

BSB40807 Certificate IV in Frontline Management

About the course

Frontline managers provide leadership and guidance to others in the workplace and usually have responsibility for the effective functioning and performance of the team and its work outcomes. Typically they report to a middle or senior manager. Job titles for frontline managers might include (but are not limited to) coordinator, leading hand, 2IC (second-in-command), team leader and supervisor.

The *Certificate IV in Frontline Management* is designed for individuals who are, or who would like to be, in the first line of management and can be applied to a wide range of organisational and industry contexts. In this area of management it is often the case that supervisors (particularly those new to the role) may have qualifications and/or technical skills in their vocation or profession, yet require development of supervisory skills such as demonstrating leadership, effective communication, supervising teams and individuals, planning and prioritisation.

There are no entry requirements for this qualification, however preferred pathways for candidates considering this qualification include having achieved the *BSB31207 Certificate III Frontline Management* or other relevant qualification/s OR vocational experience in a supervisory role but no formal qualification.

After achieving this qualification candidates may undertake *BSB51107 Diploma of Management*.

Course requirements

Students need to complete a total of ten units of competency – four compulsory units and six electives. Elective units are selected in conjunction with the student and the workplace to ensure the qualification is relevant to the job role, work outcomes, and industry requirements.

Compulsory units

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

Elective units

The list below is an example of the electives that are available, others can be chosen from other packages. Electives do not have to be selected on enrolment and can be changed at any time during the training program.

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS402A Address customer needs
- BSBCUS403A Implement customer service standards
- BSBFIA402A Report on financial activity
- BSBADM409A Coordinate business resources
- BSBINM401A Implement workplace information system

- BSBINN301A Promote innovation in a team environment
- BSBCMM401A Make a presentation
- BSBITS401A Maintain business technology
- BSBMGT403A Implement continuous improvement
- 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 processes
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404B Develop work priorities
- BSBWRT401A Write complex documents

Training and assessment options

Recognition First has an individualised approach to training and assessment, with initial and ongoing opportunities for Recognition of Prior Learning (RPL). On enrolment students go through a pre-assessment process to determine if any initial RPL can be given

All students are given qualification/course outlines which give detailed descriptions of all competencies students will be required to complete in order to be awarded the qualification, as well as relevant text books and required readings.

Individual Training plans are then created to suit the needs of the individual learner. Training methods and timelines are chosen based upon the delivery mode and students' workplace situation.

The options for delivery modes include:

- Flexible-work based
- Distance
- Classroom or workshop based

Assessment processes for this qualification include:

- Written tasks/assignments
- Oral assessments/tests
- Practical demonstrations
- Application for recognition of current/acquired skills