

BSB41004 Certificate IV in Business (Frontline Management)

Course Structure Achievement of this qualification requires the completion of 8 total units: 5 Core Units & 3 Elective Units

Core Units		5 Core Units
	Code	Unit of Competency
1.	BSBFLM403B	Implement effective workplace relationships
2.	BSBFLM405B	Implement operational plan
3.	BSBFLM412A	Promote team effectiveness
4.	BSBCMN402A	Develop work priorities
5.	BSBCMN411A	Monitor a safe workplace

Elective Units		3 Elective Units 1 unit must include BSBFLM in Code
	Code	Unit of Competency
1.	BSBFLM409B	Implement continuous improvement
2.	BSBCMN404A	Develop teams and individuals
3.	BSBCMN410A	Coordinate implementation of customer service strategies
4.	BSBFLM406B	Implement workplace information system
5.	BSBCMN412A	Promote innovation and change
6.	BSBCMN413A	Implement and monitor environmental policies
7.	BSBCMN416A	Identify risk and apply risk management processes
8.	BSBCMN419A	Manage Projects
9.	BSBEBUS403A	Communicate electronically
10	BSBEBUS409A	Lead and facilitate e-staff