



## ***Frontline Management***

### ***What is Frontline Management?***

Frontline Management is best defined as the first level of management, the level of management that oversees or manages the actual doing of work. People in frontline management positions coordinate the work of other employees. Frontline Management frequently reports to middle management, although in many organisations they may report directly to senior management.

### ***Who is this Course aimed at?***

Frontline managers are typically involved in organisations as coordinators, team leaders, supervisors, foreperson's, leading hands, and project or office managers.

They have direct contact with employees and supervise employees' work usually without the intervention of other levels of management.

Frontline Managers may work for small or large organisations. They are ready for management and leadership development, or they may already be performing frontline management roles. Frontline management development is aimed at ensuring that frontline managers are equipped to meet not only existing organisation performance and productivity goals, but also the challenges of the future.

### ***Benefits for Employers***

- The competencies can be customised to suit a particular industry
- Productivity and innovation in the workplace can be improved
- Management development and the organisation's/team's strategies and plans can be linked
- Time is spent only on developing those areas where improvement is needed
- The competencies can be assessed on the job and recognised with a formal qualification.

### ***Benefits for Individuals***

- Work performance and satisfaction can be improved
- Frontline management competencies already acquired are recognised
- A nationally recognised qualification is gained
- Flexibility in the selection of development options and opportunities
- Skills which are already evident will be recognised

### **Qualification Title**

*BSB40807 Certificate IV in Frontline Management*

### **Requirements for Completion**

10 units- 4 Core Units & 6 Elective units





## Core Units of Competency

### Management

BSBMGT401A	Show Leadership in the Workplace
BSBMGT402A	Implement Operational Plan

### OH&S

BSBOHS407A	Monitor a Safe Workplace
------------	--------------------------

### Workplace Effectiveness

BSBWOR402A	Promote Team Effectiveness
------------	----------------------------

### Elective Units Customer service

BSBCUS401A	Coordinate Implementation of Customer Service Strategies
BSBCUS402A	Address Customer needs
BSBCUS403A	Implement customer Service Standards

### Financial Administration

BSBFIA402A	Report on Financial Activity
------------	------------------------------

### General Administration

BSBADM409A	Coordinate Business Services
------------	------------------------------

### Information Management

BSBINM401A	Implement Workplace Information System
------------	--

### Innovation

BSBINN301A	Promote Innovation in a Team Environment
------------	--

### Interpersonal Communication

BSBCMM401A	Make a Presentation
------------	---------------------

### IT Support

BSBITS401A	Maintain Business Technology
------------	------------------------------

### Management

BSBMGT403A	Implement Continuous Improvement
BSBMGT404A	Lead and Facilitate off-site Staff

### Marketing

BSBMKG413A	Promote Products and Services
------------	-------------------------------

### Project Management

BSBPMG510A	Manage Projects
------------	-----------------

### Relationship Management

BSBREL401A	Establish Networks
------------	--------------------

### Research

BSBRES401A	Analyse and Present Research Information
------------	--

### Risk Management

BSBRSK401A	Identify Risk and Apply Risk Management Processes
------------	---

### Workplace Effectiveness

BSBWOR401A	Establish Effective Workplace Relationships
BSBWOR404A	Develop Work Priorities

### Writing

BSBWRT401A	Write Complex Documents
------------	-------------------------

