

First Line Management 4

The table below outlines the sequence, timing and the content for each module. Each module within Moodle provides details of what you need to do before you attend the face-to-face sessions.

This is a Flipped Classroom learning programme which uses a combination of online and face-to-face (F2F) learning. You will be introduced to the online learning material before the face-to-face session, where you will deepen your understanding.

You are required to manage your own learning and time, to ensure you complete all assessments within the given timeframes.

INTRODUCTION

DATE	SESSION	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Introduction	<p>During this initial introduction you will familiarise yourself with:</p> <ul style="list-style-type: none">▪ Programme details▪ Programme requirements▪ Your facilitator▪ Your group▪ Using different Moodle tools <p>You will be required to:</p> <ul style="list-style-type: none">▪ Meet with your manager to develop three individual learning goals▪ Submit these via Moodle	5	0

MANAGE WORKFLOWS IN AN ORGANISATION

MODULE 1 – SESSION 1				
DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-Face-to-Face (F2F) Online	<p>You will be required to read and complete activities in preparation for your first F2F group session in regard to:</p> <ul style="list-style-type: none"> ▪ How to run a successful business ▪ The importance of business planning ▪ Factors that affect business success <p>You will also create a Professional Profile and Reflective Journal.</p>	15	10 (Readings)
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relate to:</p> <ul style="list-style-type: none"> ▪ Identifying factors that can influence business success ▪ How these factors can influence the success of a business ▪ How to respond to these factors in order to achieve the entity's objectives ▪ The purpose of and the components of a business plan ▪ How a business plan can help achieve business goals ▪ Factors to consider when writing a business plan 	6.5	1.5 (Readings)
	Post-F2F Online	<p>Review content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> ▪ Notes you made in your workbook from your F2F session ▪ Session one online video and website resources ▪ Learning check ▪ Self-reflection 	12	10 (Readings)

MANAGE WORKFLOWS IN AN ORGANISATION

MODULE 1 – SESSION 2				
DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your F2F group session in regard to:</p> <ul style="list-style-type: none"> ▪ Managing workflow - analysing workflow and implementing change ▪ Developing objectives ▪ Developing a work plan ▪ Report writing 	15	10 (Readings)
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to:</p> <ul style="list-style-type: none"> ▪ Identifying benefits of good workflow management ▪ Identifying barriers and analyse workflow barriers ▪ How to respond to these barriers in order to achieve the entity's objectives ▪ How to report on workflow ▪ Setting operational goals that align with the business's high level goals ▪ Developing objectives that are clear and effective ▪ Communicating your objectives to your team and other stakeholders ▪ Updating your objectives when needed ▪ How to focus your operational plan on your organisation's bigger goals ▪ Communicating and consulting on your work plan with stakeholders ▪ Key stages and components of a work plan ▪ Monitoring, assessing and reporting on your plan 	6.5	1.5 (Readings)

MODULE 1 – SESSION 2

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Post-F2F Online	Review content and activities to consolidate your learning from your F2F session including: <ul style="list-style-type: none"> ▪ Notes you made in your workbook from your F2F session ▪ Session two online video and website resources ▪ Learning checks ▪ Self-reflection 	12	10 (Readings)
Due date:	Assessment Task One	In this assessment you will complete activities in relation to identifying your workplace and its requirements		20 (Assessment)

MANAGE STAKEHOLDER AND TEAM RELATIONSHIPS

MODULE 2 – SESSION 3				
DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your F2F group session in regard to:</p> <ul style="list-style-type: none"> ▪ Team and management structures ▪ Leadership versus management ▪ Emotional intelligence and situational leadership 	30	16 (Readings)
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to:</p> <ul style="list-style-type: none"> ▪ Why organisational structure is important ▪ Advantage and disadvantages of different management structures ▪ What management levels are ▪ What Mintzberg’s Managements Roles are ▪ The key characteristics of leaders and managers ▪ Comparing leadership and management ▪ Combining and developing leadership and management skills ▪ What is emotional intelligence? ▪ How can you develop the emotional intelligence of others? ▪ What is situational leadership? ▪ How can you practice it in the workplace? 	6.5	1.5 (Readings)

MODULE 2 – SESSION 3

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Post-F2F Online	<p>You will be looking at content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> ▪ Notes you made in your workbook from your F2F session ▪ Session four online video and website resources ▪ Learning checks ▪ Self-reflection 	16	15 (Readings)
Due date:	Assessment Task Two	In this assessment, you will complete activities associated with scoping your project.		20 (Assessment)

MANAGE STAKEHOLDER AND TEAM RELATIONSHIPS

MODULE 2 – SESSION 4				
DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your F2F group session in regard to:</p> <ul style="list-style-type: none"> ▪ Diversity and inclusive environment ▪ Managing performance ▪ Workplace coaching ▪ Effective communication 	30	16 (Readings)
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to:</p> <ul style="list-style-type: none"> ▪ Defining diversity ▪ Benefits of diversity in the workplace ▪ Diversity issues in the workplace ▪ Creating and maintaining an inclusive environment ▪ Why managing performance is essential ▪ Performance management systems and processes ▪ Managing the performance of a team ▪ What is organisational coaching? 	6.5	1.5 (Readings)

MODULE 2 – SESSION 4

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Post-F2F Online	<p>You will be looking at content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> ▪ Notes you made in your workbook from your F2F session ▪ Session four online video and website resources ▪ Learning checks ▪ Self-reflection 	16	15 (Readings)
Due date:	Assessment Task Three	In these assessments, you will complete activities relating to implementing your project		40 (Assessment)
Due date:	Assessment Task Four	In these assessments, you will complete activities relating to developing relationships through communication.		40 (Assessment)

MANAGE OWN PROFESSIONAL BEHAVIOUR IN THE WORKPLACE

MODULE 3 – SESSION 5				
DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your F2F group session in regard to:</p> <ul style="list-style-type: none"> ▪ Appropriate leadership behaviour ▪ Leadership attributes and responsibilities ▪ Time management and work-life balance 	30	14 (Readings)
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills that relates to:</p> <ul style="list-style-type: none"> ▪ Professional behaviour in the workplace ▪ Ethical behaviour in the workplace ▪ Socially appropriate behaviour in the workplace ▪ Culturally appropriate behaviour in the workplace ▪ Key values of appropriate behaviour in the workplace ▪ The key leadership attributes and how to develop them ▪ Leadership responsibilities ▪ How leaders use the Maslow’s Hierarchy of Needs ▪ Why is time management important? ▪ Minimising unproductive time ▪ Strategies for achieving work-life balance 	6.5	1.5 (Readings)

MODULE 3 – SESSION 5

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Post-F2F Online	<p>You will be looking at content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> ▪ Notes you made in your workbook from your F2F session ▪ Session five online video and website resources ▪ Learning checks ▪ Self-reflection 	14	11 (Readings)
Due date:	Assessment Task Five	In this assessment, you will complete a report regarding your project.		50 (Assessment)

Assessment Timetable

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DUE DATES FOR SUBMISSIONS	
Friday 5 th July 2019	TASK ONE <ul style="list-style-type: none"> ▪ Identify the workplace and its requirements
Friday 23 rd August 2019	TASK TWO <ul style="list-style-type: none"> ▪ Project scoping document
Friday 1 st November 2019	TASK THREE <ul style="list-style-type: none"> ▪ Implement the project
Friday 6 th December 2019	TASK FOUR <ul style="list-style-type: none"> ▪ Developing relationships through communication
Friday 21 st February 2020	TASK FIVE <ul style="list-style-type: none"> ▪ Reporting
Friday 21 st February 2020	TRAINING VERIFICATION <ul style="list-style-type: none"> ▪ Submit the Training Verification form for unit standards 29040 and 29039