

## Certificate IV in Frontline Management BSB40807

This qualification provides the skills and knowledge to provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes. All training is within the Australian Qualification Framework (AQF) and is therefore a nationally recognised qualification. Where eligible, this training is delivered with Victorian government funding.

### Enrolment

Applicant's 15 years and older can apply. Students from disadvantaged groups are encouraged to apply. Enrolment is via AVTES.

### Recognition of Prior Learning

RPL is available to all applicants and a portfolio is requested on enrolment.

### Course Duration

This course is a self paced competency based program. It can be undertaken and completed at your own pace. Enrolment periods last for 12 months.

### Course Rules

There are no pre-requisites for entry to this course. This course requires the completion of 10 units as described in the next section.

### Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as coordinator, supervisor and team leader.

### Further Training Opportunities

This qualification can form part of an Australian Apprenticeship pathway. Opportunities exist for further studies in a Diploma and Advanced Diploma of Management.

## Course Structure

### CORE UNITS (Four)

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBWOR402A	Promote team effectiveness

### BUSINESS UNITS (Minimum of Three)

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity
BSBADM409A	Coordinate business resources
BSBINM401A	Implement workplace information system
BSBINN301A	Promote innovation in a team environment
BSBMGT403A	Implement continuous improvement
BSBMKG413A	Promote products and services
BSBPMG510A	Manage Projects
BSBRSK401A	Identify risk and apply risk management processes

BSBWOR401A	Establish effective workplace relationships
BSBWRT401A	Write complex documents

### ELECTIVES (Maximum of Three)

Electives may be chosen from any of the previous business units listed, other units from the BSB07 Business Services training package or another endorsed training package specific to your workplace. One unit may be selected from a Certificate III or Diploma qualification. Other training packages available at AVTES are:

- Retail
- Hospitality

If you are interested in choosing units out of any of these training packages, you will need to consult your trainer for specific options to determine the units best suited to your industry.

### Employability Skills

This qualification also encompasses general employability skills required by the business industry including **Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning and Technology.**

