

**The Training House** provides a wide range of cost effective, nationally recognised training courses that have been designed to provide practical skills and competencies for those looking for meaningful careers and to support professional development. We offer flexible course modes for both accredited and non accredited training to suit individual needs, and can also provide customised, in-house training across Queensland, New South Wales and the ACT, as well as through distance learning.

### **INDUSTRY SPECIALISTS**

**The Training House** is a division of House With No Steps, one of Australia's leading Disability service providers, offering employment, education, training and community support services to over 2000 people with a disability each week. Since 1962 the House With No Steps has supported children and adults with an intellectual, physical, sensory or psychiatric disability to live, learn, work and connect in the community. HWNS also operates 25 varied commercial businesses.

This industry background enables The Training House to offer real insight, particularly to those in the Human Services sector, and ensure that courses are both relevant and practical. Our experience also enables us to readily tailor and deliver training material that responds effectively to the training needs of people with disabilities and those who support them.



[www.thetraininghouse.com.au](http://www.thetraininghouse.com.au)

#### **OPERATIONS OFFICE**

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A division of The Wheelchair & Disabled Association of Australia  
ABN 31001813403 NTIS Code 90157 NSW RTO ID 783



# The Training House

Community Services and Disability  
Work Training Specialists



**Certificate IV in  
Frontline Management  
(BSB40807)**

**Certificate IV in Frontline Management** is a nationally recognised qualification.

Participants are required to prove that they:

- Possess a broad range of theoretical knowledge relating to the assessment criteria
- Perform tasks at an acceptable level of skill
- Manage a number of different tasks within a job
- Take responsibility for the output and quality of work of themselves and others
- Respond appropriately to unexpected problems, changes in routine and failure of equipment
- Demonstrate effective supervision skills
- Can transfer skills and knowledge to new situations and contexts.

**For further information contact the training manager (02) 4946 8311.**

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To gain a national qualification you need to prove competence in 4 compulsory and 6 elective units.

#### **Compulsory Units**

- BSBMGT401A** Show leadership in the workplace
- BSBMGT402A** Implement an operational plan
- BSBOHS407A** Monitor a safe workplace
- BSBWOR402A** Promote team effectiveness

#### **Elective Units – examples are:**

- BSBWOR401A** Establish effective workplace relationships
- BSBRSK401A** Identify risk and apply risk management processes
- BSBPMG510A** Manage projects
- BSBMGT403A** Implement continuous improvement
- BSBINN301A** Promote innovation in a team environment
- BSBLED401A** Develop teams and individuals

#### **ADDITIONAL ACCREDITED QUALIFICATIONS FOR STAFF**

House With No Steps is a Registered Training Organisation, offering a range of accredited, vocational courses including:

- CHC30302** Certificate III in Disability Work
- CHC40302** Certificate IV in Disability Work

#### **TRAINING FOR SERVICE USERS**

We offer a range of competency based, pre-vocational and life skills training options for service users including **Certificate I in Work Preparation (CHC10102)**.



#### **ABOUT ACCREDITED COURSES**

This symbol denotes training that is accredited by the NSW VETAB (Vocational Education & Training Accreditation Board).



Courses are nationally recognised by employers and educational institutions.

All competencies must be achieved for a certificate to be issued.

Certificates that carry this symbol are from a National Training Package and, as such, meet the guidelines of the Australian Qualifications Framework.

