



## Certificate IV in Frontline Management

### Qualification Description

Certificate IV in Frontline Management is designed for team leaders and middle managers to enhance their leadership and management skills through improved conflict resolution skills, relationship management, prioritisation and planning skills, making your teams and business more effective and profitable.

### Award

Certificate IV in Frontline Management BSB40807. Outsource Services provides nationally recognised qualifications through high quality, flexible, customised training that will have a positive impact on your career and business.

### Our Trainers

Outsource Services will provide experienced training staff that inspire you to achieve great things. All our trainers are approved under the Australian Quality Training Framework and are experienced professionals as well as trainers!

### Delivery

We offer flexible training delivery either face to face, self paced or in blended delivery modes. We will tailor the delivery to meet your needs.

Prior learning and current competency will be taken into consideration for all participants.

### Course Duration

This course is a competency based training program and as such the duration of the course is to be determined on individual levels of current competence and RPL. However, expect to take around a month per module for most of our courses

### Entry Requirements

No entry requirements apply to this qualification

### Career Opportunities

This program is aimed at developing your leadership and management skills ready for your future in middle to upper management roles.

### Applicable occupations are:

Team Leaders

Middle Managers

All industry sectors

### Investment

Please call us on 1300 136 904 and one of our friendly Consultants will help you with the best learning option for you.

All of Outsource Services programs form learning pathways to high level study and University entrance and credits.

### FOR FURTHER INFORMATION

Visit our website at

[www.outsourceservices.com.au](http://www.outsourceservices.com.au)

or call us on 1300 136 904





## BSB40807 Certificate IV in Frontline Management

### Requiring 10 units for Qualification

- **Consisting of 4 core units & 6 elective units** from the lists below
- At least 3 of the elective units must be selected from the elective units list
- The remaining 3 elective units may be selected from the BSB07 Business Services Training Package or any other currently endorsed national training package. One unit may be selected from either Certificate III or Diploma level

#### Competency is required in all 4 of the following core units:

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

- **Select at least 3 units** from the following list of elective units.

- 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 system .....
- 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 .....
- BSBRISK401A Identify risk and apply risk management processes.....
- BSBWOR401A Establish effective workplace relationships.....
- BSBWOR404A Develop work priorities .....
- BSBWRT401A Write complex documents.....

