

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.

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.

Qualification Requirements:

Total number of units = 10

4 core units

Field	Code	Unit Title
Management	BSBMGT401A	Show leadership in the workplace
	BSBMGT402A	Implement operational plan
Occupational Health and Safety	BSBOHS407A	Monitor a safe workplace
Workplace Effectiveness	BSBWOR402A	Promote team effectiveness

plus

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 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.

Field	Code	Unit Title
Customer Service	BSBCUS401A	Coordinate implementation of customer service strategies
	BSBCUS402A	Address customer needs
	BSBCUS403A	Implement customer service standards
Financial Administration	BSBFIA402A	Report on financial activity
General Administration	BSBADM409A	Coordinate business resources
Information Management	BSBINM401A	Implement workplace information system
Innovation	BSBINN301A	Promote innovation in a team environment
Interpersonal Communication	BSBCMM401A	Make a presentation
IT Support	BSBITS401A	Maintain business technology
Management	BSBMGT403A	Implement continuous improvement
	BSBMGT404A	Lead and facilitate off-site staff
Marketing	BSBMKG413A	Promote products and services
Project Management	BSBPMG510A	Manage projects

Relationship Management	BSBREL401A	Establish networks
Research	BSBRES401A	Analyse and present research information
Risk Management	BSBRSK401A	Identify risk and apply risk management processes
Workplace Effectiveness	BSBWOR401A	Establish effective workplace relationships
	BSBWOR404A	Develop work priorities
Writing	BSBWRT401A	Write complex documents