

**HEAD OFFICE**

9 Darling St Ipswich Qld 4305

BRISBANE OFFICE

4/621 Coronation Dr Toowong 4066

CONTACT DETAILS

Phone 07 3812 2920

Fax 07 3812 3552

Email skills@topoffice.com.auWeb www.topoffice.com.au

*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

Nationally Recognised Course Outline**BSB40807****Certificate IV in Frontline Management****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

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
- Leading Hand
- Supervisor
- Team Leader

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to BSB31207 Certificate III in Frontline Management.
- Some vocational experience in a supervisory role but no formal qualification
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

PATHWAYS FROM THE QUALIFICATION

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

UNITS OF COMPETENCY

Certificate IV in Frontline Management requires completion of 10 units of competency to attain the qualification. They can consist of:

- Four **Core** units listed below
- Six **Elective** units
 - At least three of the Elective units must be selected from the following page
 - The remaining three Elective units may be selected from the following page or any other Certificate IV qualification that Skills at Top offers providing that the work outcome and local industry requirements are relevant (if not listed on the following page, one unit may be selected from a Certificate III qualification)

CORE UNITS**Management**

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan

Occupational Health and Safety

BSBOHS407A	Monitor a safe workplace
------------	--------------------------

Workplace Effectiveness

BSBWOR402A	Promote team effectiveness
------------	----------------------------

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB40807 Certificate IV in Frontline Management

Elective Units

Customer Service

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards

Financial Administration

BSBFIA402A	Report on financial activity
------------	------------------------------

General Administration

BSBADM409A	Coordinate business resources
------------	-------------------------------

Information Management

BSBINM401A	Implement workplace information system
------------	--

Innovation

BSBINN301A	Promote innovation in a team environment
------------	--

Interpersonal Communication

BSBCMM401A	Make a presentation
------------	---------------------

Management

BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff

Marketing

BSBMKG413A	Promote products and services
------------	-------------------------------

Relationship Management

BSBREL401A	Establish networks
------------	--------------------

Research

BSBRES401A	Analyse and present research information
------------	--

Risk Management

BSBRISK401A	Identify risk and apply risk management processes
-------------	---

Workplace Effectiveness

BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities

Writing

BSBWRT401A	Write complex documents
------------	-------------------------

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for a particular outcome follow.

Supervisor, Sales Team

4 core units plus 6 elective units listed below

- BSBCMM401A Make a presentation
- BSBINN301A Promote innovation in a team environment
- BSBINM401A Implement workplace information system
- BSBLED401A Develop teams and individuals
- BSBMKG413A Promote products and services
- BSBREL401A Establish networks