



Certificate IV in Business Frontline Management (BSB41004)

From the Business Services Training Package BSB01

For Switched On Business Operations Managers & Supervisors

This program is designed to provide Operations Managers and Supervisors with a framework to develop and perform their operations skills and business procedures while gaining a valuable Qualification. This program involves distance study from a variety of learning materials and includes a*practical component.

Course format: On-Job or Distance mode with personal coaching
Resources: High quality workbooks, CD tutorials and notes.
Fee: \$3,400.00 or \$275 deposit with our payment plan.
Ask for details of our convenient payment plan.

A sample Certificate IV Business (Frontline Management) includes:

- Develop work priorities (BSBCM402A)
- Show leadership in the workplace (BSBFLM402A)
- Manage effective workplace relationships (BSBFLM403A)
- Implement operational plan (BSBFLM405A)
- Monitor a safe workplace (BSBCM411A)
- Lead work teams (BSBFLM404A)
- Supervise quality customer service (BSBFLM407A)
- Promote innovation and change (BSBCM412A)

*Students will be required to demonstrate they are competent in line with each unit's requirements as part of their assessment.

Recognition of Skills:

Many people have built a wealth of experience and skills in their lifetime. We offer a recognition service for experience that fits the criteria of units for which you would like to gain recognition.

- Contact us for an Application for Recognition of Skills and Experience for units where there is likely to be evidence of current competency.

Equal Access:

Maxwells Services is committed to providing equal access and equity for our applicants, students and trainees.

Training & Learning

Learning is provided through several methods such as workplace learning, learner workbooks, textbooks, notes, CD tutorials and workshops.

*Assessment

Trainees are assessed by several methods for each unit/group of units. These can include for example a portfolio of work documents/samples, a supervisor's report, observation by your assessor of your work, work project reports and questioning by your assessor.

*Students will be required to demonstrate they are competent in line with each unit's requirements to achieve each unit.

Your Trainer & Assessor:

Heading our training team is Jenny Hemmings, the manager of Maxwells Services, who is a highly experienced business professional with 30 years in industry starting in customer service, and later, in business management. She has owned and successfully run several businesses and provided coaching for hundred's of small business owners and staff as well as career training and mentoring

Maxwells Services:

Maxwells Services is a Registered Training Organisation providing Fee-paid Distance courses and Recognition of Skills in Qld, NSW, ACT and Victoria and Traineeship Training and Assessment in New South Wales.

4 Reasons why Maxwells Services is the best training company to go with:

1. We believe that the purpose of On-Job Traineeship training is to assist Trainees to develop both professionally and personally resulting in enjoyment and a sense of pride and purpose in being successful
2. We provide very practical and current work-related training and assessment
3. We respond to you and your particular needs promptly
4. We follow through on our agreements with you because *"Your Success is our Goal"*

CONTACT US TO DISCUSS THIS FURTHER

Contact Us:



Phone: 02 6238 1927 ...0421 - 661 - 998
Fax: 02 6238 1961
Address: 13 Gibraltar St NSW 2621
Email: jennyh@maxwells-services.com.au
Web Site: www.maxwells-services.com.au