

Course Outline

BSB41004 Certificate IV in Business (Frontline Management)

This qualification is aimed at those individuals who have significant experience within a business environment and want to develop new Frontline Management oriented skills, enhance their existing skills, or be recognised for some of the Management and business skills they have accumulated.

This qualification has been designed to ensure the participants achieve a management outcome that will enable them to better lead the people around them, and take on the management functions of the business, specifically those skills required to manage the business at the 'frontline'.

Besides having a significant amount of experience in the workplace, there are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Classroom or Workshop style training sessions are offered for full completion of this qualification, within the **Work Plus Leadership Program** – outline attached. Alternatively, the participants can choose to complete some of the training in the leadership program and some more traditional and self paced.
- Work Books to provide knowledge as well as activities to enable you to practice your skills
- Work Book Assessment Activities to enable you to prove competence once you have gained the knowledge and skills necessary
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals
Negotiating the “Planned Outcomes” with the business and the individuals
Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Certificate IV in Business (Frontline Management) – the qualification rules

Requiring 8 units for the qualification.

- Competency is required in all 5 of the following specialist units:
 - BSBFLM403B Implement effective workplace relationships
 - BSBFLM405B Implement operational plan
 - BSBFLM412A Promote team effectiveness
 - BSBCMN402A Develop work priorities
 - BSBCMN411A Monitor a safe workplace

- Select 3 units from the following list, of which at least 1 unit must be a Frontline Management unit (i.e. must include BSBFLM in the unit code):
 - BSBFLM406B Implement workplace information system
 - BSBFLM409B Implement continuous improvement
 - BSBCMN404A Develop teams and individuals
 - BSBCMN410A Coordinate implementation of customer service strategies
 - BSBCMN412A Promote innovation and change
 - BSBCMN413A Implement and monitor environmental policies
 - BSBCMN416A Identify risk and apply risk management processes
 - BSBCMN419A Manage Projects
 - BSBEBUS403A Communicate electronically
 - BSBEBUS409A Lead and facilitate e-staff

Enrol now online or call 03 6331 2117 to talk to a Work Plus Development + Training representative today.