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# Getting Qualified

IN

## CERTIFICATE IV IN FRONTLINE MANAGEMENT

  

### BSB40807

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**Getting Qualified – Certificate IV in Frontline Management – BSB40807**

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**Certificate IV in Frontline Management**

**Description**

The Certificate IV in Frontline Management (BSB40807) is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal Australian recognition.

The Connect Asia Pacific (CAP) Certificate IV in Frontline Management is designed to meet the competency requirements of the qualification and integrates into work, family and study. Our distance education/external study programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of business administration competencies including leading teams or groups in a work environment and in monitoring the work performance of others and yourself.

**How long will the Certificate IV in Frontline Management program take?**

The Certificate IV in Frontline Management (BSB40807) consists of 10 units of competence, however, by applying for RPL, competencies to meet the requirements of the qualification can be met. Ordinarily we expect that each unit of competence can be completed in approximately 40 to 60 hours. Because the program is self paced and or work based the amount of effort and subsequent time for completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.

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**Units Required for the Certificate IV in Frontline Management**

**Requires the completion of 10 units of competence**

Total number of units = 10  
4 core units plus 6 elective units

**Core Units**

**Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBMGT401A</b>	<b>Show leadership in the workplace</b>	This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement
<b>BSBMGT402A</b>	<b>Implement operational plan</b>	This unit describes the performance outcomes, skills and knowledge 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.

**Occupational Health & Safety**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBOHS407A</b>	<b>Monitor a safe workplace</b>	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements

**Workplace Effectiveness**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBWOR402A</b>	<b>Promote team effectiveness</b>	This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.



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**Elective Units**

**Customer Service**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBCUS401A</b>	<b>Coordinate implementation of customer service strategies</b>	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback
<b>BSBCUS402A</b>	<b>Address customer needs</b>	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
<b>BSBCUS403A</b>	<b>Implement customer service standards</b>	This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.

**Financial Administration**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBFIA402A</b>	<b>Report on Financial Activity</b>	This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports

**General Administration**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBADM409A</b>	<b>Coordinate business resources</b>	This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

**Information Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBINM401A</b>	<b>Implement workplace information system</b>	This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.

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**Interpersonal Communication**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBCMM401A</b>	<b>Make a presentation</b>	This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

**IT Support**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBITS401A</b>	<b>Maintain business technology</b>	This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

**Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBMGT403A</b>	<b>Implement continuous improvement</b>	This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
<b>BSBMGT404A</b>	<b>Lead and facilitate off-site staff</b>	This unit describes the performance outcomes, skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements.

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**Marketing**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBMKG413A</b>	<b>Promote products and services</b>	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

**Project Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBPMG510A</b>	<b>Manage projects</b>	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

**Relationship Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBREL401A</b>	<b>Establish networks</b>	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

**Research**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBRES401A</b>	<b>Analyse and present research information</b>	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

**Risk Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBRSK401A</b>	<b>Identify risk and apply risk management processes</b>	This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.

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**Workplace Effectiveness**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBWOR401A</b>	<b>Establish effective workplace relationships</b>	This unit describes the performance outcomes, skills and knowledge 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.
<b>BSBWOR404A</b>	<b>Develop work priorities</b>	This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

**Writing**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBWRT401A</b>	<b>Write complex documents</b>	This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

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**Sample Pathways**

All pathways require the completion of 10 units

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

<b>Team Leader</b>	<b>Supervisor</b>
<p>Samantha is a team leader in a call centre for an international bank with international branches across Asia. The day-to-day running of the call centre’s customer complaints section is Samantha’s main responsibility and includes tasks such as: processing and following up on customer complaints, ensuring that call centre staff treat the customer with empathy and respect and in to the bank’s adhering to policies and procedures.</p> <p>Samantha is also responsible for training and maintaining the personnel records for call centre personnel in her section.</p> <p>The following units may be appropriate in supporting Samantha’s work role:</p>	<p>Joe works for a large metal manufacturing company, which fabricates steel for the building industry. Joe’s role is to make sure that production runs are maintained and that the supply of raw materials is maintained on a day-today basis.</p> <p>Because the company operates a day and afternoon shift Joe is required to handover his daily tasks and responsibilities to the afternoon shift supervisor. Therefore Joe is required to maintain accurate and timely records so that the transition from his shift to the next is smooth and efficient</p> <p>The following units may be useful to support Joe’s work role and to provide a basis for further skill development.</p>
<b>BSBMGT401A</b> - Show leadership in the workplace	<b>BSBMGT401A</b> - Show leadership in the workplace
<b>BSBMGT402A</b> - Implement operational plan	<b>BSBMGT402A</b> - Implement operational plan
<b>BSBOHS407A</b> - Monitor a safe workplace	<b>BSBOHS407A</b> - Monitor a safe workplace
<b>BSBWOR402A</b> - Promote team effectiveness	<b>BSBWOR402A</b> - Promote team effectiveness
<b>BSBCUS401A</b> - Coordinate implementation of customer service strategies	<b>BSBADM409A</b> - Coordinate business resources
<b>BSBCUS402A</b> - Address customer needs	<b>BSBMGT403A</b> - Implement continuous improvement
<b>BSBCUS403A</b> - Implement customer service standards	<b>BSBPMG510A</b> - Manage projects
<b>BSBMGT403A</b> - Implement continuous improvement	<b>BSBRSK401A</b> - Identify risk and apply risk management processes
<b>BSBMKG413A</b> - Promote products and Services	<b>BSBWOR401A</b> - Establish effective workplace relationships
<b>BSBWOR401A</b> - Establish effective workplace relationships	<b>BSBWOR404A</b> - Develop work priorities

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## **Getting Qualified – Certificate IV in Frontline Management – BSB40807**

### **Information For The Candidate** **Answers to common questions about assessment**

#### **What is an assessment?**

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

#### **How do I know if I am competent?**

Being competent means you can consistently do your job to the standard your workplace or study needs. The competency standards clearly describe the level of skill required.

#### **How will I be assessed?**

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

#### **Do I get a pass or fail?**

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

#### **Where will I be assessed?**

You will be assessed in your workplace or through completed assignments or questions.

#### **What is evidence?**

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is one form of assessment, including responses to questions, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.

#### **Evidence can include:**

- Demonstration of your work on the job
- Demonstration of skills in another workplace
- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary

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