

# Certificate IV in Frontline Management (BSB40807) COURSE GUIDE

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### WELCOME MESSAGE

#### Welcome to the HR Coach Academy!

Congratulations on taking the first step towards further study for either yourself or your staff. Building knowledge and skills will ultimately lead to greater job satisfaction and productivity, new or improved processes, recognition via a formal qualification, and overall business improvement.

This course guide will provide you with all the information you need to make an informed decision on choosing HR Coach Academy as your training provider.

The course you are considering will prove an investment for both the participant and workplace. The course structure and materials have been carefully designed to ensure that participants gain maximum benefit from learning. Participants will also have tools that can be applied directly in the workplace.

Workplace based programs are unique in that instead of the classroom being the main place for learning, the workplace becomes the place of learning. To gain the most out of this experience, the participant should involve their employer or manager in the learning process. Participants are encouraged to share with them the new skills gained during the course and how participants will incorporate these skills into their job.

We trust that you will enjoy your learning experience. We look forward to sharing the journey with you.

### CONTENTS

TOPIC	PAGE
HR Coach Academy	3
Learning stakeholders	4
What makes HR Coach Academy different?	4
Training led business improvement	5
Program overview and competencies achieved	6
Employability skills	7
Program structure and delivery	8
Resources, support, assessment	8
Course fees and Enrolment	10

### HR COACH ACADEMY

The HR Coach Academy is a Registered Training Organisation (RTO) offering high quality, nationally recognised training programs. All of our exclusive course content has been carefully designed to provide businesses and individuals with leading edge content, flexible delivery and expert Trainer support. Our RTO provider number is 32099.

As an RTO, our qualifications are highly valued and recognised by employers Australia-wide. All of our course content has been developed to comply with the Australian Quality Training Framework (AQTF). The AQTF is the national set of standards which assures nationally consistent, high quality training and assessment services for Registered Training Organisations.

HR Coach Academy has developed our exclusive course content based on over 10 years research into the needs of the business sector. We understand the needs of business and the people that work within the business. We have stripped away all of the waste that is normally associated with training programs to develop smart content that is easy to apply in business. The outcome of this is nationally recognised courses designed to provide tangible results for both the participant and the business. Some of the benefits include:

For the Business	For the Participant
<ul style="list-style-type: none"> <li>Valuable workplace improvements</li> <li>Return on training investment</li> <li>Competitive advantage</li> <li>Employee retention and job satisfaction</li> <li>On the job learning with no downtime</li> </ul>	<ul style="list-style-type: none"> <li>Increased skills and knowledge</li> <li>Nationally recognised qualification</li> <li>Flexible, self paced delivery</li> <li>Professional development</li> <li>Expert trainer support and guidance</li> </ul>

HR Coach Academy is the only RTO licensed to provide training in the Certificate IV in Frontline Management with course content based on the National Human Resources Framework (HRF101:2010).

#### Why is this relevant to a qualification in Frontline Management?

At the core of managing and supervising people is a need to understand the overarching principles of Human Resource planning and strategy. Our exclusive course content has been designed to provide frontline managers the practical skills and knowledge necessary to manage people on the job, whilst understanding the link of people, performance and business profit.

At Certificate IV level participants will learn more than just the basics of Frontline Management, they will develop a broader knowledge and learn concepts and techniques that will make them leaders in their field.

### LEARNING STAKEHOLDERS

There are three key stakeholders in a workplace based program, the learner, the employer and the RTO. Each has a role to play and responsibilities and these are listed below.

The Learner	The Employer	HR Coach Academy
<ul style="list-style-type: none"> <li>making a commitment to the training plan</li> <li>having regular progress meetings with the RTO and manager</li> <li>completing the learning and assessment activities at agreed intervals</li> <li>managing their time more effectively and efficiently</li> </ul>	<ul style="list-style-type: none"> <li>providing input to training plans</li> <li>making a commitment to the training plan</li> <li>pairing up the learner with a mentor</li> <li>providing opportunities for learners to be withdrawn from routine work for the purpose of developing competence in other ways</li> <li>providing extra time or opportunities for learning</li> <li>providing opportunities for 3rd party verifications</li> <li>Ensuring that the learner has access to workplace services such as counselling, if these are in place.</li> </ul>	<ul style="list-style-type: none"> <li>learners are regularly monitored by RTO staff including significant phone coaching/training</li> <li>support services are identified, provided and monitored by the RTO within the workplace</li> <li>providing 24/7 email access for students, normal business hours telephone support.</li> <li>providing tutorials on an as needed basis for additional training and assessment support</li> <li>conducting assessments</li> <li>gathering evidence of on-the-job performance for assessment purposes</li> <li>completing documentation; for example, signing off on competence or verifying logbook entries to the satisfaction of the licensing authority (if applicable)</li> </ul>

### WHAT MAKES HR COACH ACADEMY DIFFERENT?

#### WE UNDERSTAND THE NEEDS OF BUSINESS

Our leading edge course content is carefully developed to meet those needs, and deliver the required skills outcomes. Course content has been approved by the HR Coach Research Institute, ensuring that it is 100% in line with the needs of Australian business. The HR Coach Research Institute is an innovation think tank dedicated to researching and understanding Human Resources and business trends that impact on the agility of human resource practice for the sustainability of strategy and its implementation.

#### TRAINING DESIGNED TO DELIVER IMMEDIATE RETURN ON INVESTMENT

We have stripped away all of the waste that is normally associated with training programs to ensure that training is relevant, practical, and offers an immediate return on investment. By delivering the most relevant skills, you and your business will save time (and money!), which in turn will ensure improved business performance and productivity.

## TRAINING LED BUSINESS IMPROVEMENT

Ultimately, what will this training mean for your business? You will want to see a return on investment, whether you are considering training for yourself, or your staff.

### SAVE TIME

- Flexible, self-paced delivery allows qualification to be completed quickly, without compromise to quality of the learning.
- Learning is practical and can be incorporated into work so there is little or no down time.

### SAVE MONEY

- See a return on investment immediately. Learning is applied on the job for instant HR process improvements.
- Improved processes = improved productivity = money saved!

### IMPROVE THE HR FUNCTIONS OF YOUR BUSINESS

Take the headache out of managing staff by ensuring that your HR team have the knowledge, skills and tools to manage the top HR issues:

- Performance management.
- Implementation of effective and efficient systems and processes.
- Managing risk.
- Attracting and retaining staff.

### DEVELOP INTERNAL ABILITY AND REWARD STAFF

- Recognise the hard work of your staff with a formal qualification.
- Create greater job satisfaction and confidence.
- Formalise development and career pathways.

**PROGRAM OVERVIEW AND COMPETENCIES ACHIEVED**

The Certificate IV in Frontline Management is a qualification that is in high demand from both employers and employees. This qualification reflects the role of individuals who work in a range of frontline management positions supervising staff. This qualification is aimed at people in roles with responsibility for team or business unit performance.

**PRACTICAL TRAINING FOR:**

Frontline Managers, Team Leaders, Supervisors, Department Managers, particularly beneficial for the first-time supervisor or supervisors without formal qualifications.

Units of Competency		
Management	BSBMGT401A BSBMGT402A	Show leadership in the workplace Implement operational plans
Workplace Effectiveness	BSBWOR402A	Promote team effectiveness
	BSBWOR404A	Develop work priorities
Customer Service	BSBCUS401A	Implement customer service standards
	BSBCUS402A	Address customer needs
Human Resource Management	BSBHRM402A	Recruit, select and induct staff
Risk Management	BSBRSK401A	Identify risk and apply risk management processes
Occupational Health and Safety	BSBOHS407A	Monitor a safe workplace
Relationship Management	BSBREL401A	Establish networks

**COURSE DURATION**

The learning scheduled is self directed so that participants are in control of their learning and development timeframes. It generally takes approximately 9 months to complete the assessments required for this qualification. This will include 7-10 hours of self directed study and assessment preparation per week. Participants may be able to complete the qualification in a shorter timeframe. Please speak to one of our Course Advisers for more information.

**PREREQUISITES**

There are no prerequisite requirements for this course. Participants will generally have some work experience or exposure to supervisory roles in their work but without formal qualifications.

**RECOGNITION OF PRIOR LEARNING (RPL)**

HR Coach Academy does have an RPL process. Please speak to one of our Course Advisers to discuss your individual needs.

## EMPLOYABILITY SKILLS

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include
Communication	<ul style="list-style-type: none"> <li>using communication and representation to develop and maintain effective working relationships and networks</li> <li>using negotiation and conflict management skills to resolve issues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>actively encouraging consultation and co-operation on human resources initiatives</li> <li>motivating, mentoring, coaching and developing staff</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>identifying and analysing industrial relations issues, methods to attract job applicants and assisting managers to address performance management issues</li> <li>implementing processes to resolve issues that are raised by co-workers</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>seeking and valuing contributions to develop and refine new ideas and approaches</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>gathering, organising and presenting workplace information</li> <li>scheduling interviews and coordinating selection processes</li> </ul>
Self management	<ul style="list-style-type: none"> <li>ensuring that key tasks are undertaken to support organisational timeframes for human resources strategies, such as performance appraisal</li> <li>planning own work including predicting consequences and identifying improvements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>participating in professional networks and associations to obtain and maintain knowledge and skills</li> </ul>
Technology	<ul style="list-style-type: none"> <li>selecting and using a range of functions on a computer application</li> <li>using business technology to produce reports</li> </ul>

### PROGRAM STRUCTURE AND DELIVERY

Our courses have been designed to provide maximum benefit for both the participant and the business. With a self paced delivery style, you are in control of your learning. You never have to worry about the program going too slow or fast and you can easily incorporate your study into your current work schedule. In fact, we encourage you to apply your study to the workplace by providing on the job learning experiences. This provides a higher level of engagement for the participant and your manager/ employer. It also means that you receive the full benefit of your training investment because the skills and knowledge developed in the course are applied immediately in the workplace.

Ten units of competency are completed, in areas such as management, workplace effectiveness, risk management, customer service and occupational health and safety. See competency areas listed on page 5.

This course has been designed in a flexible delivery format. Based on the principles of "learning by doing", this course encourages participants to apply their skills and knowledge in the workplace to demonstrate competency. This provides the participant with a robust learning experience and the workplace with immediate return on the training investment.

### RESOURCES, SUPPORT AND ASSESSMENT

Participants are fully supported in their learning by comprehensive training materials, expert trainer assistance, exclusive tools and resources and a student website at <http://academy.hrcoach.com.au>.

#### EFFECTIVE LEARNING

Our programs are designed to include workplace learning activities. Participants will have a number of assessment tasks to complete. Ideally, assessments will include information from the participant's workplace, including how the skills and knowledge gained in the course have been applied in the workplace.

We encourage participants to work with their manager and co-workers to gain maximum benefit from their learning. This approach offers the opportunity for skills transfer beyond the individual participant, so other team members may also benefit.

#### MANAGING YOUR TIME & RETURN ON INVESTMENT

On commencement of the course participants are provided with a training plan including estimated time frames for course completion. It is important that participants manage time effectively. This may include speaking with their employer or manager about how to integrate learning into work.

#### STUDENT SUPPORT SESSIONS

The Student Support Team will be in regular contact with participants. Participants and employers may also contact the Student Support Team via email or telephone.

For the first six weeks following the commencement of study, the Student Support Team will telephone the participant each fortnight to gauge progress, help plan time and ensure participants progress as per their training plan.

At the six week mark we will conduct a more detailed review of progress and plan how the support sessions will be scheduled from then onwards. A report from this session will be provided to the

participant by email, and a copy will also be provided to the participant's manager if the program is being sponsored or paid for by your employer.

### **EVIDENCE AND ASSESSMENT**

Completing the assessment tasks will produce documents which must be submitted for assessment electronically.

### **ENGAGING OTHERS IN ASSESSMENTS**

A number of assessment tasks will require input from the participant's manager or others in the organisation to provide information. Generally the more the participant can engage others in their learning experience, the greater the benefits for the participant, co-workers in the business, and the business itself.

### **DIAL AN EXPERT**

Participants may have the opportunity for one free 'Dial an Expert' session. In these sessions participants will be able to arrange a one-on-one phone meeting with an Expert in the field relevant to their learning. This session can be used to discuss the learning topic, or seek feedback on ways to implement improvement in the business.

### COURSE FEES

Your investment in the Certificate IV in Frontline Management is \$3,000.00. Please note, as this is an accredited course there is no GST payable.

Payment may be made by invoice, credit card, cheque or Ezidebit payment plan.

Government funding of up to \$4,000.00 may also be available to cover the cost of training. This funding may be used to cover the direct cost of the course as well as costs associated with on the job learning.

Please speak to one of our Course Advisers for more information on payment options and eligibility for Government funding via the Traineeship scheme.

### ENROLMENT

Participants may enrol at any time, and since learning is self-paced, training may be commenced when it is convenient for the participant and the workplace.

Please contact one of our Course Advisers for an enrolment form.

### WHAT NEXT?

To obtain an enrolment form, or for further information, please call **1300 550 674** or email [academy@hrcoach.com.au](mailto:academy@hrcoach.com.au) and a HR Coach Academy Course Advisor will be happy to assist.