

Introduces the

***CERTIFICATE IV IN FRONTLINE
MANAGEMENT
BSB40807***



It's the new Frontline Program!

Postal address: PO Box 180 Ashgrove Q4060
Location: NEXT Training, Level 1, 815-821 Stafford Road, EVERTON PARK. Q 4053
Tel: (07) 3856 0355 Mobile: 0407 635 865 Fax: (07) 3856 0455
E-mail: rhonda@nexttraining.com.au or next_oz@bigpond.net.au
Website: www.nexttraining.com.au

Training is a cost. Effective training, is an asset.

Introducing the new Certificate IV in Frontline Management

The Australian National Training Authority (ANTA) created the Frontline Management Initiative as a consequence of the Karpin Report (1995). ANTA's specially selected team made a substantial analysis of managerial competencies with the aim of developing a set of Frontline Management Competencies describing what high performing managers need to be able to do. After extensive consultation with industry groups, competencies were identified as being important to managing at the frontline manager (supervisory and upward) levels.

During 2007 the Innovation & Business Skills Australia Advisory Board (IBSA) conducted a major review of the Business Services Training Package and the major decision was made to replace the BSB41004 *Certificate IV in Business (Frontline Management)* with the BSB40807 *Certificate IV in Frontline Management*.

NEXT is offering both qualifications in 2008 with the *Certificate IV in Business (Frontline Management)* being phased out early 2009. If you are currently undertaking this qualification, you may still complete this Frontline Management program with NEXT Training, however, we recommend that you move to the BSB40807 Certificate IV in Frontline Management.

NEXT Training offers the new Frontline Management programs at Australian Qualification Framework levels four and five as competencies towards:

AQF 4	Certificate IV in Frontline Management BSB40807
AQF5	Diploma of Management BSB51107

The competency fields in BSB40807 Certificate IV in Frontline Management:

• Management	• Occupational Health and Safety
• Workplace Effectiveness	• Customer Service
• Financial Administration	• General Administration
• Information Management	• Innovation
• Interpersonal Communication	• IT Support
• Management	• Marketing
• Project Management	• Relationship Management
• Research	• Risk Management
• Workplace Effectiveness	• Writing

The primary difference between the frontline management program and other traditional management development programs is that it is based on workplace interaction learning. Interaction learning results in a higher return on your training investment because of the value of the workplace assignments undertaken.

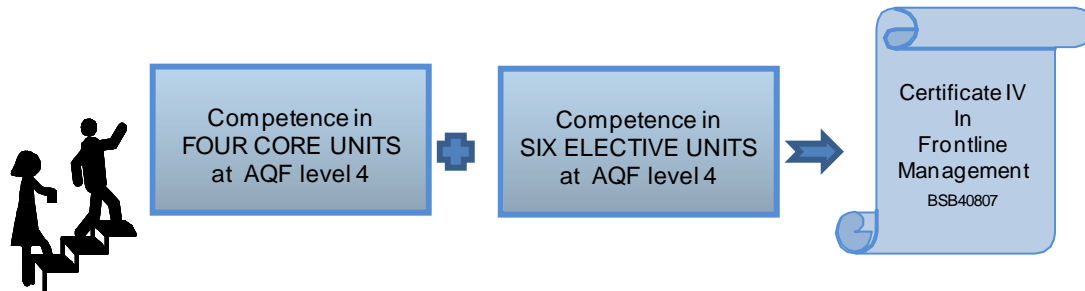
Participants earn a qualification, and organisations become more productive, resulting in a win-win outcome for all.

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Certificate IV in Frontline Management BSB40807

In order to achieve the Certificate IV in Frontline Management, ten (10) units of competency must be successfully demonstrated including four (4) core units plus six (6) six elective units, to Australian Qualifications Framework (AQF) level four.



Our scheduled Certificate IV in Frontline Management program:

CORE Modules	NEXT'S Code	NEXT's Module Title	BSB Unit Code
Module 2	4BFM2	Working Well Together (Effective Working Relationships)	BSBWOR401A
Module 3	4BFM3	Leadership in Action	BSBMGT401A
Module 4	4BFM4	Planning Operations	BSBMGT402A
Module 7	4BFM7	Making Safety Work	BSBCM411A
ELECTIVE Modules			
Module 1	4BFM1	Successful Self Management (Personal Organisation)	BSBWOR401A
Module 5	4BFM5	Building High Performance Teams	BSBWOR402A
Module 6	4BFM6	Managing Information Systems	BSBINM401A
Module 8	4BFM8	Winning with Professional Customer Service	BSBCUS401A
Module 9	4BFM9	Persuasive Presentations	BSBCMM401A
Module 10	4BFM10	Building in Quality (Continuous Improvement)	BSBMGT403A
Module 11	4BFM11	Developing a Learning Workplace Environment	BSBLED401A
Module 12	4BFM12	Managing Projects	BSBPMG510A
Module 13	4BFM13	Managing Risks	BSBRISK401A
Module 14	4BFM14	Better Business Writing	BSBWRT401A
Module 15	4BFM15	Taking Care of Business (Maintaining Current Business Technology)	BSBITS401A

Contact us for scheduled dates.

You have the choice of attending on a Friday and Saturday of each month, or a Thursday and Friday.

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Please note:

These are 'stand-alone' modules, so you can commence your program on any module! Delivery is on a continual basis, and because we have designed our own interactive resources (always in demand!), we are able to tailor the content to suit your specific needs and/or your organisation's specific needs and agree to mutually convenient dates.

We would be happy to map your personalised (or group) learning plan/pathway to suit, if required. Simply talk to us.

Who will benefit from this program?

This program is recommended for potential supervisors, co-coordinators, leading hands, team leaders and mid-level managers; and anyone requiring the essential skills needed to manage teams effectively.

Pathways into the qualification

You may have:

- Achieved the BSB30501 or the BSB31207 Certificate III in Frontline Management;
- Existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions;
- Some vocational experience in a supervisory role, but with no formal qualification.

Pathways from the qualification

After achieving the BSB40807 Certificate IV in Frontline Management, you can undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.



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The Strategy

Basically there are four steps involved:

Step 1 Contact NEXT to discuss the program

The team at NEXT can work with you to identify any areas of assistance that you or your organisation may want. We can discuss your individual career / vocational goals, and provide you with a "*Self Assessment of Competencies*" booklet. You will then be invited to complete the booklet, so that together we can determine your relevant AQF (Australian Qualification Framework) level for training and assessment.

Step 2 We also offer Recognition of Prior Learning (Recognition of Current Competence)

If you believe you already hold current competencies in any area, based on previous qualifications, work or life experience, RPL is available.

You will need to provide NEXT with evidence of performance to prove each of these competencies. Evidence can come in many forms, including products and/or processes, observation of workplace performance, and statements of verification from colleagues, completed "*Self-Assessment of Competencies*" booklet, etc.

Step 3 You then attend the training!

NEXT will work with you to create your own development plan, suggesting various learning options to meet your desired outcome.

NEXT will provide support prior to, during and after training, with set meetings and other tutorial advice sessions, however a workplace coordinator will best assist you in your learning development.

Each frontline management competency area relates to a NEXT training course. You will be provided with an innovative Learning Guide to work through during the course, as well as an assessment project to complete in the workplace, and report on for final assessment.

Step 4 Assess competency

Assessment against each of the unit's criteria will be conducted at agreed times. Assessment methods will include a workplace project, participation and contributions made during the face-to-face sessions, and observation or verification of practical, competent performance in the workplace.

NEXT provides constant support to participants during and after assessment. NEXT will meet with you to review your progress at relevant times. When you have achieved the appropriate number of core and elective units you will receive your qualification!

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Your investment

BSB40807 Certificate IV in Frontline Management

BSB40807 – entire program	\$2550.00
BSB40807 – per module	\$ 350.00
RPL process – full program	\$1375.00
RPL process – per module	\$ 175.00

- The scheduled public training approach consists of a suite of two day short courses and assessment at our training venue once a month, which includes a workplace action learning project.
- Each program delivered is valued on its own merits, however basic in-house options reduce the course and assessment fees considerably, which is great value-for-money for quality training!
- For corporate training and consulting, we develop the program to suit your organisation's needs, offering, within these customised programs, relevant and tangible scenarios and simulations, so that the participants will be able to find a direct relationship between the training and their working environment. This results in helping the participants to transfer their new-found knowledge immediately back into their workplace, which will most definitely increase your organisation's bottom line.
- Corporate in-house program investment fees are quoted upon consultation
- Fees are inclusive of comprehensive training and assessment materials, all resources, delivery and post-service support, lunch and morning and afternoon teas.
- Discounted group corporate rates apply.

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Our location ...

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WHY CHOOSE NEXT Training? Our track record ...

EXPERIENCE	<p>For the eighth year, NEXT continues to train Certificate IV and Diploma in Business (Frontline Management) programs as a corporate training process, customising material to suit our clients, and also delivering our 'scheduled public programs' and short executive development courses, within private and public sectors.</p> <p>NEXT Training is an eminent Recognised Training Organisation, established in 1992 under the ownership and direction of Rhonda Stephen. The NEXT Training operations represent well-respected quality training and personal development processes, in Australia and South Pacific region.</p> <p>We facilitate consistent action-learning '<i>set meetings</i>' with each group of learners to monitor their progress, providing ongoing mentoring to assist with their assignments.</p> <p>We are proud of our participants' results, many of whom have received promotions in their workplace, in Australia and overseas.</p>
RENOWNED QUALITY	<p>We are committed to delivering a high standard of training and assessments, and are proud of the outstanding results we are achieving at all levels of management within the public and private sectors.</p>
HUMAN RESOURCES	<p>NEXT ensure quality human resources, meeting the human resource standards required of NEXT's RTO status. Our extensive faculty is drawn from local, national and international, qualified and effective training providers, assessors, and organisational consultants, specialising in a variety of fields including Languages (English, French, Mandarin, and more), Hotel Management, Frontline Management, Human Resource Management, Workplace Assessment and Training Systems and Operations Management.</p> <p>We also arrange for guest speakers and expert trainers/assessors to be available relevant to the topic, as specialists in their particular field of expertise.</p>
UNIQUE DESIGN	<p>This is not an "off-the-shelf" pre-purchased product. Our expertise lies in our ability to deliver quality training resources, based on National Training Packages, which are exclusive to NEXT, having been developed in consultation with industry and commerce and past and present participants, with the future needs of the participants and/or their organisation being of primary importance.</p>
INNOVATIVE STRUCTURE	<p>This training program can be structured to suit work priorities of participants within your organisation.</p>
HIGHLY RELEVANT	<p>We focus on enterprise-specific application, with work-based projects allowing for 'real' and valuable practice. We tailor training of management and executive development programs to suit specific organisational needs. These programs are developed, customised and delivered as part of your organisational corporate strategies.</p>
PERSONALISED INSTRUCTION	<p>NEXT limits the number of participants on courses, resulting in a higher quality of satisfaction and achievement.</p>
OUR POST-SERVICE MONITORING PROCESS	<p>NEXT provides post-training evaluation and mentoring support service at no extra cost.</p>
AFFORDABLE QUALITY	<p>Training at its best, and most affordable.</p>

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Contact NEXT to discuss specific training and development needs.

You are welcome to contact us to discuss a range of issues to assist in evaluating current standards of performance and to determine relevant development/recognition areas to support your needs. Discussions could include:

- your individual career/vocational goals;
 - your organisational needs or restrictions;
 - the qualification competencies at different AQF levels, and packaging requirements for qualifications;
 - the related program structure, training modules/program parts;
 - any optional strategies for development and recognition (including RPL/Credit Transfer);
 - specific client service needs for training and assessment (including but not limited to language, literacy and numeracy requirements, physical access for events, dietary requirements, etc.).
- There are no barriers to entry on the grounds of age, gender, physical ability, or social background.

Please call and we will forward our scheduled 2008 – 2009 program dates.

Want more information?

Simply call the team at NEXT Training on 3856 0355, or 0407 635 865.

Thank you for this opportunity

We look forward to welcoming you to NEXT!

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