

MBSB40807

Certificate IV in Frontline Management

What is Frontline Management?

Frontline Managers are the first and second level managers directly responsible for the leadership and guidance of others. These team leaders can bring about improvement in skills, habits, knowledge, and attitudes of employees, influencing the culture of the business or organisation.

Frontline Managers may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

Career opportunities

The Certificate IV in Frontline Management is designed to provide a broad grounding in generic workplace skills and knowledge in frontline support functions. Possible job roles vary across different industry sectors however examples for candidates seeking entry based upon their vocational experience include line managers, office managers and supervisors.

Study Mode

Online

Entry requirements

Our part-time program is available to domestic, as well as interstate students and Australian citizens living overseas.

The ability to operate a computer, use a web browser and manage a self-paced learning environment is essential.

Application procedure

Applicants who wish to study this course online should obtain an application form at:

<http://www.future.swinburne.edu.au/apply/tafe/#direct>

Alternatively contact the Business Online Administrator directly at tafebusinessonline@swin.edu.au to request the appropriate enrolment form.

Fees

TAFE tuition fees are set by the Victorian Government. For full details on TAFE fees, eligibility for Government subsidised places* and concessions visit:

<http://www.swinburne.edu.au/studentoperations/fees/tafe/index.html>

* Government subsidised places are dependent on you being a Victorian resident, your age as at 1 January, citizenship and prior qualification criteria.

Skills Recognition

Skills Recognition, Recognition of Prior Learning (RPL) is a process where a student may be granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience, life experience and/or formal training. To complete a self assessment visit:

<http://www.future.swinburne.edu.au/pathways/rpl/>

Credit Transfer

A Credit Transfer may be granted for relevant accredited or formal training at another training organisation. The units must be current, identical or equivalent to those in the course you enrol in.

Qualification

This qualification was developed in close consultation with industry and training providers to keep inline with changing standards.

This Certificate IV in Frontline Management requires the successful completion of a minimum of ten units totalling between 385 and 490 hours including **four** core and **six** selected elective units.

continued overleaf.....

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2012 Online Program Selection

Qualification requirements are:

FOUR core units plus
SIX elective units

Stage 1	Unit Code	Unit Name	Hrs	Available study sessions
Elective	MBWRT401A	Write complex documents	50	ST; B2, B4
Core	MBMGT401A	Show leadership in the workplace	50	AC; B1; B3; ST

Stage 2	Unit Code	Unit Name	Hrs	Available study sessions
Core	MBWOR402A	Promote team effectiveness	50	ST; B1; B3; ST
Elective	MBCUS401A	Coordinate implementation of customer service strategies	40	AC; B1; B3; ST

Stage 3	Unit Code	Unit Name	Hrs	Available study sessions
Elective	MBINN301A	Promote innovation in a team environment	40	ST; B2, B4
Core	MBOHS407A	Monitor a safe workplace	50	AC; B1; B3; ST
Elective	MBRES401A	Analyse & present research information	40	ST; B2, B4

Stage 4	Unit Code	Unit Name	Hrs	Available study sessions
Core	MBMGT402A	Implement operational plan	40	AC; B1; B3; ST
Elective	MBHRM402A	Recruit, select and induct staff	50	ST; B2, B4
Elective	MACCT403B	Prepare operational budgets	40	ST; B2, B4

2012 Teaching Periods

	Teaching Period	*Start Date	End Date	*No Wks	Break Inclusive	
AC+	Accelerated	07 Nov	17 Feb	15	23 Dec	3 Jan
ST	0 Summer Term	03 Jan	17 Feb	8		
T1	1 Term 1	27 Feb	06 Apr	6		
B1	Block 1	27 Feb	13 May	9	6 Apr	13 Apr
S1	2 Semester 1	27 Feb	13 Jul	18	9 Apr	22 Apr
T2	3 Term 2	23 Apr	01 Jun	6		
B2	Block 2	14 May	22 Jul	9		
WT	4 Winter Term	18 Jun	27 Jul	6		
T3	5 Term 3	06 Aug	14 Sep	6		
B3	Block 3	06 Aug	14 Oct	9		
S2	6 Semester 2	06 Aug	14 Dec	15	17 Sep	23 Sep
T4	7 Term 4	24 Sep	02 Nov	6		
B4	Block 4	15 Oct	16 Dec	9		
SP	8 Spring Term	05 Nov	14 Dec	6		
ST	9 Summer Term 2013	7Jan	25 Feb	8	-	-

Census Dates: <http://www.swinburne.edu.au/studentoperations/fees/census-dates.html>

IMPORTANT NOTES

Enrolments close 10 days before the start of each period

Recommended study load 10 - 15 hours per week

For further information about this course contact the TAFE School of Business

Telephone (03) 9210 1993

Email tafebusinessonline@swin.edu.au

Web Site www.tafe.swinburne.edu.au/online