BSB40812 Certificate IV in Frontline Management

Release: 3
BSB40812 Certificate IV in Frontline Management

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>Release 2.1</td>
<td>Equivalent version released with Version 9:</td>
</tr>
<tr>
<td></td>
<td>• Two new units added to elective pool: BSBFLM313A and BSBFLM314A</td>
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<tr>
<td>Release 2</td>
<td>This version first released with <em>BSB07 Business Services Training Package Version 8.0</em>.</td>
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<tr>
<td></td>
<td>Elective unit BSBPMG510A replaced with BSBPMG522A.</td>
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<tr>
<td>Release 1</td>
<td>This Qualification first released with <em>BSB07 Business Training Package Version 7.0</em>.</td>
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<tr>
<td></td>
<td>Replaces and is equivalent to BSB40807 Certificate IV in Frontline Management.</td>
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<td></td>
<td>Updated Core Unit:</td>
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<td></td>
<td>• BSOHSA07 Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</td>
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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.
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.
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.

<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>
</tr>
<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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<tr>
<td></td>
<td>• preparing work plans and budgets</td>
</tr>
<tr>
<td>Self-management</td>
<td>• actively seeking feedback on own performance from clients and colleagues</td>
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<tr>
<td></td>
<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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</tbody>
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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**
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
Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships
BSBWOR404B Develop work priorities

Writing

BSBWRT401A Write complex documents