

BSB40307 Cert IV in Customer Contact (& FLM)



Your Management Qualifications

Global Training Institute fits in with Your Organisation so that training has the least interruption to your critical activities.

Options include

- ✓ On job training and assessment
- ✓ Come to your worksite
- ✓ Freecall number for help
- ✓ Practical workshops
- ✓ Comprehensive learning material
- ✓ Self paced audio and visual material
- ✓ Recognition of your current and prior experience and learning
- ✓ No exams
- ✓ As a guide, qualification can be completed within 10 months

Our Trainers have a wealth of management and training experience. They are all members of the Australian Institute of Management, have owned their own businesses as well as worked in management positions in private or government organisations. Our Trainers are very 'hands-on' and 'practical', providing you with 'Real Solutions that give Real Results'.



Shane Botting –
National Training Manager



GLOBAL
TRAINING
INSTITUTE
SKILLS. KNOWLEDGE. HOPE.

Call 1800 998 500
Australia Wide



Gain 2 Practical Supervision Qualifications...

Supervisors and Frontline Managers can gain further skills in coordinating their working team.

Discover and implement the practical strategies that will make a REAL difference.

Organisations who have trained their Frontline Managers and Supervisors with Global Training Institute have seen:

- ✓ Improved work performance, productivity, innovation and morale
- ✓ Increased staff retention
- ✓ Increased bottom line
- ✓ Smoother running teams
- ✓ Better communication ...

"The course is excellent. I have made many improvements to the way I do things. Our department has seen improvements in efficiency and productivity. We have implemented processes and procedures which are streamlining the way we currently do things. The training has helped me manage my time better through more efficient management practices and proactive working. My team have also improved as a result of my working with them. There is an improvement in our workplace through changed management techniques." Alan Heffernan, IT Leaders.

Your Practical Supervisors & Frontline Management Course includes 13 Practical Units
BSBMGT401A **Show Leadership in the Workplace**

- BSBCMN411A **Monitor a Safe Workplace**
- BSBMGT402A **Implement Operational Plan**
- BSBFLM412A **Promote Team Effectiveness**
- BSBCMN402A **Develop Work Priorities**
- BSBWOR401A **Establish Effective Workplace Relationships**
- BSBINN301A **Promote Innovation in a Team Environment**
- BSBMGT403A **Implement Continuous Improvement**
- BSBCUS401A **Coordinate Implementation of Customer Service Strategies**
- BSBLED401A **Develop Teams and Individuals**
- BSBMGT405A **Provide Personal Leadership**
- BSBCCO402A **Gather, Collate and Record Information**
- FNSICORG515A **Provide Mentoring and Coaching within the Workplace**

That's not all...

You will also receive 2 qualifications
Complete BSB40307 Certificate IV in Customer Contact

and also receive a **FREE**
BSB40807 Certificate IV in Frontline Management

"Through implementing new strategies, I have seen officers and team leaders take on more personal responsibility in developing their own skills and roles. Officers' career paths are now being documented and reviewed... I am noticing in my station an improvement in morale, personal involvement and responsibility undertaken by many officers in furthering their career skills and contributing to the team goals as a whole. Most officers have responded positively to this process and I am seeing that generally things are being discussed as a team in a constructive manner."

Greg Bomimeade, Australian Federal Police

"The session on setting 'Smart goals' was particularly relevant to my position as it will assist me in helping my team become part of the overall vision to achieve both their personal and work goals. The training sessions were excellent!"

Anita Leah Spencer, Winton Shire Council, Qld

"I can now provide leadership so that the others can follow. We're now implementing what we have learned"

Fred Meiring, Private Business.

How to get funding for your Qualification ...

The Federal and State Governments are supporting the training of people wishing to gain Certificate IV and Diploma qualifications.

Each State has different funding options, so give us a call at Global Training Institute to find the best funding available to get you trained.

If you would like to take advantage of the available funding for your training, call now on 1800 998 500.