

## Certificate IV in Frontline Management BSB40807

### **Aim of the Program**

The aim of the Certificate IV in Frontline Management program is to provide participants with leadership skills and guidance to others and to take responsibility for the effective functioning and performance of the team and its work outcomes. Successful completion of the program results in the award of the nationally recognised qualification from BSB07 Business Services Training Package.

### **Target Audience**

Any person involved in for example: Team Leadership, Coordinating, Leading Hand or Supervisory positions. Typically they would report to a manager. Job roles and titles vary across different industry sectors.

### **Program 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. Elective units must be relevant to the work outcome, local industry requirements and the qualification level. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

### **Units in the Program**

There are 10 Units in the program (4 Required + 6 Elective).

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.

### **Required Units**

#### **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

### **Elective Units**

#### **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

### **Selecting Elective Units for Different Outcomes**

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

### **Supervisor, Sales Team**

#### **4 core units plus 6 elective units**

BSBCMM401A Make a presentation

BSBINN301A Promote innovation in a team environment

BSBINM401A Implement workplace information system

BSBLED401A Develop teams and individuals

BSBMKG413A Promote products and services

BSBREL401A Establish networks

**Team Leader, Business Unit**

**4 core units plus 6 elective units**

BSBFIA402A Report on financial activity  
BSBITS401A Maintain business technology  
BSBREL402A Build client relationships and business networks  
BSBRKG403B Set up a business or records system for a small office  
BSBRSK401A Identify risk and apply risk management processes  
BSBWRT401A Write complex documents

**Contact us**

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