



BSB40807 CERTIFICATE IV IN FRONTLINE MANAGEMENT

This course is designed for individuals currently performing in a frontline management role, having some responsibility for other staff and their workload, for managing yourself and their own work load and being responsible for some “senior” level work. This might be work involving complex decisions and work where they must use competencies for performing processes and adherence to procedures. They are also perhaps called upon to apply your own initiative and have some discretion in the use of resources.

ENTRY REQUIREMENTS

Students wishing to attend this course should be:

- in a frontline management role;
- responsible for other staff and their workload;
- managing their own work load;
- responsible for some “senior” level work; and
- able to initiate and have discretion in the use of resources.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a front line capacity 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.

EMPLOYMENT OPPORTUNITIES

Employment opportunities relevant to this qualification may include Coordinator, Leading Hand, Supervisor, Team Leader.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Team Leader or Site/Department Manager.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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COURSE OUTCOMES

Gain the skills required to:

- communicate with team members and management to ensure open communication channels and to clarify issues
- be a role model for team members
- develop work objectives through consultation
- prepare work plans and budgets
- support the introduction of change through coaching and mentoring colleagues and team members
- collect and manage information by using business technology such as computer programs and telecommunications
- develop risk management approaches
- identify and develop work practices opportunities
- prioritise tasks
- resolve conflict and disputes in the work team

COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 4 core units (as per the list below) and 6 elective units (at least 3 must be chosen from the elective list below and the remaining 3 can be chosen from the remaining elective units or from the Certificate IV Retail Mgmt, Certificate IV Business or Certificate IV TAA qualifications that Target Training offers).

Alternatively, one of these elective units may be chosen from Certificate III level or Diploma level qualifications that Target Training offers.

CORE UNITS

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

ELECTIVE UNITS

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 systems
BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff
BSBMKG413A	Promote products and services
BSBPMG501A	Manage projects
BSBREL401A	Establish networks
BSBRSK401A	Identify risk and apply risk management processes
BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities
BSBWRT401A	Write complex documents



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Learning Outcomes

CORE UNITS:

BSBMGT401A Show leadership in the workplace

1. Model high standards of management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

BSBMGT402A Implement operational plan

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

BSBOHS407A Monitor a safe workplace

1. Provide information to the workgroup about OHS policies and procedures
2. Implement and monitor participative arrangements for the management of OHS
3. Implement and monitor the organisation's procedures for providing OHS training
4. Implement and monitor procedures for identifying hazards and assessing risks
5. Implement and monitor the organisation's procedures for controlling risks
6. Implement and monitor the organisation's procedures for maintaining OHS records for the team

BSBWOR402A Promote team effectiveness

1. Plan to achieve team outcomes
2. Develop team cohesion
3. Participate in and facilitate work team
4. Liaise with management

ELECTIVE UNITS:

BSBCUS401A Coordinate implementation of customer service strategies

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

BSBCUS402A Address customer needs

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed

BSBCUS403A Implement customer service standards

1. Contribute to quality customer service standards
2. Implement customer service systems
3. Implement team customer service standards

BSBINM401A Implement workplace information systems

1. Identify and source information needs
2. Collect, analyse and report information
3. Implement information systems
4. Prepare for information system changes

BSBINN301A Promote innovation in a team environment

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

BSBCMM401A Make a presentation

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

BSBMKG413A Promote products and services

1. Plan promotional activities
2. Coordinate promotional activities
3. Review and report on promotional activities

BSBRSK401A Identify risk and apply risk management processes

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

BSBWOR404A Develop work priorities

1. Plan and complete own work schedule
2. Monitor own work performance
3. Coordinate professional development

BSBWOR401A Establish effective workplace relationships

1. Collect, analyse and communicate information and ideas
2. Develop trust and confidence
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

BSBFIA402A Report on financial activity

1. Compile financial information and data
2. Prepare statutory requirement reports
3. Provide financial business recommendations



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BSBADM409A Coordinate business resources

1. Determine resource requirements
2. Acquire and allocate resources
3. Monitor and report on resource usage

BSBMGT403A Implement continuous improvement

1. Implement continuous improvement systems and processes
2. Monitor and review performance
3. Provide opportunities for further improvement

BSBMGT404A Lead and facilitate off-site staff

1. Facilitate off site work outcomes
2. Support off site staff
3. Manage off site staff performance

BSBPMG510A Manage projects

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBREL401A Establish networks

1. Develop and maintain business networks
2. Establish and maintain business relationships
3. Promote the relationship

BSBWRT401A Write complex documents

1. Plan documents
2. Draft text
3. Prepare final text
4. Produce document

BSBWOR401A Establish effective workplace relationships

1. Collect, analyse and communicate information and ideas
2. Develop trust and confidence
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

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