



Australian College of Commerce & Management

Frontline Management Workshop Program

About this Qualification

The skills and knowledge of team leaders and frontline managers are critical to the success of teams in all businesses.

The modern frontline manager needs a range of administrative, time management, customer service, leadership and planning skills.

The Certificate IV in Frontline Management qualification involves some critical leadership modules and then allows for a wide range of subjects to enable frontline managers to select the skills and knowledge that they would most benefit from.

The qualification suits new team leaders as well as more experienced supervisors who want to refresh and enhance their leadership skills.

5 Half Day Workshops

Certificate IV in Frontline Management

Course Content

Qualification Outcome:

Statement of Attainment

Approximate Time Commitment:

3-6 hrs per week plus workshop attendance

Course Outcomes:

The qualification suits new team leaders as well as more experienced supervisors who want to refresh and enhance their leadership skills.



Specific content includes:

- Providing Personal Leadership
- Managing Health and Safety
- Implementing an Operational Plan
- Advanced Customer Service
- Developing Effective Teams

Important Facts

Enrolment Fee:

Course fees vary based on eligibility criteria:

- \$414 pa for new entrant traineeships
- \$2,750 for existing employees, who may also qualify for \$4,000 in government incentives*

Government funding is available for employers to train eligible new employees, along with the opportunity for your business to receive up to \$4,000 in government incentives*.

Existing workers could qualify for incentives as well.*

Call us now to see if you qualify!

PLACES AVAILABLE:	12 students (on first enrolled basis)
DELIVERY METHOD:	5 morning workshops will be conducted in Wollongong by highly experienced trainers.
WORKSHOP LOCATION:	Australian College of Commerce and Management Level 1, 90 Market Street Wollongong
WORKSHOP TIMES:	9.00am – 12.00pm
START DATE:	Tuesday, 13 th July 2010
WORKSHOP DATES:	1. Tuesday 13 th July 2010 2. Tuesday 3 rd August 2010 3. Tuesday 7 th September 2010 4. Tuesday 19 th October 2010 5. Tuesday 23 rd November 2010

Completing This Qualification

After completion of this qualification students have a range of opportunities to continue their studies at Diploma level including the Diploma of Business or Diploma of Management. Career paths include opportunities as Managers and Team Leaders.

Enrolment Process

Places in this course are limited.

Enrolment Forms are available at www.austcollege.com.au or by calling 02 4225 9881.

Enrolments may be submitted by email (in scanned format), fax or post. The College will advise successful applicants of their entry into the course by email or letter.

Applicants must pay the Enrolment Fee of \$414 at the time of enrolment. Payment can be by Visa, MasterCard, Cheque or by Postal Order.

Invoices will be issued for subsequent payments for those not eligible as new worker trainees.

How The Course Operates

All College courses are Nationally Accredited Training.

Five morning workshops will be delivered to teach you the skills and knowledge required for this course. Attendance at workshops is required. If you identify that you cannot attend all workshops you must contact the College to discuss your situation before enrolment.

Between each workshop you will have compulsory homework assignments. These must be completed before the next workshop.

In between workshops you will have access to your trainer to obtain assistance and support by phone and email.

* Eligibility of employers for traineeship incentives, and the amount of incentives available, will be assessed and determined by an Australian Apprenticeship Centre. Eligibility and incentives will vary depending on the characteristics of your employee, the training course chosen and successful completion of the course by your employee.