

Certificate IV in Frontline Management



BSB40807

Empower yourself with exceptional management training

Are you a practice manager, team leader or supervisor looking to develop your skills and advance your career? Maybe you would like to learn how to motivate and support your team? If you answered yes, then the AIRC's Certificate IV in Frontline Management is the course for you.

Accredited and nationally recognised, Certificate IV in Frontline Management is a valuable qualification for those wishing to compliment their current technical or operational skills. It focuses on areas such as managing work priorities, people management, team effectiveness, operational plans, information systems, customer service management, and workplace learning. Students will also benefit from mentoring and leadership skills and learn to make a real impact on the organisation's bottom line. Additionally, students may enrol in single units or skill set clusters to best align their studies to their desired training outcomes.

What are the pre-requisites for this course?

There are no prior qualifications required to enrol in the Certificate IV in Frontline Management, however students must be working a minimum of 10 hours a week in a supervisory or management-type role.

How do I study for this Certificate?

Course duration for the Certificate IV in Frontline Management is approximately 12 months. It encompasses four core units and six electives. Alternatively, students can enrol into single units or skill set clusters. Students can study this Certificate online or receive the written materials via distance learning. Additional training and support will be delivered via face-to-face tutorials, webinars and telephone and email support.

How do I enrol for this qualification?

Complete the Expression of Interest form on the back of this flyer and fax it through to the Animal Industries Resource Centre. A Training Coordinator will then be in touch to discuss your career goals and send you an information pack which will include your Application for Enrolment and Course Payment forms. It's really that simple!

What subjects can I choose from in this course? I want to ensure I can build a qualification that suits me and my workplace.

Certificate IV in Frontline Management is designed to ensure students can pick and choose the electives that are right for them and their job role. Our Training Coordinators can assist you to create your qualification based on your requirements.

Certificate IV in Frontline Management BSB40807 covers 10 units of management competency - 4 core and 6 elective units. A range of electives and individual options are available to ensure a tailor-made qualification is available.

CORE UNITS

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBWOR402A	Promote team effectiveness

ELECTIVE UNITS (choose 6)

Customer Service and Communication Focus

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS403A	Implement customer service standards

Financial and General Administration Focus

BSBFIA402A	Report on financial activity
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Management/Project Management Focus

BSBMGT403A	Implement continuous improvement
BSBPMG510A	Manage projects
BSBSMB405A	Monitor and manage small business operations

Marketing and Team Focus

BSBMKG413A	Promote products and services
BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop workplace priorities
BSBSMB403A	Market the small business
BSBSMB407A	Manage a small team



NATIONALLY RECOGNISED
TRAINING

Animal Industries Resource Centre

Personalised and professional education and training ...

Good News ...

The Animal Industries Resource Centre has been delivering world class training to those in the veterinary, animal care and non-animal industries for more than 12 years. As a highly respected, privately owned registered training organisation (RTO), you will find our approach and results are second to none. The Certificate IV in Frontline Management qualification has been developed to empower you with the highest quality training available.

The Animal Industries Resource Centre also offers professional training in:

Workplace Training and Assessment
Veterinary Nursing
Companion Animal Services
Personal and Professional Development
Technical and business development online courses

Our Commitment To You ...

Your professional and personal development is our passion and we understand no two individuals or businesses are the same. We personally identify your specific needs and ensure training is professionally motivating and personally rewarding.

Get started on your enrolment today! Complete the form below and fax back to the AIRC on 07 3289 2005.

Contact Name: _____

Business Name: _____

Address 1: _____

Address 2: _____

Email: _____

Phone: _____

Fax: _____

Position: _____

Hours per week worked: _____



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Enrolment Information

For answers to your questions or to enrol today, call the Animal Industries Resource Centre or visit our website.

2009/10 Intakes Dates

3 August | 2 Nov | 8 February | 3 May | 2 August | 8 Nov

Enrolments are taken throughout the year. Hurry and secure your place today!

Course Investment: \$3,200

Individual unit prices, enrolment and assessment fees are available on enquiry.

Course fees are required at the time of enrolment, however you can enjoy payment flexibility at the AIRC. Money orders, cheques, Visa and Mastercard are all accepted.

For veterinary industry employees, why not consider using Provet Plus Points? Speak to your Business Account Manager today.