BSB40807 Certificate IV in Frontline Management

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 2</td>
<td>New release of this Qualification released with <em>version 6 of BSB07 Business Services Training Package</em>. Outdated advice removed. Unit codes updated:</td>
</tr>
<tr>
<td></td>
<td>• BSBCUS401A now BSBCUS401B</td>
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<tr>
<td></td>
<td>• BSBCUS402A now BSBCUS402B</td>
</tr>
<tr>
<td></td>
<td>• BSBCUS403A now BSBCUS403B</td>
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<tr>
<td></td>
<td>• BSBITS401A now BSBITS401B</td>
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<td></td>
<td>• BSBRKG403B now BSBRKG403C</td>
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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.

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.

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.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>• communicating with team members and management to ensure open communication channels and to clarify issues</td>
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<td></td>
<td>• resolving conflict and disputes in the work team</td>
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<tr>
<td>Teamwork</td>
<td>• being a role model for other team members</td>
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<td></td>
<td>• consulting and developing objectives with the work team</td>
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<tr>
<td>Problem-solving</td>
<td>• developing risk management approaches</td>
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<td></td>
<td>• developing techniques to address faults and inefficiencies</td>
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<tr>
<td>Initiative and enterprise</td>
<td>• identifying and developing opportunities for improved work practices</td>
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<tr>
<td>Planning and organising</td>
<td>• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance</td>
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<td>• preparing work plans and budgets</td>
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<tr>
<td>Self-management</td>
<td>• actively seeking feedback on own performance from clients and colleagues</td>
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<td>• prioritising tasks</td>
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<tr>
<td>Learning</td>
<td>• coaching and mentoring colleagues and team members to support the introduction of change</td>
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<tr>
<td>Technology</td>
<td>• using business technology such as computer programs and telecommunications to collect and manage information</td>
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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
BSBITIS401B 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