

Business Services–Frontline Management Certificate IV–BSB 40807

Frontline Managers have been identified as being central to improving productivity in the Australian workplace. This course can assist you in gaining a formal qualification by using your current employment as the basis for demonstrating competency. 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.

The course requires 10 units for the qualification, consisting of 4 core units and 6 elective units.
Note: The rules of this qualification are different from the pattern of qualifications in the Business Services Training Package.



The following units must be successfully completed to attain the Qualification

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBOHS407A Monitor a safe workplace
- BSBWOR402A Promote team effectiveness
- BSBINN301A Promote innovation in a team environment
- BSBMGT403A Implement continuous improvement
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404A Develop work priorities
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBLED401A Develop teams and individuals

There are certain prerequisites that must be completed prior to commencement into this qualification. Please contact our team for further information.



NATIONALLY RECOGNISED
TRAINING

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