

# BSB41004 – Certificate IV in Business (Frontline Management)

## Summary of Competency Units

### **BSBCMN402A - Develop work priorities**

**This unit** covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development

**Status** Core

#### **Elements**

- Plan and complete own work schedule
- Monitor own work performance
- Coordinate professional development

This unit of competency has no prerequisites.

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### **BSBCMN404A - Develop teams and individuals**

**This unit** This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup

**Status** Elective

#### **Elements**

- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

This unit of competency has no prerequisites.

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### **BSBCMN410A - Coordinate implementation of customer service strategies**

**This unit** covers the skills and knowledge required to advise on, and carry out customer service strategies

**Status** Elective

#### **Elements**

- Advise on customer service needs
- Support implementation of customer service strategies
- Evaluate and report on customer service

This unit of competency has no prerequisites.

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### **BSBCMN411A - Monitor a safe workplace**

**This unit** is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements

**Status** Core

#### **Elements**

- Provide information to the work group about Occupational Health and Safety policies and procedures
- Implement and monitor participative arrangements for the management of Occupational Health and Safety
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor procedures for identifying hazards, assessing risks and controlling risks
- Implement and monitor the organisation's procedures for maintaining Occupational Health and Safety records for the team

This unit of competency has no prerequisites.

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### **BSBCM412A - Promote innovation and change**

**This unit** covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change

**Status** Elective

#### **Elements**

- Provide information to the work group about Occupational Health and Safety policies and procedures
- Lead team to foster innovative work practices
- Facilitate commitment to workplace change
- Monitor and evaluate change

This unit of competency has no prerequisites.

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### **BSBCM413B - Implement and monitor environmental policies**

**This unit** covers the implementation and monitoring of the organisation's environmental and energy efficiency policies and procedures as an integral part of the organisation's business program

**Status** Elective

#### **Elements**

- Provide information to the work team
- Implement and monitor operational procedures
- Implement and monitor change and continuous improvement
- Implement and monitor recording procedures
- Implement and monitor an environmental and energy efficiency management training program

This unit of competency has no prerequisites.

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### **BSBCM416A - Identify risk and apply risk management processes**

**This unit** specifies the outcomes required to identify risks and apply established risk management processes to a subset of the organisation's operations that are within the person's own work responsibilities and area of operation

**Status** Elective

#### **Elements**

- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of treatment of risks

This unit of competency has no prerequisites.

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### **BSBCM419A - Manage projects**

**This unit** covers the management of a straightforward project or a section of a larger project

**Status** Elective

#### **Elements**

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

This unit of competency has no prerequisites.

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### **BSBEBUS403A - Communicate electronically**

**This unit** covers online communication, electronic conferencing and collaboration, and participation in a virtual community via Internet / intranet / extranet and implementation of organisational policies and procedures

**Status** Elective

#### **Elements**

- Communicate online
- Collaborate online
- Implement electronic conferencing procedures

This unit of competency has no prerequisites.

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### **BSBEBUS409A - Lead and facilitate e-staff**

**This unit** covers supervision of e-staff who perform agreed duties at an alternative site (usually home) during some or all of scheduled work hours. It is a flexible employment option that meets all legal and regulatory employment requirements

**Status** Elective

#### **Elements**

- Facilitate e-work outcomes
- Support e-staff
- Manage e-staff performance

This unit of competency has no prerequisites.

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### **BSBFLM405B - Implement operational plan**

**This unit** specifies the outcomes required to implement the operational plan by monitoring and adjusting operational performance, producing short-term plans for the department/section, planning and acquiring resources and providing reports on performance as required

**Status** Elective

#### **Elements**

- Implement operational plan
- Implement resource acquisition
- Monitor operational performance

This unit of competency has no prerequisites.

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### **BSBFLM403B - Implement effective workplace relationships**

**This unit** specifies the outcomes required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation

**Status** Core

#### **Elements**

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

This unit of competency has no prerequisites.

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### **BSBFLM409B - Implement continuous improvement**

**This unit** This unit specifies the outcomes required to implement the organisation's continuous improvement systems and processes

**Status** Elective

#### **Elements**

- Implement continuous improvement systems and processes
- Monitor and review performance
- Implement opportunities for further improvement

This unit of competency has no prerequisites.

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### **BSBFLM412A - Promote team effectiveness**

**This unit** specifies the outcomes required of frontline managers to promote teamwork

**Status** Core

#### **Elements**

- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

This unit of competency has no prerequisites.

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