontline Management is appropriate to virtually any industry sector – sales, trade, manufacturing, retail, administration, and more. 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.

Course Structure
The Certificate IV of Frontline Management is delivered by expert trainers in 6 x full day workshops scheduled across 9 months of this 12 month program. This approach allows students sufficient time between and after workshop completion to undertake self-directed learning, assignments and out-of-class assessment. Workshops engage 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, ‘MyUpskilled’. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

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 Certificate IV in Frontline Management comprises 10 units of competency as identified in the National Business Services Training Package. All units must be successfully completed to attain the certificate.

Upskilled arranges units of competency around a series of learning clusters in order to consolidate and customise the overall learning experience. Participants target skills and knowledge across 6 clusters (5 core, 1 elective). Below is Upskilled’s standard course outline, however other elective streams are available upon request, in the areas of relationship management, written communication, and improvement and innovation.

**COMPULSORY UNITS**

- **BSBWORS501B**: Manage personal work priorities and professional development
- **BSBMGT402A**: Implement operational plan
- **BSBMGT401A**: Show leadership in the workplace
- **BSBMGT405A**: Provide personal leadership
- **BSBWOR402A**: Promote team effectiveness
- **BSBLED401A**: Develop team and individuals
- **BSBWHS401A**: Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- **BSBRSK401A**: Identify risk and apply risk management processes

**ELECTIVE UNITS**

- **BSBCUS401B**: Coordinate implementation of customer service strategies
- **BSBCUS402B**: Address customer needs

For more information on other elective units available in this course, please contact one of our Education Managers.

**Course Fees and Payment Options**
The certificate has a course fee of **$3,330**, payable in one of two ways:
1. A single upfront payment of the course fees attract a **10% DISCOUNT**, making the total fee **$2,995**
2. An upfront enrolment fee of **$495**, and 7 x **$405** paid per month for seven consecutive months. The total course fee is therefore **$3,330**

**Government Funding and Incentives**
At both state and federal level, the government’s 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 $3,000 per $3,330 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](http://www.upskilled.edu.au)
- Submit the form and an Upskilled Education Manager will contact you

*Eligibility for traineeships & User Choice will be determined by an Australian Apprenticeship Centre. Further information can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)