

#### Course Overview

The Certificate IV in Frontline Management is an excellent qualification that assists individuals and organisations enhance frontline management performance. It aims to develop the skills and knowledge needed for workplace leadership in a team based and best practice environments across all industries.

The course has been designed to meet the management capabilities required by team leaders, coordinators, supervisors and frontline managers. The course provides the opportunity to further develop participant's management or supervisory skills with particular emphasis placed on developing effective people skills, managing and leading teams, implementing operational plans, occupational health and safety and business planning.

#### Qualification

Upon successful completion of this course participants will be awarded the nationally recognised qualification Certificate IV in Frontline Management (BSB40807).

#### Course Requirements

10 units of competency must be completed including 4 core units and 6 elective units.

CORE UNITS (Select all)	
Code	Unit Title
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement Operational Plan
BSBWOR402A	Promote Team Effectiveness
BSBOHS407A	Monitor a Safe Workplace

#### Complete 6 elective units

Select 6 units from the following list. At least 3 elective units must be selected from the list below. The other 3 elective units may be selected from the remaining elective units list below, the BSB07 Business Services Training Package or any other currently endorsed Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Elective Units (Select 6)	
Code	Unit Title
BSBADM409A	Coordinate business resources
BSBINM401A	Implement workplace information systems
BSBMGT403A	Implement continuous improvement
BSBINN301A	Promote innovation in a team environment
BSBWRT401A	Write complex documents
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity

The above elective units are a guide only. Our experienced and highly qualified training staff will be able to conduct a Training Needs Analysis and indicate elective units appropriate to the individual's vocational aspirations.

#### Customised Training Pty Ltd

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## BSB40807 Certificate IV in Frontline Management

### Vocational Outcomes

Supervisor, Frontline Manager, Team Leader, Unit Leader or Co-ordinator.

### Develop your Employability Skills

The development of Employability Skills is integrated into the delivery and assessment of this qualification. Employability Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. The Employability Skills Summary lists the elements of each skill that have been identified for this qualification. The summary can be downloaded from <http://employabilityskills.training.com.au/>

### Delivery Strategy

Customised Training offers a variety of delivery options including classroom based and on-the-job, allowing participants the freedom to complete this qualification at their own pace under the guidance of one of our trainers. Participants will also be required to complete written assessment tasks.

### Prerequisites

No formal learning is required for this qualification; however participants are to be employed in a position relevant to the qualification or will need to arrange a suitable practical placement.

### Learning Pathway

Customised Training encourages you to continue learning through either formal or informal pathways. Informal ways of learning include finding yourself a mentor, becoming a member of your industry association or participating in short courses. The formal pathway for this qualification is the Diploma of Management (BSB51107) or you may want to consider a higher education degree or diploma. A helpful career website to refer to is [www.myfuture.gov.au](http://www.myfuture.gov.au)

### Recognition of Prior Learning/ Recognition of Current Competency

Recognition of Prior Learning/ Recognition of Current Competency enable a participant to receive recognition for the current skills, knowledge and experience they possess regardless of where the learning was obtained. These skills can be gained from:

- Previous study
- Work experience
- General life experience
- Prior qualifications and/or results

RPL/RCC ensures the knowledge and skills previously gained are applied to the qualification criteria. RPL/RCC can assist in identifying what training may be required to complete the qualification, avoiding any unnecessary training.

Participants are encouraged to discuss possible RPL/RCC application prior to commencement of training

**For more information, please contact CTCS today.**

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