
Building Leadership Capability

Certificate IV in Frontline Management (BSB40807)

Commencement Date
July 2011



Location
Education Development Centre
Milner Street, Hindmarsh

Who should complete this course?

Are you a current or aspiring team leader or supervisor, or had minimal exposure to leadership learning and development opportunities? If you answered YES and require assistance in developing quality skills and knowledge to assist you in carrying out your responsibilities or assisting you in achieving your career goals, then sign up now! You do not require previous leadership experience, however the ability to implement practical concepts gained throughout the program back into your workplace is desirable.

About Locher Human Resources and our learning philosophy

Locher is well established in the accredited training market within South Australia, also delivering programs nationally for clients operating interstate. Locher focuses on designing and delivering high quality accredited training programs based on a solid foundation of developing and/or changing leadership behaviours, skills and the capability level of current and aspiring leaders.

The Locher philosophy for leadership programs is to engage participants in learning that will enable them to transfer and embed new skills and knowledge, personally and practically into their daily work and life activities, teams and workplace.

Locher incorporates a range of resources and tools to enable participants to identify their individual learning areas of focus, take ownership and accountability for their personal development and assist them in the practical application of skills and knowledge gained throughout the program.

The Certificate IV in Frontline Management Public Program promotes an environment where participants have the ability to network with other current and aspiring leaders. Public programs offered by Locher Human Resources do not compromise on quality. Consistent learning and assessment strategies, resources, tools and delivery methods remain the focus and framework for all programs delivered.

Core Units:

- | | |
|------------------------------------|------------|
| - Show leadership in the workplace | BSBMGT401A |
| - Implement operational plan | BSBMGT402A |
| - Monitor a safe workplace | BSBOHS407A |
| - Promote Team Effectiveness | BSBWOR402A |

Elective Units:

- | | |
|--|------------|
| - Develop work priorities | BSBWOR404A |
| - Establish effective workplace relationships | BSBWOR401A |
| - Develop teams and individuals | BSBLED401A |
| - Implement continuous improvement | BSBMGT403A |
| - Manage projects | BSBPMG510A |
| - Coordinate implementation of customer service strategies | BSBCUS401A |

Personal Development Outcomes

- Official program launch outlining the program, key activities and deliverables to key program stakeholders (invitations are extended to the line manager of all program participants).
- Delivery of workshops in a professional and high quality learning environment.
- All participants will receive a copy of 'Management 5' by Robbins, Bergman, Stagg and Coulter text book. The text is referenced throughout the program.
- Personalised Hogan Assessment Report and de-brief session identifying key leadership strengths and areas for improvement
- Assistance with creating a Personal Development Plan based on the Hogan Assessment feedback.
- Personal Impact - Action Learning Project and Presentation incorporating the Hogan Assessment report feedback.
- 2 personal coaching sessions delivered by a Locher coach to assist participants in identifying opportunities and initiatives to transfer and embed learning back into their workplace.
- Online interactive forum for program participants to communicate and network with the facilitator/s and each other
- Internal Locher Human Resources support for program participants.
- Graduation Ceremony & Celebration

Business Development Outcomes

- Delivery of a nationally recognised qualification focusing on the key skills, knowledge and abilities required to develop and lead a team of people.
- High quality, experienced and participant-focused facilitators delivering workshops that are contextualised to the industry and workplace of participants.
- A variety of subject matter expert guest speakers will present at workshops providing participants with an insight into the practical application of the learning content in different industries and organisations. Guest speakers will be able to share their experience and knowledge with participants providing insight into a variety of different best practice industries and organisations where the skills have been integrated and embedded within the business.
- Access to additional case studies, activities and reading material via the online forum.
- Strategic Business Improvement – Action Learning Project and Presentation focused on the participant's workplace.

Learning and Assessment Methodology:

- Facilitator led discussions and case study examples
- Group-based discussions and networking with other participants in the workshop environment
- Learning and assessment activities provided in the text book
- Use of additional learning material and assessment activities
- Skills practice and assessment activities internal and external to the workshop environment
- Personal Impact Action Learning Project and Presentation
- Strategic Business Improvement Action Learning Project and Presentation
- Personalised coaching sessions
- Online workshop module for 'Monitor a Safe Workplace' using Moodle

Recognition of Prior Learning (RPL)

RPL is available for all participants completing the Certificate IV in Frontline Management program where the participant is able to demonstrate current competency in the elements and performance criteria outlined in the Unit of Competency for the qualification.

Where a participant is able to demonstrate current competency in the performance criteria outlined in a qualification's Unit of Competency, RPL is available.

The RPL application fee for each individual unit the participant is applying for is \$125.00 per unit. This is in addition to the quoted participant fee for the program.

If you would like to discuss your own personal situation and the process of applying for RPL, please contact the RTO Specialist at Locher Human Resources on 8201 1133.

Existing Worker Traineeship Funding – Australian Government Incentive

The Certificate IV in Frontline Management (BSB40807) is a qualification funded in South Australia under the Australian Apprenticeship Scheme. Employers may attract funding of up to \$4,000 when one of their employees completes the qualification and enters into a Training Contract.

Please phone Nicole Selth at Locher Human Resources on 08 8201 1133 to discuss the eligibility criteria for this funding as conditions apply.

Further Information:

For further information please do not hesitate to contact:

Nicole Selth

RTO Specialist

Locher Human Resources

Phone: 08 8201 1133

Email: nicoles@locher.com.au

 **locher.**
human resources

A RUBICOR COMPANY