

Certificate IV in Frontline Management

BSB40807

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 as listed below

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
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.

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



This qualification outline shows qualification packaging rules as documented in the National Training Package. Course delivery options, scheduling and available elective units may vary.

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BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBITS401A	Maintain business technology
BSBMGT403A	Implement continuous improvement
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

