



## *USQ Administration*

*Certificate IV Business in Frontline Management*

*Diploma of Management*

### *Proposed Course*

These qualifications place particular emphasis on developing effective people skills, managing and leading teams, developing work priorities and managing operational plans.

The Certificate IV in Frontline Management and the Diploma of Management are excellent qualifications for developing line management and leadership skills. Experience demonstrates that having such qualifications certainly enhances gaining future opportunities for career development.

This program is not based on traditional classroom-focused teaching, but rather aimed squarely at your workplace needs. Each of the participants will be challenged to apply their learning in their workplace.

The combined programs require the successful completion of training workshops and work based assessments. **There are no exams.**

### *Topics covered include:*

- \* *Develop and manage work priorities*
- \* *Implement effective workplace relationships*
- \* *Implement and manage operational plans*
- \* *Promote and ensure team effectiveness*
- \* *Monitor and ensure a safe workplace*
- \* *Facilitate and implement continuous improvement*
- \* *Develop a workplace learning environment*
- \* *Prepare and manage budgets and financial plans*
- \* *Promote innovation and change*
- \* *Manage quality service*
- \* *Ensure team effectiveness*

**This program is based in your own workplace. Your work becomes your study.**