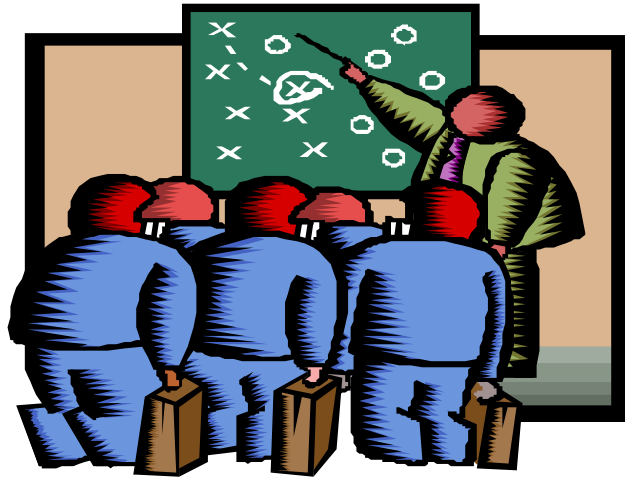


# BSB40807

## Certificate IV in Frontline Management



This qualification is defined in the nationally endorsed Business Studies Training Package (BSB 07).

A Training Package links workplace competencies with qualifications under the Australian Qualifications Framework.

- ◆ Have your existing skills and knowledge recognised
- ◆ Gain a qualification or have a single competency recognised
- ◆ Contextualised to your workplace
- ◆ Flexible training delivery

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# BSB40807

## Certificate IV in Frontline Management

The roles of frontline managers vary according to the organisation and the scope of their position. Workers with this qualification could be team leaders, supervisors, front desk managers, line managers in a wide range of organisations across the full diversity of Australian business, for example manufacturing, hospitality and retail.

This program is available only on a **fee-for-service** basis and may be delivered as a class-room or self-paced distance mode.

Participants who have already completed competency units can claim credit transfer at no cost.

Those who can demonstrate competence based on prior learning can take advantage of accelerated progression.

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## Certificate IV in Frontline Management

### Programme Structure – 10 units of competency

#### Four compulsory core units

- ◆ BSBMGT401A Show leadership in the workplace
- ◆ BSBMGT402A Implement operational plan
- ◆ BSBOHS407A Monitor a safe workplace
- ◆ BSBWOR402A Promote team effectiveness

#### Plus six elective units

A minimum of three (3) units must be selected from the list below

A maximum of three (3) units may be selected from the BSB07 Business Services Training Package or other endorsed Training Package

One (1) unit may be selected from either a Certificate III or Diploma level qualification

- ◆ BSBINM401A Implement workplace information system
- ◆ BSBMGT403A Implement continuous improvement
- ◆ BSBWOR404A Develop work priorities
- ◆ BSBCUS401A Co-ordinate implementation of customers service strategies
- ◆ BSBWOR401A Establish effective workplace relationships
- ◆ BSBCUS402A Address customer needs
- ◆ BSBRSK401A Identify risk and apply risk management processes
- ◆ BSBPNG510A Manage projects
- ◆ BSBCUS403A Implement customer service standards
- ◆ BSBFIA402A Report on financial activity
- ◆ BSBINN301A Promote innovation in a team environment
- ◆ BSBCMM401A Make a presentation
- ◆ BSBITS401A Maintain business technology
- ◆ BSBADM409A Coordinate business resources
- ◆ BSBMKG413A Promote products and services
- ◆ BSBREL401A Establish networks
- ◆ BSBRES401A Analyse and present research information
- ◆ BSBWRT401A Write complex documents
- ◆ BSBMGT404A Lead and facilitate offsite-staff

# Alan Bartlett Consulting

Vocational Education & Training Specialists

- ◆ ABN 38 010 041 835
- ◆ ACN 010 041 835
- ◆ National RTO No 5800
- ◆ Registered to deliver training and issue qualifications from the following national training packages:
  - ◆ PMA 02 Chemicals, Hydrocarbons & Oil Refining
  - ◆ PMC 04 Manufactured Mineral Products
  - ◆ PML 04 Laboratory Operations
  - ◆ BSB 07 Business Servicesin all states and territories of Australia.
- ◆ Corporate Member Association of Geotechnical Testing Authorities

	Cert. I	Cert. II	Cert. III	Cert. IV	Diploma	Advanced Diploma
Laboratory Operations		✓	✓	✓	✓	✓
Chemical, Hydrocarbons & Oil Refining	✓	✓	✓	✓		
Manufactured Mineral Products	✓	✓	✓	✓		
Business Services				✓		

