



Program Name	BSB40807 Certificate IV in Frontline Management	December 2015 – December 2016
Learner's Name	B Briggs	E Beveridge

Instructions to Facilitator

- Complete the header information above.
- Enter details into the Learning Plan, ensuring all Elements, Knowledge and Performance Evidence are covered
- Provide a copy to the learner.
- Keep the original on record.

Instructions for Learner

- Collect any paper-based documentation in a file (portfolio of evidence) for when your course assessor next comes to visit.
- Please do not print large documents specifically for this purpose, as your assessor would prefer to view them electronically.
- Some evidence can be used to support more than one unit.

Date	Topics	Learning activities	Resources	Assessment Activities
	For all units			Job description – or letter from Supervisor / CEO outlining job role and main duties.
	Elective unit imported from another Qualification			Certificates and Academic Records for other courses completed at Certificate III, IV or Diploma level.
Week 1	BSBMGT402A Implement operational plan	Read Chapter 17 Management text and complete any relevant activities	Management – theory and practice 4th ed, Kris Cole Text. Shire Strategic Plan. Yearly planner template.	Develop a yearly calendar events planner for all significant community events for the Shire. Show how these events fit into the Shire's Strategic Plan (this information can be provided as part of a discussion with your assessor).
Week 2 - 3	BSBOHS407A Monitor a safe workplace	Read Chapter 28 Management text and complete any relevant activities	Management Text.	Show how you identify, plan for and document any risks and hazards to the

		Refer to the WorkSafe website for information and resources Refer to the Virtual Office website for information and resources	Government legislation and/or Shire policies and procedures relating to OHS. http://www.commerce.wa.gov.au/WorkSafe/ http://www.comcare.gov.au/virtual_workplaces/virtual_office/about_virtual_office .	community in your role as Community Development officer: <i>What safety legislation and guidelines do you refer to, to ensure the Shire is meeting their safety responsibilities to community members?</i> <i>Do you have a risk plan?</i> <i>How do you identify any potential hazards prior to events and are these documented?</i> <i>How do you ensure your own safety and that of your colleagues and customers within the Shire office and other facilities?</i> Collect evidence of the processes above (where appropriate, the information can be provided as part of a discussion with your assessor).
Week 4 - 5	BSBWOR402A Promote team effectiveness	Read Chapter 13 Management text and complete any relevant activities	Management Text.	Show how you work with teams (volunteers) to run community events. Show how you work with colleagues at the Shire. Collect evidence of the processes above (where appropriate, the information can be provided as part of a discussion with your assessor)
Week 6 - 7	BSBMGT401A Show leadership in the workplace	Read Chapter 9 Management text and complete any relevant activities	Management Text.	Show how you are responsible for attracting funding, organising, negotiating and running community events. Collect evidence of the above (where appropriate, the information can be provided as part of a discussion with your assessor). Complete the Workplace Activities on leadership (page 312 of text) and either negotiate to email your responses to your tutor, or save them in your portfolio.

Week 8 -9	BSBMGT403A Implement continuous improvement	Read Chapter 20 Management text and complete any relevant activities Access the Bb Learn course materials for this unit and complete the readings and activities.	Management Text Bb Learn course materials http://durack.Bb.Learnsites.com . Department for Communities Style Guide (PDF document) Writing Plain English Guide (PDF document).	Follow the instructions outlined in the assessment task for this unit (download this document from the Bb Learn course). Your assessment evidence could include the development of a formal electronic version of a Procedure Manual from your existing hand-written document. Refer to PDF document support resources to help you develop your procedure manual.
Week 10 - 11	BSBWRT401A Write complex documents			Provide at least one example of a grant that you have applied for that involved a substantial amount of writing. The Procedure Manual you develop will also be used as assessment evidence for this unit.
Week 12 - 13	BSBWOR404A Develop work priorities	Read Chapter 8 Management text and complete any relevant activities.	Management Text.	Show how you prioritise and schedule your work objectives and tasks: <i>What form of work diary do you use?</i> <i>How do you communicate your work objectives to colleagues?</i> <i>How do you measure your own performance?</i> <i>How does your supervisor monitor and measure your performance?</i> How do you ensure your projects and events are on track? Collect evidence of the processes above (where appropriate, the information can be provided as part of a discussion with your assessor). The yearly calendar events planner you develop will also be used as assessment evidence for this unit.
Week 14 - 15	BSBPMG510A Manage projects	Access the Bb Learn course materials for this unit and complete the readings and activities	Bb Learn course materials http://durack.Bb.Learnsites.com .	Provide <u>two</u> different examples of community grants for a project that you have applied for and attracted funding, showing how you have:

				<p>developed a project plan managed the budget monitored the project involved any other personnel communicated and reported on the project. Collect evidence of the above processes (where appropriate, the information can be provided as part of a discussion with your assessor).</p>
Week 16 - 17	BSBINN301A Promote innovation in a team environment	Read Chapter 18 Management text and complete any relevant activities	Management Text.	<p>Show how you have worked with other team members (colleagues and/or volunteers) to organise and run community events. Identify any innovative solutions you have used to solve problems that have arisen during the organising or running of the events. The development of the Procedure Manual will also be used as assessment evidence for this unit.</p>
Week 18	BSBRK401A Identify risk and apply risk management processes	Read Chapter 22 Management text and complete any relevant activities	Management Text.	<p>Discussion with the assessor about the risks that you have identified and the risk management processes that you have applied.</p>
Week 19	BSBWOR401A Establish effective workplace relationships	Read Chapter 7 Management text and complete any relevant activities	Management Text.	<p>Discussion with the assessor about different workplace relationships that you have established.</p>
Week 20	BSBCUS402A Address customer needs		Local Government legislation and/or Shire policies and procedures relating to customer service.	<p>Evidence for this unit will be: Your job description, or letter from your supervisor showing how you support the Shire community as part of your job role (this information can be provided as part of a discussion with your assessor). Any 'customer satisfaction' or other types of positive community feedback you have received.</p>