TARGET AUDIENCE
This leadership program targets administrative staff (e.g. receptionists, front office staff, bursars and business managers) interested in attaining a nationally recognised qualification using their existing role and work. Depending upon their current role, candidates complete face-to-face learning and a workplace-based action-learning project to achieve either a Certificate IV in Business (BSB40212) or a Diploma of Management (BSB51107).

In the Western Australian Catholic system, frontline services personnel provide essential administrative support in Catholic schools, at the Catholic Education Office of Western Australia (CEOWA) and in regional offices in the dioceses of Bunbury, Geraldton and Broome. Frontline services personnel are involved in business administration, finance and human resources management roles and include reception staff, administrative assistants, officer managers, finance officers, bursars and business managers.

RATIONALE
Frontline services personnel undertake their roles in complex and changing times, many without the benefit of formal qualifications. Despite the crucial roles frontline services personnel play in the smooth operation of our system and schools, they tend to be the last recipients of quality professional learning. The Frontline Services Program seeks to address this inequity. The program comprises two streams of competency-based professional learning that seek to assist frontline services personnel to attain either a Certificate IV in Business or a Diploma of Management.

PROGRAM PROVIDER
The Frontline Services program is facilitated and assessed by a team of workplace assessors from Central Business Solutions (CBS) Training. CBS is the corporate training section of the Business and Management Portfolio at the Central Institute of Technology (previously Central TAFE).

PROGRAM FACILITATORS
Learning Consultant: Michael Frame
Currently a training consultant with CBS, Michael worked as an executive and management consultant for more than 35 years in Australia, Africa, Europe and the USA. Michael has experience in the delivery of effective business outcomes and solutions for individuals and groups in the oil and gas, mining, tourism, financial services and training sectors. Michael has considerable exposure on turnkey projects and business service solutions implementation, often in multi-cultural environments and has worked extensively with local and overseas indigenous work forces.
Learning Consultant: Gaye Eley
Gaye’s original background was in the Information technology (IT) industry within the education sector in the United Kingdom where she undertook many roles including IT customer support, service delivery manager and project manager. Gaye migrated to Australia in 2006 where she worked in the real estate industry. In 2008, Gaye returned to the IT industry as global support manager and project manager for a Perth-based Software Company. Gaye has also served as project manager for a number of international clients within the oil and gas, mining and catering sectors.

ELIGIBLE PARTICIPANTS
Candidates for this program include school and CEOWA-based reception staff, administrative assistants, office managers, finance officers, bursars and business managers.

PROGRAM DAYS/DATES & STRUCTURE
Candidates for this leadership program have a choice of two possible streams: a Certificate IV in Business or a Diploma of Management.

Stream one: Certificate IV in Business (BSB40212)
This stream targets school and CEOWA administration staff (e.g. receptionists and administrative assistants) who have a business component in their work role, but are not responsible for the formal supervision of staff.

Through completion of this nationally recognised program, participants will develop:
- enhanced knowledge and skills with regard to the administration of human resources, effective customer service and simple workplace projects
- enhanced capacity to manage self and others.

This program is comprised of five full-day workshops. To minimise disruption to school or system operations, four of the five days associated with this program are scheduled during term two and term three school holiday periods. In addition to attending workshops, participants are required to undertake a work-based, action-learning project and write a report detailing project outcomes. Participants are required to present project outcomes and their key learnings during days four and five of the program. Specific modules of work covered during the face-to-face workshops and work-based, action-learning project include:

- BSBCUS403B Implement customer service standards
- BSBCUS402B Address customer needs
- BSBLED401A Develop teams and individuals
- BSBFIA402A Report on financial activity
- BSBREL401A Establish networks
- BSBPMG522A Undertake project work
- BSBRSK401A Identify risk and apply risk management processes
- BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBADM405B Organise meetings
- BSBWRT401A Write complex documents
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<tr>
<th>Day</th>
<th>Date</th>
<th>Venue</th>
<th>Times</th>
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<tr>
<td>Day one</td>
<td>Monday 6 July 2015 (Term two school holidays, week one)</td>
<td>The Newman Siena Centre 33 Williamstown Rd, Doubleview Room: S2.02</td>
<td>8:30am-4:00pm</td>
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<td>Day two</td>
<td>Tuesday, 7 July 2015 (Term two school holidays, week one)</td>
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<td>Day four</td>
<td>Wednesday, 30 September 2015 (Term three school holidays, week one)</td>
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<td>Day five</td>
<td>Thursday, 1 October 2015 (Term three school holidays, week one)</td>
<td>The Newman Siena Centre 33 Williamstown Rd, Doubleview Room: S2.02</td>
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**Stream two: Diploma of Management (BSB51107)**

This stream targets school and system administration staff who lead and manage people as a key component of their role (e.g. office managers, bursars and business managers).

Through completion of this nationally recognised program, participants will develop:

- enhanced skills and knowledge with regard to the leadership and management of human resources, customer service and projects
- enhanced capacity to lead and manage teams and individuals.

This program is comprised of five full-day workshops. To minimise disruption to school or system operations, four of the five days associated with this program are scheduled during term two and term three school holiday periods. In addition to attending workshops, participants are required to undertake a work-based, action-learning project and write a report detailing project outcomes. Participants are required to present project outcomes and their key learnings during days four and five of the program. Specific modules of work covered during the face-to-face workshops and work-based, action-learning project include:

- **BSBFIN501A** Manage budgets and financial planning
- **BSBDIV501A** Manage diversity in the workplace
- **BSBWHS501A** Ensure a safe workplace
- **BSBMGT515A** Manage operational plans
- **BSBWOR501B** Manage personal work priorities and professional development
- **BSBMGT516C** Facilitate continuous improvement
- **BSBWOR502B** Ensure team effectiveness
- **BSBCUS501C** Manage quality customer service
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<th>Day</th>
<th>Date</th>
<th>Venue</th>
<th>Times</th>
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**EXPECTATIONS**

The Executive Director, Catholic Education in Western Australia and the facilitators from CBS Training expect participants to commit to all dimensions of this program including attendance and participation in all days associated with the program and timely submission of assessment tasks. Lodgement of an application form for either stream of the program assumes awareness that participation in program modules takes precedence over competing school and personal priorities.

**ABSENCES**

For collegial and administrative purposes, it is important that participants complete the program in the allotted one-year timeframe. Although successful completion of the program requires attendance at all days associated with each stream, it is acknowledged that absence due to extenuating circumstances occurs from time to time (e.g. unexpected illness). Note that personal holiday plans and social events conflicting with program modules do not constitute acceptable reasons for absence. Further, periods of long service and other leave should be planned around module offerings.

If illness prevents attendance at a module, participants must contact Marnie Platt (Administrative Assistant, School Improvement Directorate) on (08) 6380 5116 or platt.marnie@ceo.wa.edu.au prior to the start of the module. Planned absences must be negotiated with Dr Shane Glasson (Learning and Development Consultant, Leadership Programs) on (08) 6380 5234 or glasson.shane@ceo.wa.edu.au. Excessive absence from the program will result in termination of enrolment.

**ONLINE EVALUATION**

The evaluation of each module is critical for the formulation of feedback for program facilitators and the ongoing refinement of program content and activities. To facilitate this process, participants will receive an email after every workshop from Marnie Platt. This email will contain a link to an online survey containing a series of quantitative and qualitative questions. To permit time for participants to complete the survey, the link will remain open for five days. Note that responses are confidential and that the tool does not permit identification of individuals.
PROGRAM VENUE
The venue for all program days is the Newman Siena Centre (33 Williamstown Rd, Doubleview). If accepted into the program, participants will receive an email from Marnie Platt confirming module dates and venues. Participants will also receive an email reminder prior to the commencement of each module with information regarding room changes, aspirant requirements and other program-related specifics.

COSTS
The costs associated with facilitation, course materials, venue hire and catering for both streams of this program (i.e. Certificate IV in Business and Diploma of Management) is $1,600 (including GST). For regional and metropolitan participants, the costs incurred via participant travel and accommodation will not be reimbursed and prospective candidates are required to make arrangements with their principals/CEO WA line managers prior to lodging an application. Participants who elect to commute by private vehicle from regional areas are encouraged to claim mileage on their personal income tax return. Consultation with the Australian Taxation Office regarding record maintenance is recommended.

COHORT SIZE & SELECTION
Entry to both streams of this program is highly competitive and participant numbers are capped at 20 participants per stream/per year. The quality of a candidate’s application form and endorsement provided by their principal or system supervisor are important aspects of the selection process.

CERTIFICATION
Participants who successfully attend and participate in all program components will receive a nationally-recognised qualification appropriate to their stream of choice. Participants from Catholic Schools or CEOWA will also receive a certificate of completion signed by the Executive Director, Catholic Education in Western Australia.

APPLICATION PROCEDURE
To be considered for selection, completed application forms must reach Marnie Platt (Administrative Assistant, School Improvement Directorate) by Friday, 19 June 2015 (Term two, week nine).

Post: PO Box 198, Leederville WA 6903
Fax: (08) 6380 5285
Email: platt.marnie@ceo.wa.edu.au

FURTHER INFORMATION
Please direct all enquiries regarding this program to Dr Shane Glasson on (08) 6380 5234 or glasson.shane@ceo.wa.edu.au