

Course Outline

BSB40807 Certificate IV in Frontline Management

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.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.

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. Flexibility

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

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

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Work Plus Development + Training representative today**

Certificate IV in Frontline Management – the qualification rules

Requiring 10 units for the qualification.

Four core units

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBOHS407A Monitor a safe workplace
- BSBWOR402A Promote team effectiveness

Six 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 listed below, 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.

- 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
- BSBCMM401A 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
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404A Develop work priorities
- BSBWRT401A Write complex documents

Pathways from the qualification

After achieving the BSB40807 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

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