Course outline

ANIBT Course Code: C4FLM_0612
CRICOS Code: 071737D
Delivery Mode: • Face to Face Classroom;
• Workshop;
• On-line/Distance*
Location: Melbourne
Course Duration: Up to 12 months
Nominal Study Hours: 410 hours
Qualification Level: Certificate IV
Nationally Recognised: Yes

* Please refer to the section "For international students" at the back of this course guide regarding online and distance study requirements for international students

Course overview

A range of opportunities exist across all facets of business and government for people with broad business and supervisory skills.

This nationally recognised qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

Typically, at this level, frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

The Certificate IV in Frontline Management offered by ANIBT will enable you achieve what you’ve always wanted to in the world of Frontline Management. It will equip you with the skills and knowledge to be employed as a Leading hand, Supervisor or Team Leader.

So if you have current vocational supervisory experience and are looking to formalise your qualifications and skills, this will be an ideal course for you.
Program outline

Subjects

The Certificate IV in Frontline Management qualification offered by ANIBT is made up of 10 units of competency. These consist of 4 core units and 6 elective units* as outlined below:

4 core units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSOHSH407A</td>
<td>Monitor a safe workplace</td>
</tr>
<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
</tr>
</tbody>
</table>

6 elective units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBFIA402A</td>
<td>Report on financial activity</td>
</tr>
<tr>
<td>BSBMKG413A</td>
<td>Promote products and services</td>
</tr>
<tr>
<td>BSBCUS401B</td>
<td>Co-ordinate implementation of customer service strategies</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer service needs</td>
</tr>
<tr>
<td>BSBCUS403B</td>
<td>Implement customer service standards</td>
</tr>
<tr>
<td>BSBCM401A</td>
<td>Make a presentation</td>
</tr>
</tbody>
</table>

* Please note that it is possible to select alternative elective units subject to specific employer requirements and with the agreement of ANIBT.

Assessment methods

A wide variety of assessments methods will be employed to assess student competence in each unit. These include but are not limited to:

- Demonstration and observation
- Review questions and answers
- Group assignments
- Individual projects / portfolios
- Case studies
- Role plays
- Class participation
- Presentations
Entry requirements

It is highly recommended that students are currently in a workplace or have access to a workplace for this course.

For Certificate IV level courses, the recommended minimum level of education is Higher School Certificate or equivalent or relevant qualification (at Certificate III or above) or relevant vocational experience.

In addition, students may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at Certificate IV level including:

- after achieving the BSB31207 Certificate III Frontline Management or other relevant qualification/s;
- providing evidence of competency in the majority of units required for the BSB31207 Certificate III in Frontline Management or other relevant qualification/s;
- some vocational experience in a supervisory role but no formal qualification.

For international students

Please check with the Australian Department of Immigration and Citizenship regarding international students enrolling into any on-line only based qualifications.

The Australian government publishes rules for English language proficiency for international students applying for entry to vocational training. You should establish your country’s assessment level by reading the DIAC rules at www.immi.gov.au/students/. Be aware that the rules may be changed during 2012.

Generally, to demonstrate English language proficiency for doing a Certificate or Diploma course, an international student needs one of the following test scores:

<table>
<thead>
<tr>
<th>Test</th>
<th>IELTS</th>
<th>CAE</th>
<th>PTE Ac</th>
<th>TOEFL iBT</th>
<th>TOEFL PBT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>5.5</td>
<td>47</td>
<td>42</td>
<td>46</td>
<td>527</td>
</tr>
</tbody>
</table>

ANIBT also accepts completion of a recognised equivalent English preparation course from an accredited ELICOS provider. Admission may be approved if the language of instruction in the student’s home country is English or if English has been the language spoken in the student’s home.

Overseas students who do not provide a satisfactory score from an English test recognised by DIAC will be interviewed to ascertain their language, literacy and numeracy (LLN) skills and may have to do an LLN test at ANIBT.

If necessary, the student will need to complete an English language course at ANIBT before being admitted to a vocational training Certificate or Diploma course.

Course completion

Upon successful completion of this course, you will receive a nationally recognised qualification BSB40807 Certificate IV in Frontline Management issued by the Australian National Institute of Business and Technology Pty Ltd (ANIBT).

The Australian National Institute of Business and Technology Pty Ltd is a Registered Training Organisation (Provider number: 21368) registered with the Australian Skills Quality Authority (ASQA).
Course availability

ANIBT’s programs allow participants to undertake their studies in a variety of flexible ways including:

- Classroom
- On-line
- Workshop
- Correspondence

ANIBT has regular intakes for its classroom based courses as follows:

<table>
<thead>
<tr>
<th>Month</th>
<th>Intake</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>Term 1 intake</td>
</tr>
<tr>
<td>April</td>
<td>Term 2 intake</td>
</tr>
<tr>
<td>July</td>
<td>Term 3 intake</td>
</tr>
<tr>
<td>October</td>
<td>Term 4 intake</td>
</tr>
</tbody>
</table>

Please contact ANIBT to discuss your specific study and qualification requirements and how we can tailor a program to suit your specific requirements.

Future pathways

After successful completion of your Certificate IV, you will have many other study options available to you. These may include the Diploma of Business, the Diploma of Management and/or a range of many other Diploma level qualifications.

Recognition of Prior Learning (RPL)

Students may be able to shorten the length of their chosen course by taking into account previous training, employment experience or other life skills that directly relate to the competencies the Unit of competency is assessing.

Please contact ANIBT directly on +61 3 9620 2922 to discuss your previous experiences and we will be able to guide you through the RPL process.

Credit Transfer (CT)

Students may be able to shorten the length of their chosen course by taking into account previous studies. ANIBT recognises AQTF registered organisations for credit transfers.

Please contact ANIBT directly on +61 3 9620 2922 to discuss your previous studies and we will be able to guide you through the credit transfer process.

Special requirements

It is expected that all students will have access to their own personal computer and the internet. This is essential for regular research and also on-line based assessment work throughout the course.