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ClubsNSW

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**VIP**  
HOST MANAGEMENT

**CERTIFICATE IV IN LEADERSHIP  
AND MANAGEMENT BSB40520**  
CUSTOMER RETENTION AND LOYALTY

**INFORMATION PACK**

# VIP

HOST MANAGEMENT

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 course is delivered at multiple venues with different guest speakers to give students greater exposure to a variety of Clubs This also provides students with unique networking opportunities and an insight into how other Clubs in the industry operate. Learn skills to :



Increase customer service and loyalty



Measure your return on investment



Understand your market



Harness customer engagement for club success



Manage VIP service expectations



Lead your teams success

## Program Eligibility

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.

## Course Structure

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

## Networking Trip

2 day Melbourne Crown Experience/Graduation dinner is offered to students at an additional cost upon completion of all previous sessions and related assessments.

## The Drop Subscription

Students will also receive a 12 month free subscription to The Drop.

This training is subsidised by the NSW government.

# COURSE FAQs

## 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?

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 students 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 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.



### 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](http://www.barringtongroup.com.au). To ensure a place in this course an enrolment form must be completed.

### Materials needed/other requirements:

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

# COURSE OUTLINE

## QUALIFICATION REQUIREMENTS

Total number of units - 12

5 core units + 7 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.

### **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 equips students with the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

### **BSBOPS404 Implement customer service strategies**

This unit equips students with the skills and knowledge required to advise, carry out and evaluate customer service strategies. Individuals will develop skills and a broad knowledge of customer service strategies for addressing customer needs and problems. Individuals may provide guidance or delegate work related tasks to others.

[CLICK HERE TO REGISTER](#)

For more information please contact Be Trained by Barringtons on:

02 9899 0600

[enquiries@barringtongroup.com.au](mailto:enquiries@barringtongroup.com.au)

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

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