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*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 units from the **Core** units listed below
- A minimum of Six units from the **Elective** units listed on the next page.
- If not listed on the next page, one (1) unit may be selected from the BSB07 Certificate III qualification. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package

#### 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
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#### General Administration

BSBADM409A	Coordinate business resources
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#### Information Management

BSBINM401A	Implement workplace information system
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#### Innovation

BSBINN301A	Promote innovation in a team environment
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#### Interpersonal Communication

BSBCMM401A	Make a presentation
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#### Management

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

#### Marketing

BSBMKG413A	Promote products and services
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#### Relationship Management

BSBREL401A	Establish networks
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#### Research

BSBRES401A	Analyse and present research information
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#### Risk Management

BSBRSK401A	Identify risk and apply risk management processes
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#### Workplace Effectiveness

BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities

#### Writing

BSBWRT401A	Write complex documents
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### 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