

## COURSE INFORMATION FOR STUDENTS

<b>COURSE:</b>	<b>BSB40807 Certificate IV in Frontline Management</b>
<b>DURATION:</b>	11 months part time
<b>DELIVERY METHOD:</b>	Off the job, classroom / workshops with job related projects to be undertaken and assessed.
<b>PREREQUISITES:</b>	<ul style="list-style-type: none"> <li>➤ Any Certificate II in a business related area; or</li> <li>➤ 2 years verified workplace experience</li> </ul>
<b>FEES:</b>	\$3690 (GST exempt) includes all materials, lunches & refreshments. Government incentives may be available to the value of \$4000.
<b>EMPLOYMENT OUTCOMES:</b>	<p>Certificate IV level courses are designed to equip people with the ability to perform a broad range of analytical, developmental and leadership tasks. The Certificate IV in Frontline Management will give you the skills, knowledge and attributes for a variety of career paths within small business and corporations.</p> <p>Examples being:</p> <ul style="list-style-type: none"> <li>➤ Line Supervisor</li> <li>➤ Supervisor</li> <li>➤ Team Leader</li> <li>➤ Assistant Manager</li> <li>➤ Office Manager</li> <li>➤ Manager</li> </ul>
<b>SKILLS COVERED:</b>	Developing and maintaining a safe workplace and environment, establishing and managing effective workplace relationships, managing operations to achieve planned outcomes, managing personal work priorities and professional development, providing leadership in the workforce.
<b>FURTHER INFORMATION / LINKS:</b>	This course meets the national standards as per the <a href="#">National Training Framework</a> , the <a href="#">Australian Qualifications Framework</a> and the <a href="#">Australian Quality Training Framework</a>
<b>NATIONAL CODE</b>	<b>UNIT TITLE</b>
BSBMGT401A (Core)	Show leadership in the workplace
BSBMGT402A (Core)	Implement operational plan
BSBOHS407A (Core)	Monitor a safe workplace
BSBWOR402A (Core)	Promote team effectiveness
BSBLED401A (Elective)	Develop teams & individuals
BSBWOR404A (Elective)	Develop work priorities
BSBMGT403A (Elective)	Implement continuous improvement
BSBCUS403A (Elective)	Implement customer service standards
BSBWOR401A (Elective)	Establish effective workplace relationships
BSBPMKG413A (Elective)	Promote products and services



## **UNIT SUMMARIES**

### **BSBMGT401A Show leadership in the workplace**

Frontline management provides the first level of leadership within the organisation. This unit will look at what is involved in making the transition from being a team member to taking responsibility for the work and performance of others. Outcomes for this unit will include: modelling high standards of management performance and behaviour, enhancing your organisation's image and informed decision-making.

### **BSBMGT402A Implement operational plan**

To provide safe, efficient and effective products and services, frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. How to implement an operational plan, resource acquisition and monitoring operational performance will be the focus of this unit.

### **BSBOHS407A Monitor a safe workplace**

Ensuring that OHS policies, procedures and programs are in place is an integral responsibility of the frontline manager. This unit will improve your ability to: provide information to your team about OHS policies and procedures, implement and monitor procedures for the provision of OHS training, identify hazards and assess risks, control risks, and implement procedures for accurate OHS record management.

### **BSBWOR402A Promote team effectiveness**

The development of efficient and effective work teams is integral to the role of the frontline manager. They play a prominent part in team planning as well as providing leadership and bridging the gap between management and team members. This unit focuses on planning to achieve team outcomes, developing team cohesion, participating in and facilitating teamwork and working with management.

### **BSBWOR401A Establish effective workplace relationships**

Frontline managers play an important role in developing and maintaining positive relationships so that customers, suppliers and the organisation achieve their goals. In this unit you will learn how to collect, analyse and communicate information and ideas, develop trust and confidence, develop and maintain networks and relationships, and turn difficulties into positive outcomes.



### **BSBLED401A Develop teams and individuals**

Facilitating the development of your team as individuals and as a group is a key responsibility of a frontline manager. This unit will focus on the knowledge required to determine development needs and to monitor and evaluate workplace learning.

### **BSBWOR404A Develop work priorities**

Frontline managers are required to design their own work schedules and to establish priorities for their work. They will often hold responsibility for the work of others. This unit will address the performance outcomes, skills and knowledge required to plan your own work schedule and monitor and obtain feedback on work performance and development. In particular it will improve your skills in planning and completing work schedules, monitoring work performance, and coordinating professional development.

### **BSBMGT403A Implement continuous improvement**

Frontline managers have an active role in implementing a continuous improvement process to achieve their organisation's objectives. Their position within the organisation means that they play an important part in influencing the ongoing development of the business. There will be particular emphasis in this unit on using systems and strategies to encourage your team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

### **BSBCUS403A Implement customer service standards**

Frontline managers have responsibility for ensuring that service systems and standards are implemented for customers internal and external to the organisation. This unit will look at the performance outcomes, skills and knowledge required to contribute to and implement quality customer service standards and to support your team to do the same.

### **BSBMKG413A Promote products and services**

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services. This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.