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# Certificate IV in Frontline Management BSB40807

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## 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. 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.

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### 4 core 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

At least **3** of the **elective units** must be selected from the elective units listed below.

#### 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

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

**Writing**

BSBWRT401A Write complex documents

The remaining **3 elective units** may be selected from the elective units listed above, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed above, **1 unit** may be selected from either a Certificate III or Diploma qualification.