

## Certificate IV in Frontline Management - BSB40807

### Course Description

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.

### Subjects

A total of 10 units are required for this qualification.

<p><u>Management</u> BSBMGT401A Show Leadership in the Workplace BSBMGT402A Implement Operation Plan BSBMGT403A Implement Continuous Improvement</p> <p><u>Occupational Health and Safety</u> BSBOHS407A Monitor a Safe Workplace</p> <p><u>Customer Service</u> BSBCUS401B Coordinate Implementation of Customer Service Strategies</p> <p><u>Innovation</u> BSBINN301A Promote Innovation in a Team Environment</p> <p><u>Workplace Effectiveness</u> BSBWOR401A Establish Effective Workplace Relationships BSBWOR402A Promote Team Effectiveness BSBWOR404A Develop Work Priorities</p> <p><u>Relationship</u> BSBREL401A Establish Networks</p>	
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### Entry Requirements

There are no pre-requisites for this qualification.

### Career Opportunities

- Leading Hand
- Supervisor
- Team Leader

### Further Education Opportunities

Participants who have completed their Certificate IV in Frontlines Management can move forward to a Diploma of Business Management.

### The Next Step

To enrol in this course or for further information contact Enrich Training on (07) 3315 6311 or email [info@enrichtraining.com.au](mailto:info@enrichtraining.com.au)