

## Certificate IV in Frontline Management BSB40807

### Course Description

The Certificate IV in Frontline Management reflects the role of individuals who take the first line of management in a wide range of organizational and industry contexts. Possibly they have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Usually they would report to a manager.

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

Participants currently in a coordinator, supervisor or team leader position would be well suited for this qualification.

### Delivery

There are 10 units in this qualification, one day per month for ten months, four core units and six elective.

### 4 Core Units:

- **BSBMGT402A – Implement Operational Plan**
  - Implement operational plan
  - Implement resource acquisition
  - Monitor operational performance

#### Occupational Health and Safety

- **BSBOHS407A – Monitor a Safe Workplace**
  - Provide information to the workgroup about OHS policies and procedures
  - Implement and monitor participative arrangements for the management of OHS
  - Implement and monitor the organizations procedures for providing OHS training
  - Implement and monitor procedures for identifying hazards and assessing risks
  - Implement and monitor the organizations procedures for controlling risks

#### Management

- **BSBMGT401A – Show leadership in the workplace**
  - Model High standards of management and performance behavior
  - Enhance organizations Image
  - Make informed decisions



## Workplace Effectiveness

- **BSBWOR402A – Promote Team Effectiveness**
  - Plan to achieve team outcomes
  - Develop team cohesion
  - Participate in and facilitate work team
  - Liaise with management

## **6 Elective Units:**

- **BSBWOR404A – Develop work priorities**
  - Plan and complete own work schedule
  - Monitor own work performance
  - Coordinate professional development

## Customer Service

- **BSBCUS401A – Coordinate Implementation of Customer Service Strategies**
  - Advise on customer service needs
  - Support implementation of customer service strategies
  - Evaluate and report on customer service

## Management

- **BSBMGT403A – Implement continuous improvement**
  - Implement continuous improvement systems and processes
  - Monitor and review performance
  - Provide opportunities for further improvement

## Project Management

- **BSBPMG510A – Manage projects**
  - Define project
  - Develop project plan
  - Administer and monitor project
  - Finalize project
  - Review project

## Interpersonal Communication

- **BSBCMM401A – Make a Presentation**
  - Prepare a presentation
  - Deliver a presentation
  - Review the Presentation

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## Sustainability

- **BSBWOR401A – Establish Effective Workplace Relationships**
  - Collect, analyze and communicate information and ideas
  - Develop trust and confidence
  - Develop and maintain networks and relationships
  - Manage difficulties into positive outcomes