

# FRONTLINE MANAGEMENT

## Certificate IV in Frontline Management BSB40812

Health Skills Australia is committed to making a positive difference to the lives of people in care by providing excellence in health care training. We work closely with industry groups and health care professionals to ensure our courses meet the needs of the sector and community it serves, and our teaching staff are all practising health care professionals who draw on their depth of experience.

### Why study this course?

This course has been developed to provide students with the skills and knowledge to take the first line of management in a wide range of Health organisational and industry contexts, including aged care facilities and medical clinics.

### Who should study this course?

This course is suitable for team leaders in any industry who are looking to formalise their skills. Frontline managers are people who provide leadership and guidance to others, taking responsibility for a team's performance.

### Career outcomes

With this certification, some occupations may include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

### Further study opportunities

Candidates who successfully complete this course may be eligible to articulate to Diploma level programs in management. Applications would be assessed on an individual basis by the education provider.



### Entry requirements

Students may be required to complete a Maths and English assessment, unless a successful pass has been achieved in Year 12 Maths and English or a Certificate IV or higher has previously been obtained.

### Course structure

The Certificate consists of 10 units. The delivery of the course is online and will take students approximately 6 months to complete.

## Recognition of Prior Learning (RPL) or Credit Transfer (CT)

RPL or CT may be granted to students who have completed units of competency that directly match the health training package units. This will be reviewed on an individual basis, and a fee applies for this assessment. All applications must be submitted using the appropriate forms and include all necessary documentation. Application forms can be found on our website under Studying At HSA > Forms.

## Cost

Course fees can vary by state and are based on a number of different factors. Call us on 1300 306 886 to discuss the most appropriate funding or payment option for you.

## Assessments

Assessments vary and can include case studies, short answer questions and assignments, with all assessments being submitted online. Each unit is assessed to determine a student's competency.

## Core units

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWHS401A	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR402A	Promote team effectiveness

## Elective units

BSBHRM405A	Support the recruitment, selection and induction of staff
BSBMGT403A	Implement continuous improvement
BSBCUS401B	Coordinate implementation of customer service strategies
BSBWOR401A	Establish effective workplace relationships
BSBWOR404B	Develop work priorities
BSBPMG522A	Undertake project work

Please note: above is a sample course outline.

