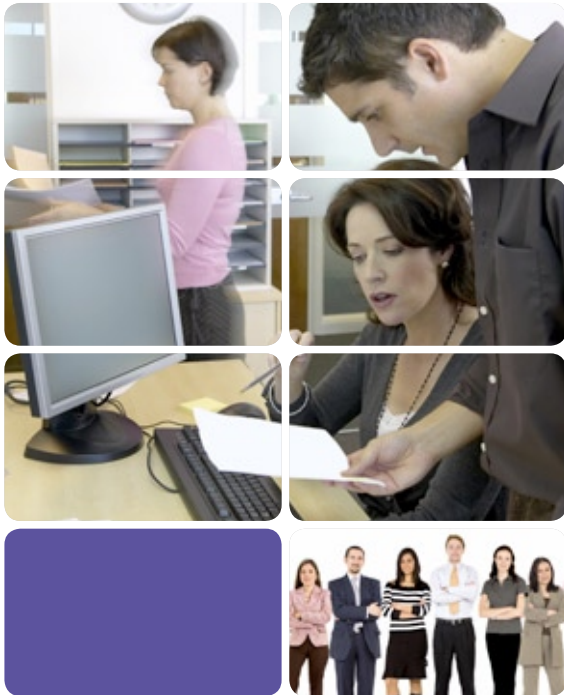


## **FRONTLINE MANAGEMENT CERTIFICATE IV**



### **PROGRAM OUTCOMES:**

#### **Teamwork**

- Implement effective workplace relationships
- Promote team effectiveness
- Staff interaction

#### **Efficiency**

- Implement continuous improvement
- Promote workplace learning
- Promote, support and manage innovation and change

#### **Management**

- Implement operational plan
- Develop work priorities
- Develop teams and individuals

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts.

They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

### **YOUR BUSINESS WILL GAIN:**

- Cost neutral
  - > Federal funding can mean that the only cost is your time
- Up skilling your team and having a qualified workforce
- More engagement from your staff
- Improved business environment for your people
- Improved and measurable business outcomes
- New management techniques and measurable outcomes
- More empowered managers and team leaders who can manage them selves and motivate and lead a team

### **YOUR TEAM WILL GAIN:**

- A nationally recognised qualification in Frontline Management
- Improved understanding of management techniques
- Improved leadership skills
- Better skills to facilitate continuous improvement in the workplace and team work in the organisation
- Opportunity to realise their full potential and take their role to the next level