
Certificate IV in Frontline Management BSB40807

Description

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.



Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Coordinator; Leading Hand; Supervisor; Team Leader.

Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB30504 Certificate III in Frontline Management or other relevant qualification/s OR
- providing evidence of competency in the majority of units required for the BSB30504 Certificate III in Frontline Management or other relevant qualification/s OR
- with some vocational experience in a supervisory role but no formal supervisory qualification.

After achieving the BSB40807 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

Qualification Rules

4 Core Units + 6 Elective Units = 10 Units

Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

4 Core Units:

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

3 Elective Units from the following list:

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| BSBADM409A | Coordinate business resources |
| BSBCMM401A | Make a presentation |
| BSBCUS401A | Coordinate implementation of customer service strategies |
| BSBCUS402A | Address customer needs |
| BSBCUS403A | Implement customer service standards |
| BSBFIA402A | Report on financial activity |
| BSBINM401A | Implement workplace information system |
| BSBITS401A | Maintain business technology |
| BSBMGT403A | Implement continuous improvement |

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| BSBMGT404A | Lead and facilitate off-site staff |
| BSBMKG413A | Promote products and services |
| BSBPMG510A | Manage projects |
| BSBREL401A | Establish networks |
| BSBRES401A | Analyse and present research information |
| BSBRSK401A | Identify risk and apply risk management practices |
| BSBWOR401A | Establish effective workplace relationships |
| BSBWOR404A | Develop work priorities |
| BSBWRT401A | Write complex documents |

The other 3 elective units may be selected from any units listed above, or from the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed above this unit may be selected from a Certificate III qualification or from a Diploma qualification.