



Certificate IV in Frontline Management (BSB40807)

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, but senior managers without formal and/or relevant qualifications may consider undertaking the program.

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. Job roles that relate to this qualification include Co-ordinator, Supervisor, Team Leader, Manager and Office Administrator.

On successful completion of the program you will be issued with a nationally recognised certificate that will confirm your skills and competence in management. This qualification can also lead to a Diploma in Management or a range of other diploma level qualifications in the business services area.

Delivery Methods

An ATEC Trainer will meet with you to arrange a training program that can be delivered entirely on the job and will, wherever possible, be directly relevant to the day to day tasks that you practice within your organisation. The trainer will also conduct scheduled visits, provide ongoing support via telephone and/or email, and offer additional mentoring to assist you to achieve a quality learning outcome.

Assessment Methods

May include questioning, demonstrated previous experience, observation in the workplace, tests, written reports, project examinations and other appropriate assessment methods depending on the unit requirements.

Pre-requisites

There are no pre-requisites for individual units of competency that make up this qualification. However, completion of a Certificate III in Frontline Management or similar qualifications, or experience in a leadership role in the workplace would be beneficial prior to undertaking this qualification.

Course Fees

\$2,500 (includes learning resources and manual)

For this qualification you are required to select 4 Core units and 6 Elective units.

Course Outline (Example Training Plan*)

Core Units

BSBMGT401A	Show Leadership in the Workplace	Core
BSBMGT402A	Implement Operational plan	Core
BSBOHS407A	Monitor a Safe Workplace	Core
BSBWOR402A	Promote team effectiveness	Core

Elective Units

BSBCUS401A	Co-ordinate implementation of customer service strategies	Elective
BSBFIA402A	Report on Financial Activity	Elective
BSBINN301A	Promote innovation in a team environment	Elective
BSBMKG413A	Promote products and services	Elective
BSBWOR401A	Establish effective workplace relationships	Elective
BSBWRT401A	Write complex documents	Elective

* Please note: The above program is an example only and an ATEC Trainer can negotiate a training program that includes units that are relevant to the job role in your organisation.

For further details please contact Course Administration on (08) 8240 1233