



Certificate IV in Frontline Management (BSB40807)

This course gives you a nationally recognised qualification and tailors to individuals who take the first line of management in a wide range of organisational and industry contexts. You may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions.

Frontline Managers have a significant role in the leadership in their organisation. In an increasingly competitive and fast changing times Frontline Managers have a major responsibility to ensure that teams deliver quality services and products.

Who should enrol in this course?

It is recommended for those individuals who want to work in a role which requires them to provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes. Some job roles would be:

- Coordinator
- Leading Hand
- Team Leader
- Supervisor
- Supply Chain Manager
- Project Manager
- Shift Manager
- Office Administrator

Do I need any skills?

You need to have the capacity to provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

Delivery Mode

The course is available through flexible workplace training, face-to-face in a classroom, or a combination of both. If you choose to complete this course through your workplace your trainer will work with you to design a program that is tailored to your job role.

You will be assessed according to your competencies and you will have a range of options for demonstrating your skills and knowledge. Your trainer will help you to plan your assessment to ensure the most suitable methods for your circumstances are used.

Assessment

Assessment is based on competency, that is, the ability to demonstrate specific skills, and is undertaken through a combination of observation, discussion, written assignments, tests, and/or practical application and work related projects. On-the-job assessment may be either undertaken in the workplace, or in a simulated workplace environment.

Recognition of Prior Learning

You may have already completed units in this course, gained skills or knowledge through other courses or training, or acquired the necessary skills and knowledge through experience. If so you may be able to receive formal recognition that can be credited towards your qualification.

Course Content

Recommended program:

CODE	TITLE	CORE/ ELECTIVE
BSBCUS401A	Coordinate implementation of customerservice strategies	Elective
BSBLED401A	Develop teams and individuals	Elective
BSBWOR401A	Establish effective workplace relationships	Elective
BSBWOR402A	Promote team effectiveness	Core
BSBMGT401A	Show leadership in the workplace	Core
BSBMGT402A	Implement operational plan	Core
BSBMGT403A	Implement continuous improvement	Elective
BSBPMG501A	Manage projects	Elective
BSBINN301A	Promote innovation in a team environment	Elective
BSBOHS407A	Monitor a safe workplace	Core

Investment

You may be eligible to undertake this course free as part of a [Traineeship](#) or under the [Productivity Places Program](#). As a 24 month traineeship it is available to both eligible new and existing workers.

To find out more or to receive a quote, please contact us.



NSW Vocational
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TRAINING

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