



# **Certificate IV in Frontline Management (BSB40807)**

**From the Business Services Training Package BSB07  
For Switched On Staff**

## **For Switched On Staff.**

This program is designed for Business Staff who are career minded and *switched on* to enhancing their skills in leadership and supervision skills in the front line. This program involves a commitment to a high standard of work and learning to gain this valuable Qualification.

**Course format:** Distance and Mixed delivery mode with personal coaching

**Resources:** High quality text, workbooks, and notes.

**Fee:** \$3,400 or \$250 deposit with our payment plan  
Ask for details of our convenient payment plan

### **A sample Certificate IV in Frontline Management of 10 units includes:**

- Show leadership in the workplace (BSBMGT401A)
- Implement operational plan (BSBMGT402A)
- Monitor a safe workplace (BSBOHS407A)
- Coordinate implementation of customer service strategies (BSBFLM312B)
- Address customer needs (BSBCUS402A)
- Implement customer service standards (BSBCUS403A)
- Report on financial activity (BSBFIA402A)
- Coordinate business resources (BSBADM409A)
- Promote innovation in a team environment (BSBINN301A)
- Promote products and services (BSBMKG413A)

\*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, and notes.

### **\*Assessment**

Clients 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 all states 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 formal training is to assist clients 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:**



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