

BSB40807 Certificate IV in Frontline Management



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

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB31207 Certificate III Frontline Management or other relevant qualification/s
OR
- providing evidence of competency in the majority of units required for the BSB31207 Certificate III in Frontline Management or other relevant qualification/s
OR
- with some 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 the BSB40807 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.

Qualification Rules

Total number of units = 10

4 core units plus 6 elective units

Qualification Rules cont

At least **3** of the **elective units** must be selected from the elective units listed below. The other **3 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. 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. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

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

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A 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

BSBITS401A 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

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

Writing

BSBWRT401A Write complex documents



Pathway to Completion

PATHWAY TO COMPLETION

1 Enrolment received by SCOPE Vision; appropriate mentor allocated and contact is made with the participant to schedule initial meeting

2 Initial briefing session is held and selected training and assessment pathways confirmed

3 Participant attends scheduled mentoring sessions to plan the evidence to be collated within their Evidence Portfolio accessing skills recognition pathways

4 Participant begins collecting and collating the evidence as agreed into their Evidence Portfolio

5 Mentoring sessions are facilitated as scheduled, (ie at the commencement of each unit, or cluster of units)

6 Evidence Portfolio is completed by participant and submitted to SCOPE Vision for final assessment

7 Feedback is given to the participant regarding result of assessment

8 Appropriate Qualification or Statement of Attainment is awarded to the successful participant

Time Frame

The time frame in which each unit is completed will vary from person to person and industry to industry; as it is dependent upon the existing skills and knowledge of each participant.

Employability Skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification:

<http://employabilityskills.training.com.au>

To Enrol

Complete and return pages 3 and 4 to:

PO Box 301 Guildford WA 6935

F (08) 9297 3664

E mailbox@scopevision.com.au



Enrolment Form - 1/2

BSB40807 Certificate IV in Frontline Management

CONTACT DETAILS: Personal

Name:		DOB:	
Address:			
State:		Postcode:	
Home Telephone:			
Mobile Telephone:			
Email Address:			

CONTACT DETAILS: Business

Company:	
Position Held:	
Telephone:	
Facsimile:	
Work Email:	

PAYMENT OPTIONS

I will be paying using the following method (please tick)

<input type="checkbox"/> Cash	
<input type="checkbox"/> Cheque	Please make cheques payable to 'SCOPE Vision'
<input type="checkbox"/> I authorise SCOPE Vision to debit the following credit card	<input type="checkbox"/> Visa Card <input type="checkbox"/> Master Card <input type="checkbox"/> Bank Card Card Number: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Expiry Date: _ _ _ _ Cardholders Name (please print): _____ Cardholders Signature: _____
<input type="checkbox"/> Direct Deposit	Account Name : SCOPE VISION Bank : NATIONAL AUSTRALIA BANK BSB : 086420 Account # : 493266439 Please insert your invoice number as the reference
<input type="checkbox"/> Invoice 3rd Party	Please attach appropriate approval forms and complete details below:
Third Party invoice information:	
Name of company:	
Attention:	
Postal Address:	
Telephone:	
Purchase order number:	

Enrolment Form - 2/2

BSB40807 Certificate IV in Frontline Management

Core Units - Choose 4 Units	Price per Unit \$250
Management <input type="checkbox"/> BSBMGT401A – Show leadership in the workplace	
<input type="checkbox"/> BSBMGT402A – Implement operational plan	
Occupational Health and Safety <input type="checkbox"/> BSBOHS407A – Monitor a safe workplace	
Workplace Effectiveness <input type="checkbox"/> BSBWOR402A – Promote team effectiveness	
Elective Units - Choose 6 Units	Price per Unit \$250
Customer Service <input type="checkbox"/> BSBCUS401A – Coordinate implementation of customer service strategies	
<input type="checkbox"/> BSBCUS402A – Address customer needs	
<input type="checkbox"/> BSBCUS403A – Implement customer service standards	
Financial Administration <input type="checkbox"/> BSBFIA402A – Report on financial activity	
General Administration <input type="checkbox"/> BSBADM409A – Coordinate business resources	
Information Management <input type="checkbox"/> BSBINM401A – Implement workplace information system	
Innovation <input type="checkbox"/> BSBINN301A – Promote innovation in a team environment	
Interpersonal Communication <input type="checkbox"/> BSBCMM401A – Make a presentation	
IT Support <input type="checkbox"/> BSBITS401A – Maintain business technology	
Management <input type="checkbox"/> BSBMGT403A – Implement continuous improvement	
<input type="checkbox"/> BSBMGT404A – Lead and facilitate off-site staff	
Marketing <input type="checkbox"/> BSBMKG413A – Promote products and services	
Project Management <input type="checkbox"/> BSBPMG510A – Manage projects	
Relationship Management <input type="checkbox"/> BSBREL401A – Establish networks	
Research <input type="checkbox"/> BSBRES401A – Analyse and present research information	
Risk Management <input type="checkbox"/> BSBRSK401A – Identify risk and apply risk management processes	
Workplace Effectiveness <input type="checkbox"/> BSBWOR401A – Establish effective workplace relationships	
<input type="checkbox"/> BSBWOR404A – Develop work priorities	
Writing <input type="checkbox"/> BSBWRT401A – Write complex documents	
TOTAL ENROLMENT FEE:	\$