



Australian Government

Department of Education, Employment and Workplace Relations

BSB40807 Certificate IV in Frontline Management

Revision Number: 2

BSB40807 Certificate IV in Frontline Management

Modification History

Release	Comments
Release 2	<p>New release of this Qualification released with <i>version 6 of BSB07 Business Services Training Package</i>.</p> <p>Outdated advice removed</p> <p>Unit codes updated:</p> <ul style="list-style-type: none">• BSBCUS401A now BSBCUS401B• BSBCUS402A now BSBCUS402B• BSBCUS403A now BSBCUS403B• BSBITS401A now BSBITS401B• BSBRKG403B now BSBRKG403C

Description

Descriptor

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

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB31207 Certificate III Frontline Management or other relevant qualification/s
- OR
- with vocational experience in a supervisory role but no formal qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Import/Export Clerk
- Office Administrator
- Student Services Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- the BSB51107 Diploma of Management.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating with team members and management to ensure open communication channels and to clarify issues resolving conflict and disputes in the work team
Teamwork	<ul style="list-style-type: none"> being a role model for other team members consulting and developing objectives with the work team
Problem-solving	<ul style="list-style-type: none"> developing risk management approaches developing techniques to address faults and inefficiencies
Initiative and enterprise	<ul style="list-style-type: none"> identifying and developing opportunities for improved work practices
Planning and organising	<ul style="list-style-type: none"> monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance preparing work plans and budgets
Self-management	<ul style="list-style-type: none"> actively seeking feedback on own performance from clients and colleagues prioritising tasks
Learning	<ul style="list-style-type: none"> coaching and mentoring colleagues and team members to support the introduction of change
Technology	<ul style="list-style-type: none"> using business technology such as computer programs and telecommunications to collect and manage information

Packaging Rules

Total number of units = 10

4 core units plus

6 elective units

At least **3** of the **elective units** must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 unit** may be selected from either a Certificate III or Diploma qualification.

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

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

Elective units**Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B 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

IT Support

BSBITS401B Maintain business technology

Management

BSBMGT403A Implement continuous improvement

BSBMGT404A Lead and facilitate off-site staff

Marketing

BSBMKG413A Promote products and services

Project Management

BSBPMG510A Manage projects

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

Writing

BSBWRT401A Write complex documents