

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.

ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

DURATION

12 - 24 Months

PRICE

\$2 300

QUALIFICATION RULES

Total number of units = 10

- 4 core units 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.

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.

CORE UNITS

(complete all 10 units of competency)

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 ELECTIVE UNITS

(complete 3 of the following units of competency)

Client and Customer Service

BSBCM410A Coordinate the 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

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