

# Certificate IV in Frontline Management

BSB40807

## Overview

Training for Work's Certificate IV in Frontline Management is designed for students who work as a supervisor, team leader or are in a job role where they can gain on the job management experience (e.g. a second in charge position). The qualification provides training in leadership in the workplace, implementing operational plans, customer service strategies and risk management processes.

The Certificate IV in Frontline Management is delivered one-on-one over a period of 12 to 24 months with up to 10 x 1 hour training and assessment visits at the student's workplace by a qualified and experienced Industry Training Consultant.

## Entry Criteria

To enrol in Training for Work's Certificate IV in Frontline Management, students must be:

- an Australian citizen or permanent resident; and
- currently employed as a team leader, supervisor or other position of responsibility.

People with disabilities are encouraged to enrol.

## Programme Structure

Students are required to complete all units listed below.

BSBCUS401B

Coordinate implementation of customer service strategies

BSBMGT401A

Show leadership in the workplace

BSBMGT402A

Implement operational plan

BSBMKG413A

Promote products and services

BSBOHS407A

Monitor a safe workplace

BSBPMG510A

Manage projects

BSBREL401A

Establish networks

BSBRSK401A

Identify risk and apply risk management processes

BSBWOR402A

Promote team effectiveness

BSBWOR404B

Develop work priorities

*Please note: The units of competency listed are in alphabetical/numerical order based on code.*

*A summary of the employability skills students will develop through this qualification can be downloaded from <http://employabilityskills.training.com.au/>*

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## Cost

### For students located in New South Wales

This training is funded by the NSW Government in partnership with the Commonwealth Government.

### For students located in all other Australian States / Territories

Dependent on individual student circumstances, Training for Work in conjunction with the relevant State / Territory and the Commonwealth Government may be able to access a subsidy or incentive to cover the cost of training.

## Recognition of Prior Learning (RPL)

Training for Work will offer all students RPL. Students may be eligible to receive recognition of prior learning for units based on their work experience and training they have previously undertaken.

## Credit Transfer

Training For Work will offer all students Credit Transfer. Students may be eligible for credit transfer when they have previously completed the identical unit or a unit deemed equivalent by the training package author / developer.

## Assessment

Students will be assessed in each unit using a combination of assessment tasks. The combination of assessment tasks will include:

- written assessment activities;
- practical skills observation;
- a final assessment/project; and
- a manager/peer review.

Students are required to satisfactorily complete all assessment tasks for each unit.

For each unit students will receive an outcome of satisfactory (i.e. competent) or unsatisfactory (i.e. not yet competent). Students who do not satisfactorily complete a unit will be provided feedback and the opportunity to review and resubmit assessment tasks. No additional fees are charged for students who resubmit assessment tasks.

## Support Services

Students may contact their allocated Industry Training Consultant at any time via telephone or email to request support. Support may include, but is not limited to, assistance with assessment tasks and language, literacy and numeracy.

## Pathways

Students who successfully complete Training for Work's Certificate IV in Frontline Management have the opportunity to further their studies and undertake higher qualifications.



**Government funded  
places available**

Call 1300 885 720  
for further information