



- FACT SHEET -

BSB 40807 Certificate IV in Frontline Management

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

The term 'Frontline Manager' covers a range of varied position descriptions including manager, supervisor, leading hand, team leader, office manager and foreperson. These frontline managers are people who interface between workforce and senior management. Their tasks include managing themselves, managing a workforce and coordinating the results of a team.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing frontline managers should possess. These competencies relate to the areas of:

- Leadership
- Workplace safety
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships.

Purpose

The purpose of the training program is to develop the skills and knowledge of frontline managers.

Program Benefits

- Improved productivity
- Increased innovation
- Development of management competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- BSBMGT401A (core) Show leadership in the workplace
- BSBMGT402A (core) Implement operational plan
- BSBOHS407A (core) Monitor a safe workplace
- BSBWOR402A (core) Promote team effectiveness
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS403A Implement customer service standards
- BSBINN301A Promote innovation in a team environment
- BSBMGT403A Implement continuous improvement
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404A Develop work priorities

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.



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The training you need to excel in the skills of Frontline Management.

