



BSB40807 Certificate IV in Frontline Management

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:

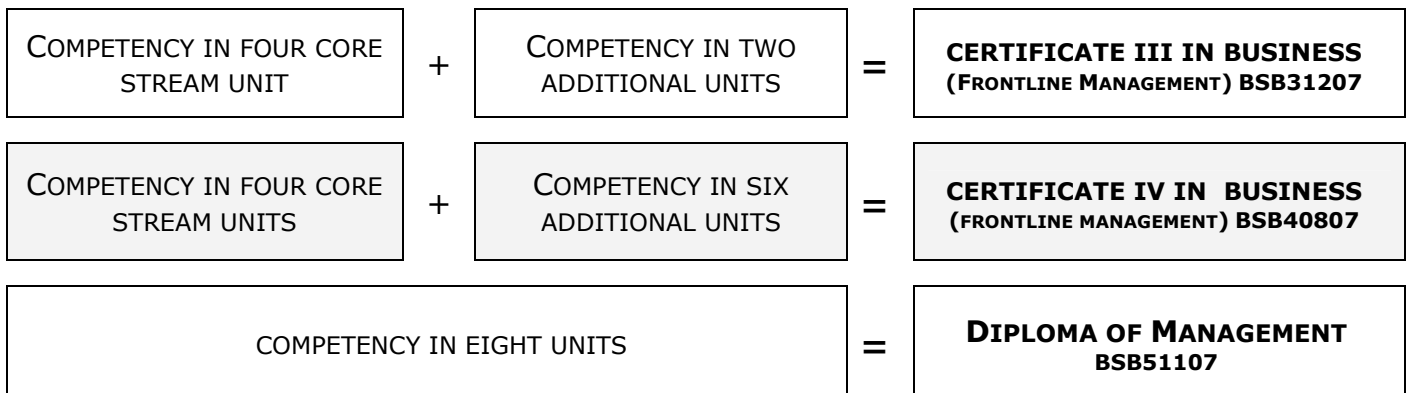
- Coordinator
- Leading hand
- Supervisor
- Team leader

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification



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

A total number of 10 units are required to complete this qualification. They consist of:

- 4 Core Units
- 6 Elective units

At least **3 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.

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units.

Four 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 (Information Management)

Innovation

BSBINN301A Promote innovation in a team environment (innovation)

Interpersonal Communication

BSBCMM401A Make a presentation

IT Support

BSBITS401A Maintain business technology (IT support)

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 (Writing)

Core Units	
Management	
Element	Unit Descriptor
BSBMGT401A Show leadership in the workplace	
<ol style="list-style-type: none"> 1. Model high standards of management performance and behaviour 2. Enhance organisation's image 3. Make informed decisions 	<p>This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.</p>
BSBMGT402A Implement operational plan	
<ol style="list-style-type: none"> 1. Implement operational plan 2. Implement resource acquisition 3. Monitor operational performance 	<p>This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the departments/section, planning and acquiring resources and providing reports on performance as required.</p>
Occupational Health and Safety	
BSBOHS407A Monitor a safe workplace	
<ol style="list-style-type: none"> 1. Provide information to the workgroup about OHS policies and procedures 2. Implement and monitor participative arrangements for the management of OHS 3. Implement and monitor the organisation's procedures for providing OHS training 4. Implement and monitor procedures for identifying hazards and assessing risks 5. Implement and monitor the organisation's procedures for controlling risks 6. Implement and monitor the organisation's procedures for maintaining OHS records for the team 	<p>This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.</p> <p>This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.</p> <p>This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.</p>

Workplace Effectiveness	
Element	Unit Descriptor
BSBWOR402A Promote team effectiveness	
<ol style="list-style-type: none"> 1. Plan to achieve team outcomes 2. Develop team cohesion 3. Participate in and facilitate work team 4. Liaise with management 	<p>This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.</p>
Elective Units	
Customer Service	
BSBCUS401A Coordinate implementation of customer service strategies	
<ol style="list-style-type: none"> 1. Advise on customer service needs 2. Support implementation of customer service strategies 3. Evaluate and report on customer service 	<p>This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.</p>
BSBCUS402A Address customer needs	
<ol style="list-style-type: none"> 1. Assist customer to articulate needs 2. Satisfy complex customer needs 3. Manage networks to ensure customer needs are addressed 	<p>This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.</p>
BSBCUS403A Implement customer service standards	
<ol style="list-style-type: none"> 1. Contribute to quality customer service standards 2. Implement customer service systems 3. Implement team customer service standards 	<p>This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.</p>
Financial Administration	
BSBFIA402A Report on financial activity	
<ol style="list-style-type: none"> 1. Compile financial information and data 2. Prepare statutory requirement reports 3. Provide financial business recommendations 	<p>This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.</p>

General Administration	
Element	Unit Descriptor
BSBADM409A Coordinate business resources	
<ol style="list-style-type: none"> 1. Determine resource requirements 2. Acquire and allocate resources 3. Monitor and report on resource usage 	<p>This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.</p>
Information Management	
BSBINM401A Implement workplace information system	
<ol style="list-style-type: none"> 1. Identify and source information needs 2. Collect, analyse and report information 3. Implement information systems 4. Prepare for information system changes 	<p>This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.</p>
Innovation	
BSBINN301A Promote innovation in a team environment	
<ol style="list-style-type: none"> 1. Create opportunities to maximise innovation within the team 2. Organise and agree effective ways of working 3. Support and guide colleagues 4. Reflect on how the team is working 	<p>This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.</p>
Interpersonal Communication	
BSBCMM401A Make a presentation	
<ol style="list-style-type: none"> 1. Prepare a presentation 2. Deliver a presentation 3. Review a presentation 	<p>This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.</p>
IT Support	
BSBITS401A Maintain business technology	
<ol style="list-style-type: none"> 1. Maintain performance of hardware and software 2. Provide basic system administration 3. Identify future technology requirements 	<p>This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.</p>

Management	
BSBMGT403A Implement continuous improvement	
<ol style="list-style-type: none"> 1. Implement continuous improvement systems and processes 2. Monitor and review performance 3. Provide opportunities for further improvement 	<p>This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.</p>
BSBMGT404A Lead and facilitate off-site staff	
<ol style="list-style-type: none"> 1. Facilitate off site work outcomes 2. Support off site staff 3. Manage off site staff performance 	<p>This unit describes the performance outcomes, skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements.</p>
Marketing	
BSBMKG413A Promote products and services	
<ol style="list-style-type: none"> 1. Plan promotional activities 2. Coordinate promotional activities 3. Review and report on promotional activities 	<p>This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services</p>
Project Management	
BSBPMG510A Manage projects	
<ol style="list-style-type: none"> 1. Define project 2. Develop project plan 3. Administer and monitor project 4. Finalise project 5. Review project 	<p>This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.</p> <p>This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.</p>
Relationship Management	
BSBREL401A Establish networks	
<ol style="list-style-type: none"> 1. Develop and maintain business networks 2. Establish and maintain business relationships 3. Promote the relationship 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.</p>
Research	
BSBRES401A Analyse and present research information	
<ol style="list-style-type: none"> 1. Gather and organise information 2. Research and analyse information 3. Present information 	<p>This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.</p>

Risk Management	
BSBRSK401A Identify risk and apply risk management processes	
<ol style="list-style-type: none"> 1. Identify risks 2. Analyse and evaluate risks 3. Treat risks 4. Monitor and review effectiveness of risk treatment/s 	<p>This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.</p>
Workplace Effectiveness	
BSBWOR401A Establish effective workplace relationships	
<ol style="list-style-type: none"> 1. Collect, analyse and communicate information and ideas 2. Develop trust and confidence 3. Develop and maintain networks and relationships 4. Manage difficulties into positive outcomes 	<p>This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.</p>
BSBWOR404A Develop work priorities	
<ol style="list-style-type: none"> 1. Plan and complete own work schedule 2. Monitor own work performance 3. Coordinate professional development 	<p>This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.</p>
Writing	
BSBWRT401A Write complex documents	
<ol style="list-style-type: none"> 1. Plan documents 2. Draft text 3. Prepare final text 4. Product document 	<p>This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.</p>