

Employability Skills for BSB40807: Certificate IV in Frontline Management

Communication

communicating with team members and management
to ensure open communication channels and to clarify issues

resolving conflict and disputes in the work team

Teamwork

being a role model for other team members

consulting and developing objectives with the work team

Problem solving

developing risk management approaches

developing techniques to address faults and inefficiencies

Initiative and enterprise

identifying and developing opportunities for improved work practices

Planning and organising

monitoring and adjusting operational performance by producing
short-term plans, planning and acquiring resources and reporting
on performance

preparing work plans and budgets

Self management

actively seeking feedback on own performance from clients and colleagues

prioritising tasks

Learning

coaching and mentoring colleagues and team members to support
the introduction of change

Technology

using business technology such as computer programs and
telecommunications to collect and manage information

BSB07

Frontline Management

**Certificate IV in Business
(Frontline Management)**

BSB40807

***Alan
Bartlett
Consulting***

Requires 10 units

Consisting of 4 core units and 6 elective units from the list below

Competency is required in all four of the following units:

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWOR402A	Promote team effectiveness
BSBOHS407A	Monitor a safe workplace

Select six from the following units:

BSBINM401A	Implement workplace information system
BSBMGT403A	Implement continuous improvement
BSBWOR404A	Develop work priorities
BSBWOR401A	Establish effective workplace relationships
BSBCUS401A	Co-ordinate implementation of customer service strategies
BSBRISK401A	Identify risk and apply risk management processes
BSBPMG510A	Manage projects
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBFIA402A	Report on financial activity
BSBINN301A	Promote innovation in a team environment
BSBCMM401A	Make a presentation
BSBITS401A	Maintain business technology
BSBADM409A	Co-ordinate business resources
BSBMKG413A	Promote products and services
BSBREL401A	Establish networks
BSBRES401A	Analyse and present research information
BSBWRT401A	Write complex documents
BSBMGT404A	Lead and facilitate offsite-staff

Sample Pathways

All pathways require the completion of 5 core units plus 3 extra Units for a total of 8 units.
The sample pathways listed at 1 and 2 are suggestions only.
Trainees/participants are not restricted to those pathways.

Supervisor, Sales Team

4 core units plus

6 elective units

BSBCMM401A Make a presentation

BSBINN301A Promote innovation in a team environment

BSBINM401A Implement workplace information system

BSBLED401A Develop teams and individuals

BSBMKG413A Promote products and services

BSBREL401A Establish networks

Team Leader, Business Unit

4 core units plus

6 elective units

BSBFIA402A Report on financial activity

BSBITS401A Maintain business technology

BSBREL402A Build client relationships and business networks

BSBRKG403B Set up a business or records system for a small office

BSBRISK401A Identify risk and apply risk management processes

BSBWRT401A Write complex documents

Continued overleaf...