



BSB40807 - Certificate IV in Frontline Management

COURSE OUTLINE

Who is this program for?

For employees who may have existing qualifications and technical skills in a given vocation, that require skills or recognition in supervisory functions.

Duration

The duration of the course is 12 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Nil

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

A total of 10 units must be selected. This must include 4 core units and then a selection of 6 elective units.

Qualification

At the completion of all units of competency candidates are awarded with BSB40807 Certificate IV in Frontline Management.

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Coordinator, Leading Hand, Supervisor, Team leader (anyone who will control the work environment with supervision).

Who can I contact for more information?

traineeships@changenetwork.com.au

CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBMGT401A	Show leadership in the workplace	This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.
BSBMGT402A	Implement operational plan	This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.
BSBOHS407A	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBWOR402A	Promote team effectiveness	This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

ELECTIVE UNITS (Choose 6)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCUS401A	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBCUS402A	Address customer needs	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
BSBCUS403A	Implement customer service standards	This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.
BSBFIA402A	Report on financial activity	This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.

BSBADM409A	Coordinate business resources	This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.
BSBINM401A	Implement workplace information system	This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.
BSBINN301A	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBCMM401A	Make a presentation	This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.
BSBITS401A	Maintain business technology	This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.
BSBMGT403A	Implement continuous improvement	This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBMGT404A	Lead and facilitate off-site staff	This unit describes the performance outcomes, skills and knowledge required to supervise staff that perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements.
BSBMKG413A	Promote products and services	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
BSBPMG510A	Manage projects	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.
BSBREL401A	Establish networks	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

BSBRES401A	Analyse and present research information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.
BSBRK401A	Identify risk and apply risk management processes	This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.
BSBWOR401A	Establish effective workplace relationships	This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.
BSBWOR404A	Develop work priorities	This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.
BSBWRT401A	Write complex documents	This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.