



Certificate IV FRONTLINE MANAGEMENT

Summer School

WYONG CAMPUS
FACULTY OF BUSINESS & COMPUTING

Develop skills in leading others and coordinating customer services activities in a range of industries, including the retail environment

17822 – CERTIFICATE IV FRONTLINE MANAGEMENT (BSB40807)

Commencing in 24 November 2011, this pilot program is designed to increase the opportunity and outcomes for school leavers. The training includes work placement aimed at providing increased pathways upon successful completion for:

- Employment (casual, part time or full time)
- Articulation to a Diploma program
- Entrance from a Diploma program into a University Business Degree program with advanced standing/credits toward the Degree program
- Combination of both (casual employment to offset university or TAFE study)

This course aims to provide learners with the knowledge and skills to work as a team leader, or in a supervisory, front line management position and while the focus of this course is on the retail industry, skills gained will not be limited to retail.

What you will study:

- Develop work priorities
- Provide work skill instruction
- Monitor a safe workplace
- Implement operational plan
- Promote innovation in a team environment
- Address customer needs
- Implement customer service standards
- Show leadership in the workplace
- Promote team effectiveness
- Promote products and services

Your study commitment:

Information session and first activity on 24 November 2011 8.30am-9.30am.

Attend training at the Wyong Campus for two days per week in the weeks commencing 12 December 2011; 16, 23 and 30 January 2012; 6, 13, 20 February 2012.

Participate in 35 hours of work experience in frontline management in a retail environment during this time.

Cost: Contact us to discuss, subsidies may be available

FOR MORE INFORMATION phone:

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