Subject outline

BSB40812 Certificate IV in Frontline Management

Course overview

The Certificate IV in Frontline Management (BSB40812) focuses on the ‘non-technical’ skills and knowledge necessary for effective participation in the workforce, including critical thinking and problem solving, collaboration and communication. This course is designed to equip graduates with the skills they need supervise and lead small teams.

In this course students will cover topics on modern leadership techniques, utilising social media networking to enhance their profile, gaining an understanding of team dynamics and learn how to master business communication mediums.

Learning outcomes

Upon successful completion of this subject, students should be able to:
1. Conduct themselves professionally in the workplace.
2. Lead a small team to effectively achieve work priorities.
3. Prepare and present workplace information in appropriate formats, relevant to their audience.

Subject topics

There are seven subjects in the course:
Subject 1: Working Well
Subject 2: Building Relationships
Subject 3: Showing Leadership
Subject 4: Meeting Deadlines
Subject 5: Working Safely
Subject 6: Creating a professional profile
Subject 7: Preparing professional documents
Units of competency

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
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<tbody>
<tr>
<td>BSBFLM312C</td>
<td>Contribute to team effectiveness</td>
</tr>
<tr>
<td>BSBWOR401A</td>
<td>Establish effective workplace relationships</td>
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<tr>
<td>BSBREL401A</td>
<td>Establish networks</td>
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<tr>
<td>BSBCM401A</td>
<td>Make a presentation</td>
</tr>
<tr>
<td>BSBWOR404B</td>
<td>Develop work priorities</td>
</tr>
<tr>
<td>BSBITU401A</td>
<td>Design and develop complex text documents</td>
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<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
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<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
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<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSBWH5401A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
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<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
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Course duration and work load

Students are provided a study plan to complete the assessment requirements for each subject within 12 weeks.

Students who enrol into the Certificate IV in Frontline Management (BSB40812) are given a maximum time of 6 months to complete the qualification from their initial enrolment date.

Depending on their level of experience, students should expect to spend up to 10 hours per subject reading their notes, completing the tutorials and preparing for the assignments.

Course pre-requisites

There are no pre-requisites for this course.

Course delivery mode

This course is delivered online in KapLearn. Students are provided with learning materials and assessment tasks via KapLearn. Interaction with a tutor occurs online via Ask Your Tutor.
Assessment tasks

Each subject has two types of assessment items: mandatory tutorial(s) and an assignment. Each assignment has learning activities and short answer questions.

Students may attempt to submit their assignment(s) at any time before the conclusion of a subject if they think they are adequately prepared.

Fees

An updated schedule of fees is available at the Kaplan Professional website: <www.kaplanprofessional.edu.au>.

Exemptions

Students may be able to obtain an exemption for a Kaplan award subject based on their previous study and/or work experience. To do this they must submit evidence that demonstrates they have already met the requirements of the subject through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

Kaplan’s exemption policy and the request pro forma are available at: <www.kaplanprofessional.edu.au>.

Student policies

Students who enrol in a Kaplan course are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies before they enrol by going to the Kaplan website: <www.kaplanprofessional.edu.au>.

The policies also assist students when their study program does not go as planned and they need extra support.