

Certificate IV in Frontline Management BSB40812

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 associated with this qualification may include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

COURSE REQUIREMENTS

Successful completion of this course requires the completion of 10 units of competency, of which four are Core Units (Compulsory) and six are Elective Units.

COMPULSORY UNITS

- BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan
BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR402A Promote team effectiveness

ELECTIVE UNITS

Recognition First recommends the following electives:

- BSBCUS402B Address customer needs
BSBMGT403A Implement continuous improvement
BSBRK401A Identify risk and apply risk management processes
BSBWOR401A Establish effective workplace relationships
BSBWOR404B Develop work priorities
BSBWRT401A Write complex documents

Electives may be chosen from our recommended list or from the general electives listed in the Training Package. At least 3 units must be selected from the electives listed in the Training Package, the remaining units may be from any endorsed Training Package or accredited course at the same qualification level, with no more than 1 unit from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

ENTRY REQUIREMENTS

1. Recognition First believes training occurs best in a workplace, and our assessment program requires that students have regular access to the work environment. Therefore students must be employed, or work as a volunteer, in an occupation relevant to the qualification they intend to study. If you do not currently meet this requirement, you must contact the office to determine if our training program will meet your needs.
2. Some students may be eligible for public funding in certain states or territories. To access funding, it is a requirement that you are an Australian Citizen or Permanent Resident.

Please contact the main office if you are interested in public funding arrangements or if you have any queries regarding entry requirements for this course.

UNIT DESCRIPTIONS

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.

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.

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

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.

BSBCUS402B Address customer needs

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. The customer relationship would typically involve direct interaction a number of times over an extended period. This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions. They would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

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.

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.

BSBWOR401A Establish effective workplace relationships

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

BSBWOR404B Develop work priorities

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

BSBWRT401A Write complex documents

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.