

CERTIFICATE IV IN FRONTLINE MANAGEMENT BSB40807

Target Client:

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.

Job roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Supervisor
- Leading Hand
- Team Leader

Program

The Certificate IV in front line Management is a self paced/Workplace Based Program.

After an initial interview with your training specialist to assist you with selecting your electives, assessing and prior learning and developing your learning pathway, you will be free to work through the units at your own pace.

Units of Competency

4 core units

Unit Code	Unit Name	Unit Code	Unit Name
BSBMGT401A	Show leadership in the workplace	BSBOHS407A	Monitor a safe workplace
BSBMGT402A	Implement operational plan	BSBWOR402A	Promote team effectiveness

Elective units

6 elective units must be selected (3 selected from list below)

Unit Code	Unit Name	Unit Code	Unit Name
BSBCUS401A	Coordinate implementation of customer service strategies	BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards	BSBFIA402A	Report on financial activity
BSBADM409A	Coordinate business resources	BSBINM401A	Implement workplace information systems
BSBINN301A	Promote innovation in a team environment	BSBCMM401A	Make a presentation
BSBITS401A	Maintain business technology	BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff	BSBMKG413A	Promote products and services
BSBPMG510A	Manage projects	BSBREL401A	Establish networks
BSBRES401A	Analyse and present research information	BSBRSK401A	Identify risk and apply risk management process
BSBWOR401A	Establish effective workplace relationships	BSBWOR404A	Develop work priorities
BSBWRT401A	Write complex documents		

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Elective units (3 maximum from list below)

Unit Code	Unit Name	Unit Code	Unit Name
BSBOHS401B	Contribute to the implementation of a systematic approach to managing OHS	BSBOHS402B	Contribute to the implementation of the OHS consultation process
BSBOHS408A	Assist with compliance with OHS and other relevant laws	TAADEL301C	Provide training through instruction and demonstration of work skills
TAADEL402B	Facilitate group-based learning	TAADEL403B	Facilitate individual learning
BSBCUS501A	Manage quality customer service	BSBHRM401A	Review human resources function
BSBHRM402A	Recruit, select and induct staff	BSBHRM403A	Support performance management process
BSBMKG401B	Profile the market	BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG408B	Conduct market research	BSBREL402A	Build client relationships and business networks
BSBREL403A	Implement international client relationship strategies	BSBWOR403A	Manage stress in the workplace
BSBWOR501A	Manage personal work priorities and professional development	BSBWOR502A	Ensure team effectiveness

Cost **Please note prices may change without notice**

Name of course	Fees without CTF subsidy	Less CTF Subsidy	Non MPGA & MPA member course cost	MPGA & MPA member course cost
Cert IV in Frontline Management	*	*	*	*

Course cost to be advised

Course dates

Week	Dates	Times	Days
Course by demand	Please register your interest with our Advanced Training Department	Weekends and evenings	Part Time

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