

Certificate IV in Frontline Management BSB40807

Course Introduction:

The nationally recognised **Certificate IV in Frontline Management** qualification comprises a suite of business units that provide the knowledge, skills and behaviours for leaders in a dynamic business environment.

Frontline Management refers to the first or middle level of management. Frontline managers are typically co-ordinators, team leaders, supervisors or project officers who oversee or manage the day to day operations of a business.

The units delivered by **Training at Key Employment** are designed to provide a balanced program of theory and contemporary awareness relevant to successful business management. The program requires students to observe and document workplace practice and procedures.

Training at Key Employment customises this qualification to suit the style of delivery that best suits you and your organisation. We work with you to structure a process and schedule in accordance with the needs of the individuals undertaking the course.

Delivery can be face to face, workplace based or by correspondence.

This Qualification is useful for:

Frontline Managers ❖ Team Leaders ❖ Supervisors

For this qualification people must be in a role where they can demonstrate responsibility for team or business unit performance. They should be fairly self-directed and autonomous, working under broad guidance

Qualification & Recognition:

Upon successful completion of the program, students will be awarded the nationally recognised qualification **Certificate IV in Frontline Management BSB40807**.

"Your Key to SUCCESS"



Program Outcomes

This Program aims to help participants to:

Develop the specified range of competencies required for Frontline Managers operating at an advanced level

Demonstrate application of competencies through workplace examples

Deliver quantifiable improvements for their organisation through strategic planning

Improvement Project:

Evaluate own ongoing professional development needs and take ownership for self development

Take responsibility for managing self and team to meet challenges of the workplace

Benefits for Organisations & Individuals:

Improved productivity and innovation in the workplace

Development of management competencies which are portable

Increased awareness of the importance of customer service

Improved facilitation of teams and individuals

Course Units:

Learners must successfully complete **4 core units** plus **6 elective units**.

Core Units

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBOHS407A Monitor a safe workplace

BSBWOR402A Promote team effectiveness

Elective Units

BSBRES401A Analyse and present research information

BSBCUS401A Coordinate implementation of customer service

BSBREL401A Establish networks

BSBFIA402A Report on financial activity

BSBMGT404A Lead and facilitate off site staff

BSBMKG413A Promote products and services

Investment: Price negotiated

**For further information and enrolment details contact
Training at Key Employment:**

A.B.N. 84 51 50 42 040

Training Centre: 4/38 Park Avenue COFFS HARBOUR NSW 2450

Phone: (02) 6691 9999

Fax: (02) 6691 9930

Web: www.keyemployment.com.au Email: training@keyemployment.com.au
