



Candidate Information and Application Forms

BSB40807 Certificate IV in Frontline Management

You give this information to the candidate for them to read about the RPL process and to complete the appropriate forms.

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What does it mean to complete the BSB40807 Certificate IV in Frontline Management?

The BSB40807 Certificate IV in Frontline Management 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.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to the BSB40807 Certificate IV in Frontline Management include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.

Tips and hints to help you prepare for recognition

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.

Bring your position description and any performance appraisals you have from any training and assessment centres you have worked in.

Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?

Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.

Collect any certificates from in-house training or formal training you have done in the past.

You can speak with your training organisation about other ways you can show your skills in the vocational training and education industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

Steps in the RPL process

Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the training and assessment or VET industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- brief CV or work history
- certificates/results of assessment
- certificates/results of assessment – interstate/overseas
- certificates/results of assessment – universities
- results/statement of attendance/ certificates – vendor training courses
- results/statement of attendance/ certificates – in house courses
- results/statement of attendance/ certificates – workshops, seminars, symposiums, etc
- (If Defence Personal, RAAF, Army or Navy) Copy of PM Keys showing Course attended, qualifications received, posting and rank promotions.
- industry awards
- membership of relevant professional associations
- learning resources developed (including electronic forms: videos, MP4s, DVDs...)
- minutes of industry network meetings
- quality system documents
- audit reports and documents
- marketing information
- minutes of meetings where leadership and teamwork are evident
- attendance and enrolment forms
- diaries/task sheets/job sheets/log books
- feedback forms and comments
- references/letters from previous employers/supervisors
- hobbies/interests/special skills outside work
- any other documentation that may demonstrate industry experience (list)

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer training and assessment related questions to identify your current skills.

Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

Cost

Administration Cost	\$	100
If applicant enrolls in the 12 units the Administration will not apply.		
Cost of RPL per unit	\$	140
Full Qualification without RPL.....	\$	1,450
Full Qualification with RPL.....	\$	900
Extra cost per unit for any required Gap Training	\$	110
(All training resources are included in the training costs. Gap training is done with E Learning)		

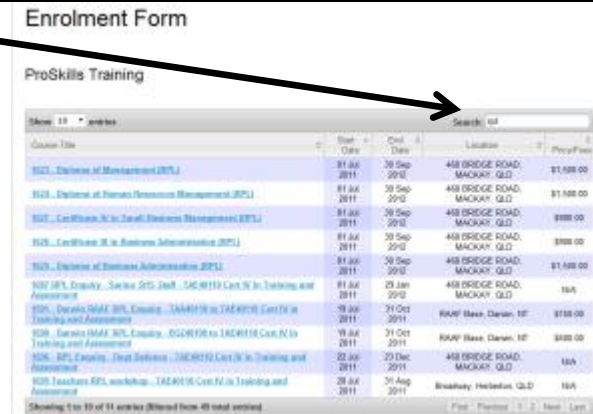
Skilling Solutions Queensland may pay \$500 towards your RPL

To Enrol or enquire go to
www.proskills.com.au

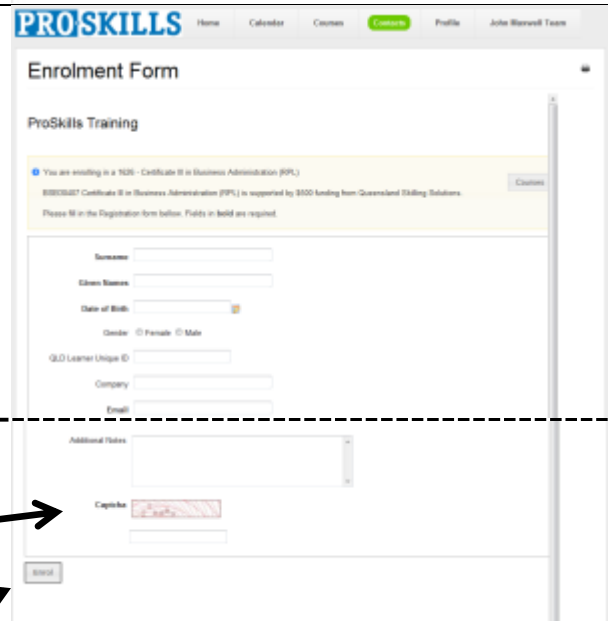


Click on Course List

In the SEARCH box type RPL then select the Qualification you want to Apply for RPL in.



Complete the Enrolment form.



When you are completing the Captcha note that this is a single digit number and then a simple word with the first lettered ad Captical

Once you have completed all details click on Enrol.

Employability Skills give you a general outline of what is required for the BSB40807 Certificate IV in Frontline Management

The following table contains a summary of the Employability Skills required by industry for the BSB40807 Certificate IV in Frontline Management. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for The BSB40807 Certificate IV in Frontline Management include
Communication:	<ul style="list-style-type: none">• communicating with team members and management to ensure open communication channels and to clarify issues• resolving conflict and disputes in the work team.
Teamwork:	<ul style="list-style-type: none">• being a role model for other team members• consulting and developing objectives with the work team.
Problem solving:	<ul style="list-style-type: none">• developing risk management approaches• developing techniques to address faults and inefficiencies.
Initiative and enterprise:	<ul style="list-style-type: none">• identifying and developing opportunities for improved work practices.
Planning and organising:	<ul style="list-style-type: none">• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance• preparing work plans and budgets.
Self-management:	<ul style="list-style-type: none">• actively seeking feedback on own performance from clients and colleagues• prioritising tasks.
Learning:	<ul style="list-style-type: none">• coaching and mentoring colleagues and team members to support the introduction of change.
Technology:	<ul style="list-style-type: none">• using business technology such as computer programs and telecommunications to collect and manage information.

**APPLICATION – Self Assessment Questionnaire
BSB40807 Certificate IV in Frontline Management**

Candidate Name: _____ Date Completed: _____

How often do you perform the following?

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
Core Units				
BSBMGT401A	Show leadership in the workplace			
BSBMGT402A	Implement operational plan			
BSBOHS407A	Monitor a safe workplace			
BSBWOR402A	Promote team effectiveness			
Elective Units				
BSBCMM401A	Make a presentation			
BSBRISK401A	Identify risk and apply risk management processes			
BSBMGT403A	Implement continuous improvement			
BSBWOR401A	Establish effective workplace relationships			
BSBWOR404A	Develop work priorities			
BSBLED401A	Develop teams and individuals extra			

Candidate Signature: _____ Date: _____

Evidence required on how you:**BSBMGT401A Show leadership in the workplace**

- Model high standards of management performance and behaviour
- Enhance organisation's image
- Make informed decisions

BSBMGT402A Implement operational plan

- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

BSBOHS407A Monitor a safe workplace

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

BSBWOR402A Promote team effectiveness

- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

BSBCMM401A Make a presentation

- Prepare a presentation
- Deliver a presentation
- Review the presentation

BSBRK401A Identify risk and apply risk management processes

- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of risk treatment/s

BSBMGT403A Implement continuous improvement

- Implement continuous improvement systems and processes
- Monitor and review performance
- Provide opportunities for further improvement

BSBWOR401A Establish effective workplace relationships

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

BSBWOR404A Develop work priorities

- Plan and complete own work schedule
- Monitor own work performance
- Coordinate professional development

BSBLED401A Develop teams and individuals

- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

RPL application form

Applicant Details:

1. Occupation you are seeking recognition in			
2 Personal Details			
Surname			
Preferred Title (Mr, Mrs, Ms, Miss)			
First Name/s			
Any other name used			
Home Address			
Postal address if different from above			
Telephone Numbers	Home:	Work:	
	Mobile:	Fax:	
Date of Birth	/ /		
Gender	MALE / FEMALE		
Age			
Are you a permanent Resident of Australia	YES / NO		
3 Current Employment			
Are you currently employed?	YES / NO		
If yes. Position currently in.			
Employer		
If Yes, in which occupation are you currently employed?			
Who is your current employer?			
4. Armed Forces details (If Applicable)			
Branch of Service			
Trade classification on discharge			

5. Further Training	
Have you undertaken any training courses related to the occupation applied for?	YES / NO
If Yes	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
6. Is there any further information you wish to give in support of your application?	
7. Professional Referees (relevant to work situation)	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	
Name Position Organisation Phone Number Mobile Number Email Address	

Applicant Employment History Form

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part-time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Attach additional sheet if required

If you are including documents in your application, please provide a brief description below

Supporting evidence	Tick the items you can provide	Year completed	Office Use Only – assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation
Brief CV or Work History			
Certificates/Results of Assessment			
Certificates/Results of Assessment – interstate/overseas			
Certificates/Results of Assessment – universities Results/Statement of Attendance/ Certificates – vendor training courses			
Results/Statement of Attendance/ Certificates – in house courses			
Results/Statement of Attendance/ Certificates – workshops, seminars, symposiums, etc			
Results/Statements of Attendance/ Certificates – club courses e.g. first aid, Surf Life Saving			
Industry awards			
Membership of relevant professional associations			

Our Mission:

- 1. We add value to someone everyday**
- 2. Everyday we will smile**

To enquire for a course with ProSkills Pty Ltd
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