

VIP

HOST MANAGEMENT

20
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Information Pack

CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT
- BSB40520

CUSTOMER RETENTION AND LOYALTY



GROW YOUR

LOYALTY



**GROW YOUR
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VIP
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CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT - BSB40520

Teaming up with The Drop, Be Trained by Barringtons have created the **VIP HOST MANAGEMENT PROGRAM**, the first of its kind, to be designed specifically for the Australian gaming market.

Focusing on the areas of customer service and the understanding of loyalty programs combined with an extensive leadership program, this course will help you develop and enhance your skills in leading and managing a team while building your service standards and loyalty programs.

This program combines accredited and non-accredited training to help you grow your Club's customer retention and loyalty.

This nationally accredited program addresses key areas of competencies for any leader, including:

-  Increase customer service and loyalty
-  Understanding your market
-  Set and manage VIP service expectations
-  Measuring your return on investment
-  Harness customer engagement for club success
-  Lead your teams success

PROGRAM PRE-REQUISTES

To qualify, you will need to have worked in a customer service based role in the club or hotel industry for at least three years with some supervisory experience.

Upon successful completion, students will obtain a nationally accredited Certificate IV in Leadership and Management - BSB40520

ENROLMENT LINK

[TO ENROL IN THE COURSE PLEASE CLICK HERE.](#)



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COURSE OUTLINE

CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT - BSB40520

This qualification reflects the role of individuals working as developing and emerging leaders and managers in the Club industry. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

WHAT JOB ROLES COULD MY TRAINING LEAD TO?

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: General Manager or CEO, Operations Manager, Gaming Manager, Membership Manager/Coordinator, Loyalty Program Manager/Coordinator, Gaming Team Leader/Customer Service Team Leader

AM I ELIGIBLE?

There are no prerequisite requirements for individual units of competency. Consideration will be given to your academic and/or work histories.

WHAT WILL I RECEIVE?

On successful completion learners will receive Certificate IV in Leadership and Management BSB40520 or a Statement of Attainment for competencies completed.

CAN I GO ON TO FURTHER TRAINING?

Yes. Successful completion of this course may gain recognition of your studies towards the Diploma of Leadership and Management or other Diploma qualifications.

HOW LONG WILL THE TRAINING TAKE?

Approximately 12 months of study time will be involved however, the training duration will depend on the timely

completion of your assessments.

WHERE, WHEN AND HOW CAN I TRAIN?

This qualification will be delivered through face to face workshops and workplace-based projects. View our website or call our office for further information.

IS WHAT I ALREADY KNOW TAKEN INTO ACCOUNT?

Your history of study, skills and experience does matter. Consideration is given to your prior life and work experiences as well as formal and informal training. This may be applied through Recognition of Prior Learning (RPL). Documentary evidence will be requested.

WHAT ELSE MIGHT I FIND USEFUL?

Additional information such as student support or study assistance can be accessed by calling 02 9899 0621 or visit www.barringtongroup.com.au To ensure a place in this course an enrolment form must be completed and paid. Enrolments can be made over the phone with a credit card, in person or via mail. Fees may be paid by credit card, cash, EFTPOS or money order.

MATERIALS NEEDED/ OTHER REQUIREMENTS:

A computer with internet access, pens and notebooks are needed. All learning resources will be provided by Be Trained.



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COURSE OUTLINE

QUALIFICATION REQUIREMENTS

Total number of units - 12

4 Core units + 8 Elective units - Unit selection based on the needs of the club industry

BSBLDR411 Demonstrate leadership in the workplace

This unit aims to teach the fundamentals of corporate social responsibility (CSR) and ethical business decision making. By being good corporate citizens, businesses can be conscious of the kind impact they are having on all aspects of greater society, including economic, social and environmental. At completion of the unit, individuals will be prepared to consult with stakeholders to develop, execute and evaluate CSR initiatives.

BSBLDR413 Lead effective workplace relationships

This unit aims to develop an individual's capacity to think strategically about an organisation, its macro environment and competitive position in the industry. Individuals will be guided on how to utilise strategy to maximise team capability to work towards achieving sustainable growth and viability.

BSBOPS402 Coordinate business operational plans

This unit develops individuals' leadership behaviour and management capabilities. In order to be an effective leader, one must set the standard for professional competency, ethical and moral behaviour. At completion of the unit, individuals will feel prepared to self-reflect, conquer leadership challenges and foster a positive workplace culture.

BSBXCM401 Apply communication strategies in the workplace

This unit provides an intellectual understanding of the dynamics and management of change. It covers techniques for mapping out and addressing the challenges associated with organisational change. Individuals will reflect on their ability to handle their emotions when dealing with change. The unit stimulates individuals' ability to act intelligently in practice, work effectively in groups and understand how to approach unexpected change.

BSBXTW401 Lead and facilitate a team

This unit equips individuals with the knowledge and skills to implement continuous improvement systems and encourage innovation in an organisation. There is particular emphasis on analysing information, monitoring performance and implementing strategies to create a learning-focused work environment. At completion of this unit, individuals will be confident to identify opportunities for improvement and make strategic business decisions to build a more effective work environment.

BSBLDR412 Communicate effectively as a workplace leader

This unit equips individuals with the knowledge and skills to implement continuous improvement systems and encourage innovation in an organisation. There is particular emphasis on analysing information, monitoring performance and implementing strategies to create a learning-focused work environment. At completion of this unit, individuals will be confident to identify opportunities for improvement and make strategic business decisions to build a more effective work environment.



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COURSE OUTLINE

BSBLDR414 Lead team effectiveness

This unit equips individuals with the knowledge and skills to generate innovation in an organisation. It will engage the use of creativity as a business tool for leaders to encourage ideation in their teams. In this unit individuals will learn about the value of creativity and innovation to both businesses and greater society. At completion of the unit, individuals will be well-informed about organisation-specific strategies to spur innovative thinking and creative practices.

BSBLDR521 Lead the development of diverse workforces

This unit aims to teach individuals how to develop and execute business plans. The skills required to gather information, develop, monitor and implement strategic plans to support dynamic workplaces will be developed in this unit. Individuals will feel prepared to execute business plans by applying their problem solving and leadership skills.

BSBPEF402 Develop personal work priorities

This unit covers the skills and knowledge to lead the development of strategic plans to achieve an organisation's vision and mission. It addresses analysing the environment, identifying risks and opportunities, succession planning and monitoring key performance indicators. Individuals will develop their communication and leadership skills to effectively inspire a team to achieve overarching plans.

BSBSTR401 Promote innovation in team environments

This unit aims to teach the fundamentals of critical thinking and reasoning to solve complex problems in the workplace. Critical thinking skills are invaluable across all disciplines, and will benefit individuals in workplace contexts, and in life beyond the learning environment.


BSBSTR502 Facilitate continuous improvement

This unit provides individuals with the appropriate knowledge of strategies to enhance professional development, learning and training opportunities in an organisation. Individuals will learn how to effectively implement and review strategy to improve a team's overall learning and development. The ability to enhance ones' own and others professional develop will deem practical for all disciplines, and such ambitious qualities will benefit individuals in life beyond the learning environment.

BSBOPS404 Implement customer service strategies

This unit provides individuals with the appropriate knowledge of strategies to enhance professional development, learning and training opportunities in an organisation. Individuals will learn how to effectively implement and review strategy to improve a team's overall learning and development. The ability to enhance ones' own and others professional develop will deem practical for all disciplines, and such ambitious qualities will benefit individuals in life beyond the learning environment.

For more information please contact your Be Trained Representative

 (02) 9899 0600

 pathway@barringtongroup.com.au

 www.barringtongroup.com.au



Be Trained by Barringtons RTO provider number 91397
This training is subsidised by the NSW Government
Date reviewed: May 2021 Version: 2



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TIMETABLE - 2021/22

CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT - BSB40520

SESSION 1

19th +20th
July

**WENTY LEGUES
CLUB**
50 Smith St,
Wentworthville
NSW

BSBLDR411 - Demonstrate leadership in the workplace
BSBOPS402 - Coordinate business operational plans
BSBLDR414 - Lead team effectiveness
BSBPEF402 - Develop personal work priorities

SESSION 2

13th + 14th
September

**RAMSGATE RSL
CLUB**
Cnr Ramsgate Rd
& Chuter Ave, Sans
Souci NSW

BSBLDR413 - Lead effective workplace relationships
BSBLDR412 - Communicate effectively as a workplace leader

SESSION 3

22nd + 23rd
November

**WESTS
CAMPBELLTOWN**
10 Old Leumeah
Rd, Leumeah NSW

BSBXTW401 - Lead and facilitate a team
BSBLDR521 - Lead the development of diverse workforces



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TIMETABLE - 2021/22

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SESSION 4

14th + 15th
February 2022

VENUE TBC

BSBXCM401 - Apply communication strategies in the workplace
BSBOPS404 - Implement customer service strategies


SESSION 5

9th + 10th
May 2022

**GRADUATION
TRIP - CROWN
MELBOUNE**

BSBSTR401 - Promote innovation in team environments
BSBSTR502 - Facilitate continuous improvement

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**THE
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ClubsNSW