



Certificate IV in Frontline Management (BSB40807)

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.

Certificate IV in Frontline Management requires 10 units, consisting of 4 core units and 6 electives.

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

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

After achieving the BSB40807 Certificate IV in Frontline Management, candidates may undertake the BSB51107 Diploma of Management, or a range of other Diploma qualifications.



Ph: 1300 66 88 55 or 0249 693 933
enquiries@efirstaid.com.au

E Firstaid Pty Ltd is a Registered Training Organisation (RTO # 91232)



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Module Selection

Core Units (compulsory units)

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

Elective Units (6 of these units must be selected)

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 systems
BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBITS401A	Maintain business technology
BSBMGT403A	Implement continuous improvement
BSBMGT404A	Lead and facilitate off-site staff
BSBMKG413A	Promote products and services
BSBPMG510A	Manage Projects
BSBREL401A	Establish networks
BSBRES401A	Analyse and present research information
BSBRSK401A	Identify risk and apply risk management processes
BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities
BSBWRT401A	Write complex documents

Employability Skills

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Communication

- communicating with team members and management to ensure open communication channels and to clarify issues
- resolving conflict and disputes in the work team

Teamwork

- being a role model for other team members
- consulting and developing objectives with the work team

Problem Solving

- developing risk management approaches
- developing techniques to address faults and inefficiencies

Initiative and Enterprise

- identifying and developing opportunities for improved work practices

Planning and Organising

- 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

- actively seeking feedback on own performance from clients and colleagues
- prioritising tasks

Learning

- coaching and mentoring colleagues and team members to support the introduction of change

Technology

- using business technology such as computer programs and telecommunications to collect and manage information