

# CERTIFICATE IV IN FRONTLINE MANAGEMENT

## BSB 40807

THE CERTIFICATE IV IN FRONTLINE MANAGEMENT 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.

### COURSE OBJECTIVES

The Frontline Management program will provide you with a breadth of tools and skills which will assist in your ability to lead and manage work teams in line with broader organisational objectives.

On completion of the program, you should be able to:

- understand business objectives and use these to develop personal and workgroup plans;
- identify and analyse your own work performance, with feedback from others in your organisation;
- act as a leader and role model, and incorporate performance plans;
- communicate in an effective manner, giving consideration to broader business issues and cultural and social diversity;
- report on financial activity;
- implement and manage operational plans;
- implement and monitor a safe workplace;
- manage and develop teams;
- implement and manage customer service strategies; and
- undertake and maintain a culture of continuous improvement.

### COMPONENTS

- BSBFIA402A  
Report on financial activity
- BSBMGT401A  
Show leadership in the workplace
- BSBMGT402A  
Implement operational plan
- BSBOHS407A  
Monitor a safe workplace
- BSBWOR402A  
Promote team effectiveness
- BSBCUS401A  
Coordinate implementation of customer strategies
- BSBCUS402A  
Address customer needs
- BSBMKG413A  
Promote products and services
- BSBRES401A  
Analyse and present research information
- BSBMGT403A  
Implement continuous improvement

### DURATION

The total nominal hours for this course are 380 hours. This should include completing both the online training module and the associated formal assessment component.

#### FULL TIME

Load - 12hrs/wk  
Duration - 28 weeks  
*Maximum 12mths access to online course. (Approx. 10-20hrs to complete each unit).*

### DELIVERY MODE

Online

### PREREQUISITES

Course entry requirements include:

- sufficient literacy and numeracy skills to complete the course; and
- access to an internet connection and computer.

### COST

Member	\$2,681
Corporate Supporter	\$3,300
Standard	\$4,125

This qualification is delivered online providing you with the flexibility to complete the training when and where you wish. You will be fully supported throughout the learning process by qualified trainers from Accredited Online Training (AOT), Australia's leading provider of online qualifications.



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