

Certificate IV in Frontline Management (BSB40807)

Preferred pathways for candidates considering this qualification include:

- having achieved Certificate III Frontline Management or other relevant qualification or
- with some vocational experience in a supervisory role but no formal qualification

Requirements: 10 units at level 4

Workplace Effectiveness

BSBMGT401A Show leadership in the workplace

BSBWOR402A Promote team effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

Management

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

Financial Administration

BSBFIA402A Report on financial activity

Interpersonal Communication

BSBCMM401A Make a presentation

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

