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Course Description

Certificate IV Frontline Management

About The Course:

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.

Occupational Roles & Duties

Employees within the Business Sector job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- ✓ Coordinator
- ✓ Leading Hand
- ✓ Supervisor
- ✓ Team Leader

Some important things you should consider before commencing this course are:

Commitment to the allocated training days and related activities including assessment tasks and class projects

Reading and Writing – learners will need to be able to read and comprehend a range of simple texts and write a range of short texts in a number of contexts which may be interrelated.

Oral Communication – learners should be able to use and respond to language around everyday subject matter, which may include some unfamiliar aspects for a range of purposes in a number of contexts which may be interrelated.

Numeracy and Maths – learners should be able to deal easily with straightforward calculations either manually and/or using a calculator.

Desirable personal qualities for people considering the Business Services industry include:

- ✓ Good communication skills
- ✓ Likes to work indoors
- ✓ Likes structured workplaces
- ✓ Enjoys working in a team environment
- ✓ Can take directions



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Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways from the qualification to further study

After achieving the BSB40807 Certificate IV In Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Qualification Rules:

This course requires **10** units for qualification 4 core unit plus 6 elective units.

What units will I be studying?

Competency Code	Competency Name	Competency Summary
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
BSBMGT404A	Lead and facilitate off-site staff	This unit describes the performance outcomes, skills and knowledge required to supervise staff who 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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project,

		finalising the project and reviewing the project to identify lessons learnt for application to future projects. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
BSBRSK401A	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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
BSBHRM402A	Recruit, select and induct staff	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.



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