

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.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Qualification Rules
Total number of units = 10 4 core units plus 6 elective units 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

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

Supervisor, Sales Team

4 core units plus

6 elective units

- BSBCMM401A Make a presentation
- BSBINN301A Promote innovation in a team environment
- BSBINM401A Implement workplace information system
- BSBLED401A Develop teams and individuals
- BSBMKG413A Promote products and services

- BSBREL401A Establish networks

Team Leader, Business Unit

4 core units plus

6 elective units

- BSBFIA402A Report on financial activity
- BSBITS401A Maintain business technology
- BSBREL402A Build client relationships and business networks
- BSBRKG403B Set up a business or records system for a small office
- BSBRSK401A Identify risk and apply risk management processes
- BSBWRT401A Write complex documents

Employability Skills for BSB40807 Certificate IV in Frontline Management

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• communicating with team members and management to ensure open communication channels and to clarify issues• resolving conflict and disputes in the work team
Teamwork	<ul style="list-style-type: none">• being a role model for other team members• consulting and developing objectives with the work team
Problem solving	<ul style="list-style-type: none">• developing risk management approaches• developing techniques to address faults and inefficiencies
Initiative and enterprise	<ul style="list-style-type: none">• identifying and developing opportunities for improved work practices
Planning and organising	<ul style="list-style-type: none">• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance• preparing work plans and budgets
Self management	<ul style="list-style-type: none">• actively seeking feedback on own performance from clients and colleagues• prioritising tasks
Learning	<ul style="list-style-type: none">• coaching and mentoring colleagues and team members to support the introduction of change
Technology	<ul style="list-style-type: none">• using business technology such as computer programs and telecommunications to collect and manage information

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.