

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> BSBCUS401A Coordinate Implementation of Customer Service Strategies BSBCUS402A Address Customer Needs BSBCUS403A Implement Customer Services Standards</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</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) 3162 9500 or email info@enrichtraining.com.au

