

REALISM
IN TRAINING



TACTICAL
TRAINING AUSTRALIA

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CERTIFICATE IV FRONTLINE MANAGEMENT

Be Unmatched by the Competition!

LEAD YOURSELF INTO SUCCESS

Your team looks up to you for guidance and leadership... then you've got what it takes. **Maximise promotion opportunities** by upgrading your skills and existing qualifications. **Achieve your personal career goals** - this course builds great skills for the **purpose driven leader**.

This course is perfect for people in team leader, supervisory and management roles teaching essential skills **building the qualities of a successful, goal-oriented and motivational leader**.

FLEXIBLE STUDY ADVANTAGE

This easy to do, no fuss course is offered in a flexible study option. This means you can start any time with the option to attend evening workshops delivered over the duration of the course. You will be required to complete some study between sessions and are provided with all necessary training resources.

DELIVERING THE LATEST TRAINING PACKAGE NOW!

7 REASONS WHY YOU CAN'T AFFORD TO MISS THIS OPPORTUNITY

Want advanced management skills? - The CIV Frontline Management speaks for itself and will take you to that next level

A testament to employers - this highly sought after qualification is a must have in the eyes of industry employers - this means you will be a stand out contender for job opportunities

This **Life Changing Experience** will give you outstanding skills to be the manager everyone looks up to

You can **Start Immediately** - this means you do not have to wait; you can start your course straight away with Tactical's flexible study options

You will be **allocated a mentor** - this means you can contact your mentor anytime when you need advice or assistance whether it is for your course or employment advice

Training Materials are Included - no further costs will be incurred purchasing course materials

Get the added benefit of learning and retaining skills using exciting new teaching methods.

Are you a new employee? You may be eligible for a traineeship through your current employer - RING TODAY TO FIND OUT HOW

BSBMGT401A Show leadership in the workplace

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.

- Model high standards of management performance and behaviour
- Enhance organisation's image
- Make informed decisions

BSBMGT402A Implement operational plan

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

BSBOHS407A Monitor a safe workplace

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

BSBWOR402A Promote team effectiveness

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

BSBCUS401A Coordinate implementation of customer service strategies

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.

- Advise on customer service needs
- Support implementation of customer service strategies
- Evaluate and report on customer service

BSBINN301A Promote innovation in a team environment

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working
- Support and guide colleagues
- Reflect on how the team is working

BSBMGT403A Implement continuous improvement

This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

- Implement continuous improvement systems and processes
- Monitor and review performance
- Provide opportunities for further improvement

BSBPMG510A Manage projects

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

BSBREL401A Establish networks

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

BSBWOR401A Establish effective workplace relationships

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

DURATION

CIV in Business (Frontline Management) is delivered over a 6 month period and allowing up to 12 months for external students to complete all units and assessments.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is available for participants who are able to demonstrate competence in any units of this qualification. Participants who have prior skills or experience gained through previous training, work and life experience are encouraged to contact us to discuss their eligibility for RPL.

TUITION FEES

CIV in Business (Frontline Management) Just \$2800

REGISTER TODAY

Invest in your future. Contact Tactical today to get started immediately. Appointments are necessary – please call:

Tactical Training Australia Pty Ltd

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Tactical Training is a MULTI AWARD WINNING Registered Training Organisation receiving a special commendation in 2008 for providing consistent levels of excellence in customer

