

BSB40807
Certificate IV in Frontline Management

Overview

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

This program will build the practical skills and knowledge to develop work priorities, promote team effectiveness, implement effective workplace relationships, implement operational plans and monitor a safe workplace. You can also choose to learn skills in promoting innovation and change, development of teams and individuals and managing projects.

Who is the course for?

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include a coordinator, leading hand, supervisor or team leader.

Prerequisite requirements:

There are no prerequisite requirements for individual units of competency. However, it would be expected that candidates would hold some vocational experience in a supervisory role but with no formal qualification.

Qualification rules

A total of 10 units is required to complete this qualification, as follows:

- 4 core units
- 6 elective units – at least 3 of the elective units must be selected from the elective units listed below. The other 3 elective units may be selected from the remaining elective units, the BSB07 Business Services training package or any other currently endorsed national training package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Course Outline

CORE

MODULE CODE	TITLE
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBOR402A	Promote team effectiveness

ELECTIVES (choose at least 3 from below)

MODULE CODE	TITLE
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity
BSBADM409A	Coordinate business resources
BSBINM401A	Implement workplace information system
BSBINN301A	Promote innovation in a team environment
BSBCM401A	Make a presentation
BSBITS401A	Maintain business technology
BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff
BSBMKG413A	Promote products and services
BSBPMG510A	Manage projects
BSBREL401A	Establish networks
BSBRES401A	Analyse and present research information
BSBRISK401A	Identify risk and apply risk management processes
BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities
BSBWRT401A	Write complex documents



How will the Course be conducted?

1 day workshop. Reading, activities, assessment tasks completed in workplace. OR
2-3 hour session followed by self-paced program and assessment tasks completed in
the workplace.