Australian Academy of Business & Management

Australian Academy of Business & Management (AABM) delivers nationally recognised courses to Diploma level across Australia. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff and ultimately the success of its graduates. AABM's education technology platform enables students to fit study within their busy schedules and facilitates direct access to academic teaching staff and support services.

**Our vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

**Our mission** is to deliver quality education and training programs that give our students the chance to create an improved future for themselves in the form of employment, career advancement and pathways to further education and self-development.
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Certificate IV in Frontline Management - BSB40812

Description

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.

Through the Certificate IV in Frontline Management participants will develop leadership and supervisory skills. This qualification can be customised to meet the employment and career goals of each individual.

Career Outcomes

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

Course Fees

- Full course fees via Online learning = $950 AUD
- Full course fees via Distance Learning = $1,050 AUD
- Full course fees via RPL = $750 AUD

Payment Options:

1. You can pay the whole amount through secure online payment when you enrol in your course or via payment plan.

2. You can also choose the option to pay for the course on a $50/week payment plan.
Course Commencement

AABM does not have set course dates meaning individuals can enrol and commence their chosen course at any time.

Delivery

**Online** - Your skills and knowledge will be developed through AABMS online educational platform or

**Distance** - You will be assessed online, however you will receive your learning material (i.e. Books) in the post.

Duration

- This qualification requires 10 units, consisting of 4 core units, plus 6 elected units
- AABM courses are self-paced, giving participants the flexibility of completing the courses in the amount of time best suited to them. **Enrolments are valid for 24 months. Students can apply for an additional 6-month extension if required.**

Entry Requirements

Age Requirements

Minimum age for entry into this qualification is 16 years. If an individual is under 18 years their parent or guardian must sign a consent form.

Education and skills requirements:

Although there are no formal educational requirements needed to attend the course it is encouraged that participants have completed year 10 schooling. A solid understanding of the English Language is required as the course requires students to complete readings as well as written assessments.

Resource Requirements

Students must have access to a computer and may also need access to the following:

- Internet
- Scanner
- Adobe Acrobat reader
- Macromedia flash player
- Printer
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Core Units

**BSBMGT401A**
**Show leadership in the workplace**
- Model high standards of management performance and behaviour
- Enhance organisations image
- Make informed decisions

**BSBMGT402A**
**Implement operational plan**
- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

**BSBWOR402A**
**Promote team effectiveness**
- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

**BSBWHS401A**
**Implement and monitor WHS policies, procedures and programs to meet legislative requirements**
- Provide information to the work team about WHS policies and procedures
- Implement and monitor participation arrangements for the managing WHS
- Implement and monitor the organisations procedures for providing WHS training
- Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
- Implement and monitor organisational procedures for maintaining WHS records for the team
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Elective Units

**BSBMKG413A**
*Promote products and services*
- Plan promotional activities
- Coordinate promotional activities
- Review and report on promotional activities

**BSBCUS402B**
*Address customer needs*
- Assist customer to articulate needs
- Satisfy complex customer needs
- Manage networks to ensure customer needs are addressed

**BSBREL401A**
*Establish networks*
- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

**BSBFIA402A**
*Report on financial activity*
- Compile financial information and data
- Prepare statutory requirement reports
- Provide financial business recommendations

**BSBWOR404B**
*Develop work priorities*
- Plan and complete own work schedule
- Monitor own work performance
- Coordinate professional development

**BSBINN301A**
*Promote innovation in a team environment*
- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working

**BSBWRT401A**
*Write complex documents*
- Plan documents
- Draft text
- Prepare final text
- Produce document

**BSBMGT403A**
*Implement continuous improvement*
- Implement continuous improvement systems and processes
- Monitor and review performance
- Provide opportunities for further improvement
Elective Units

**BSBPMG522A**
Undertake project work
- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

**BSBRES401A**
Analyse and present research information
- Gather and organise information
- Research and analyse information
- Present information

**BSBCUS403B**
Implement customer service standards
- Contribute to quality customer service standards
- Implement customer service systems
- Implement team customer service standards

**BSBRSK401A**
Identify risk and apply risk management processes
- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of risk treatment/s

**BSBLED401A**
Develop teams and individuals
- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

**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
Recognition of Prior Learning (RPL)

Skilled but not qualified?

Wanting a new job, a promotion, change career, a pay rise or just to have qualification?

If you have the knowledge and skills but don’t hold a nationally recognized qualification to back it up, this may be holding you back from gaining employment or progressing in your career.

Recognition of Prior Learning (RPL) is a process whereby you demonstrate that you currently have the required skills and knowledge for appropriate units or qualifications within the industry, which you are experienced. RPL focuses on your life and work experiences and how they meet the criteria of the national qualifications.

Through your experiences you may be able to gain a full qualification or partial qualification. However you look at it, RPL may be the solution to this frustrating problem of having the skills but not the qualification.

Recognition of Prior Learning is available in a diverse range of areas, including Business, Small Business Management, Frontline Management, Human Resources, Administration and Bookkeeping. There is no need to attend classes because this service can be provided anywhere within Australia or overseas, at times that suit you.

What sort of skills may be considered for RPL?

- Learning from work or other forms of practical experience
- Learning from life experiences
- Courses studied at other Universities, VET colleges and schools
- Courses provided by professional bodies
- Courses provided by industry
- Courses provided by registered private providers

All of Australian Academy of Business and Managements courses are available via Recognition of Prior Learning.
How we support you

**Trainer**

At AABM we pride ourselves on providing participants with the best support throughout their course. Our team of highly qualified trainers are available on a daily basis for students requiring assistance in their studies. Our trainers provide valuable feedback to students and are available through email and phone calls during business hours.

**Student Support Team**

Our student support team are here to answer any general questions about us or about our courses and can be contacted through the website or by phone. Any queries on the website will be followed up by a phone call by our student support team. The team is always available to help you if you have any doubts, questions or queries. They will also provide you with assistance on unit selections and course recommendations in order for you to get the most out of the course.

**Coaching**

Coaches will be provided to students that require that extra push as they provide extra assistance as well as motivation. Our coaches provide students with helpful tips that will enable students to stay on track during their course.

**Counselling**

At AABM we understand how stressful and how difficult student life can be, this is why we provide all our students with free and confidential counselling. Our professional counsellor will listen to student's issues and provide advice on how to best manage them.

**Career guidance**

Our career guidance team is here to help out all students that are uncertain of which career path they want to take. Our team advises students on which courses to take in order to achieve certain career goals as well as advising students which career is best suited to their skill set.
Why Choose AABM?

- Nationally recognised training
- 24/7 support by phone and email
- All training materials provided
- No hidden costs
- Study where and when it suits you
- Progress at your own pace
- Combine self paced learning with experienced trainer support
- Continue working while you are studying
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are competency based
- Able to resubmit assessments until complete

Enrol Today!

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake online or distance learning. Students can “attend” a course at anytime, from anywhere.

Enrolling into the Certificate IV in Business through AABM is a quick and easy process.

1. Read the Student Handbook

2. Register as a student by completing the online enrolment form

3. Log into your student account and select your course.

If you require any additional information or assistance then please don’t hesitate to contact our friendly staff on (07) 5575 7052 or email admin@aabm.edu.au
Other Qualifications Available Through AABM Include:

- Certificate III in Business
- Certificate III in Business Administration
- Certificate IV in Business Administration
- Certificate IV in Business
- Certificate IV in Frontline Management
- Certificate IV in Small Business Management
- Certificate IV in Human Resources
- Certificate IV in Bookkeeping
- Diploma of Business
- Diploma of Management
- Dual Diploma of Management & Business