



BSB40812 Certificate IV in Frontline Management

What's it about

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.

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.

What job could it help me to get

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.

Then what

Preferred pathways for candidates considering this qualification include:

BSB30112 Certificate III in Business or other relevant qualification

OR

with vocational experience in a supervisory role but no formal qualification.

Pathways from the qualification

BSB51107 Diploma of Management.

What needs to be completed

10 units of competence are required to complete this qualification within the specific requirements as set out below:

4 core units *plus*

6 elective units

At least **3** of the elective units must be selected from the elective units listed below.

The remaining **3** elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1** unit may be selected from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

OK so how do I do it

Option One: One on One Training

You can have the training as an individual. This allows you to have the training delivered at your own pace in a timeframe that suits you. We come to you and deliver training that fits into your work/life requirements. All assessments are completed at a pace that suits your needs.

Option Two: Classroom Training

All your learning and assessment for each of the units is delivered in a classroom environment with other students.

For classroom training to occur we need a minimum of **5** students.

We can deliver our training in a number of QLD locations. We have a portable classroom set-up whereby we have 10 computers and a Trainer available.

Option Three: Recognition of Prior Learning (RPL)

If you've had lots of experience in this industry or similar in the past; you may be eligible for RPL?

Recognition of Prior Learning means that you don't require the training but rather you just need to be assessed on each unit. You will need to draw on all your past experiences so that you can demonstrate that you have already acquired the knowledge and skills. You may be eligible for some units through the RPL process whilst other units may require some training.

See below an example of BSB40812 Certificate IV in Frontline Management training plan(s) for core, stream, recommended and elective units, (if applicable) as per Grouping Requirements as offered by Work Skills

BSB40812 Certificate IV in Frontline Management Example

BSB40812 Certificate IV in FLM (Frontline Management)

Compulsory Core Units

<u>Code</u>	<u>Unit Name</u>
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWOR402A	Promote team effectiveness
BSBWHS401A	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSB40812 Certificate IV in FLM (Frontline Management)

Code

Unit Name

Elective Units

BSBWRT401A	Write complex documents
BSBCUS402B	Address customer needs
BSBMGT403A	Implement continuous improvement
BSBCUS401B	Coordinate implementation of customer service strategy
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWOR401A	Establish effective work place relationships
BSBMKG413A	Promote products and services
BSBREL401A	Establish networks
BSBWOR404B	Develop work priorities
BSBINN301A	Promote innovation in a team environment
BSBCM401A	Make a presentation
BSBINM401A	Implement work place information system



Language, Literacy and Numeracy

Every qualification has an expected level of language, literacy and numeracy requirement. Therefore at the commencement of a qualification we will ensure that the student's ability to comprehend LL&N is recognised and any issues that may impact on the opportunity to succeed in completing the qualification are identified. Work Skills works offers support solutions i.e. additional training time, additional support from an industry or LL&N specialist, different methods of assessment and more. Essentially we do all we can so that you achieve your qualification.

How long will it take?

A flexible approach is offered by Work Skills to deliver the training and assessment. The nominal duration to complete this qualification is **12** months fulltime. If this qualification is completed as part time or as a School based student (SAT) then the nominal period of **24** months applies and in the case of SAT's the maximum "time completion framework per year" applies. As this training is competency based, students are able to complete the volume of learning at a pace that sees completion before the expiry of these time frames however the completion dates can vary from student to student but will not exceed the nominal duration.

What Now?

Train them...don't blame them!

Phone us on :

Email for more info:

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**or
or
or**

Scan this QR and go straight to us for more

Its really that easy and you can be on your way

