

# BSB40812 Certificate IV in Frontline Management

Release: 3



# **BSB40812** Certificate IV in Frontline Management

# **Modification History**

Release	Comments
Release 2.1	Equivalent version released with Version 9:
	Two new units added to elective pool: BSBFLM313A and BSBFLM314A
Release 2	This version first released with BSB07 Business Services Training Package Version 8.0.
	Elective unit BSBPMG510A replaced with BSBPMG522A.
Release 1	This Qualification first released with BSB07 Business Training Package Version 7.0.
	Replaces and is equivalent to BSB40807 Certificate IV in Frontline Management.
	Updated Core Unit:
	BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

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### **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

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.

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## **Pathways Information**

#### Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

• BSB30112 Certificate III in Business or other relevant qualifications

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:

BSB51107 Diploma of Management.

# Licensing/Regulatory Information

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**

There are no entry requirements for this qualification.

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# **Employability Skills Summary**

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

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### **Packaging Rules**

Total number of units = 10 4 core units *plus* 6 elective units, of which:

- at least 3 units must be selected from the elective units below
- the remaining units:
  - may be from the elective units below
  - may be from any endorsed Training Package or accredited course at the same qualification level
  - must have no more than 1 unit 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

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

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

#### Frontline Management

BSBFLM313A Apply language, literacy and numeracy to support others in the workplace BSBFLM314A Mentor others in the workplace to support their language, literacy and numeracy skill development

#### **General Administration**

BSBADM409A Coordinate business resources

#### **Information Management**

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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

#### Learning and Development

BSBLED401A Develop teams and individuals

#### Management

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

#### Marketing

BSBMKG413A Promote products and services

#### **Project Management**

BSBPMG522A Undertake project work

#### Relationship Management

BSBREL401A Establish networks BSBREL402A Build client relationships and business 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

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### Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships BSBWOR404B Develop work priorities

#### Writing

BSBWRT401A Write complex documents

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