

# Certificate IV in Frontline Management

(BSB40807)

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.

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 titles and roles vary across different industries. Possible job titles relevant to this qualification include:

- > Coordinator
- > Leading Hand
- > Supervisor
- > Team Leader



Upon completion of this qualification, you can articulate directly into higher programs including Diploma and Advanced Diploma in Business. Refer to [www.nacinfo.com.au](http://www.nacinfo.com.au) for specific industry pathways.

## Packaging Rules

Certificate IV in Frontline Management requires a total of 10 units to be completed. 4 core units and 6 elective units including 3 electives from the elective units listed below. The remaining 3 electives may be selected from the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Recruitment.  
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## **Core units**

### *Management*

- BSBOHS407A Monitor a Safe Workplace
- BSBMGT401A Show Leadership in the Workplace

### *Occupational Health and Safety*

- BSBMGT402A Implement Operational Plan

### *Workplace Effectiveness*

- BSBWOR402A Promote Team Effectiveness

## **Elective units**

### *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

*Workplace Effectiveness*

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

*Writing*

BSBWRT401A Write complex documents

If it is applicable, participants enrolling in this course are encouraged to apply for Recognition of Prior Learning or credit transfer.

**Cost:** \$3,575 for full certificate (No GST on full certificates)  
Price may vary due to RPL process and delivery of program  
Also available under a Contract of Training (conditions apply)