

BSB40807 Certificate IV in Frontline Management

Course Structure

Achievement of this qualification requires the completion of 10 total units:
4 Core Units & 6 Elective Units

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| Descriptor | 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. | | |
| Core Units | 4 Core Units | | |
| | Code | Unit of Competency | Field |
| 1. | BSBMGT401A | Show leadership in the workplace | <i>Management</i> |
| 2. | BSBMGT402A | Implement operational plan | <i>Management</i> |
| 3. | BSBOHS407A | Monitor a safe workplace | <i>Occupational Health and Safety</i> |
| 4. | BSBWOR402A | Promote team effectiveness | <i>Workplace Effectiveness</i> |

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| Elective Units | 6 Elective Units | | |
| | <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level. The context of this qualification varies, and this must guide the selection of elective units. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.</p> <p>At least 3 elective units must be selected from the list below. The other 3 electives may be selected from:</p> <ul style="list-style-type: none"> • The remaining elective units listed below • Other units within the BSB07 Business Services Training Package • Any other currently endorsed national Training Package • Certificate III or Diploma qualification (1 unit only) | | |
| | Code | Unit of Competency | Field |
| 1. | BSBCUS401A | Coordinate implementation of customer service strategies | <i>Customer Service</i> |
| 2. | BSBCUS402A | Address customer needs | <i>Customer Service</i> |
| 3. | BSBCUS403A | Implement customer service standards | <i>Customer Service</i> |

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| | Code | Unit of Competency | Field |
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| 4. | BSBFIA402A | Report on financial activity | <i>Financial Administration</i> |
| 5. | BSBADM409A | Coordinate business resources | <i>General Administration</i> |
| 6. | BSBINM401A | Implement workplace information system | <i>Information Management</i> |
| 7. | BSBINN301A | Promote innovation in a team environment | <i>Innovation</i> |
| 8. | BSBCMM401A | Make a presentation | <i>Interpersonal Communication</i> |
| 9. | BSBITS401A | Maintain business technology | <i>IT Support</i> |
| 10. | BSBMGT403A | Implement continuous improvement | <i>Management</i> |
| 11. | BSBMGT404A | Lead and facilitate off-site staff | <i>Management</i> |
| 12. | BSBMKG413A | Promote products and services | <i>Marketing</i> |
| 13. | BSBPMG510A | Manage projects | <i>Project Management</i> |
| 14. | BSBREL401A | Establish networks | <i>Relationship Management</i> |
| 15. | BSBRES401A | Analyse and present research information | <i>Research</i> |
| 16. | BSBRSK401A | Identify risk and apply risk management processes | <i>Risk Management</i> |
| 17. | BSBWOR401A | Establish effective workplace relationships | <i>Workplace Effectiveness</i> |
| 18. | BSBWOR404A | Develop work priorities | <i>Workplace Effectiveness</i> |
| 19. | BSBWRT401A | Write complex documents | <i>Writing</i> |