

# Certificate IV in Frontline Management BSB40812

## Course Overview

This program is aimed at individuals working in a supervisory or management capacity. The skills gained from this qualification are most suitable for managers and supervisors actively working with customers and assisting staff in the provision of excellence within service delivery.

The Certificate IV Front Line management or Cert IV FLM as it is often referred to provides suitable grounding for those new to supervision and a platform for current supervisors to move into more senior management roles.

## Entry Requirements

Students are required to have access to a workplace, this may include a previous workplace, but an understanding of the work environment is required.

## Key Skills

Broadly the Certificate IV Frontline management communicates to employers that you have demonstrated the following broad skills: Communication, Teamwork, Problem-solving, Initiative and enterprise, Planning and organising, Self-management, Learning and Technology skills. Further information is contained within each of the units.

## Time Investment

The amount of effort and time required for this qualification is based upon your existing skills and experience (find out more on how competency based learning works). It is suggested that the course take approximately 400 hours of learning. However we find that due to our learner profile and the methods by which our programs are structured this is rarely the case.

## Units

The Certificate IV in Frontline Management requires the completion of 10 units. The following are those selected by Scope Training in consultation with industry.

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR402A Promote team effectiveness

BSBMGT403A Implement continuous improvement

BSBPMG522A Undertake project work

BSBRSK401A Identify risk and apply risk management processes

BSBWOR404B Develop work priorities

BSBLED401A Develop teams and individuals

BSBWOR401A Establish effective Workplace Relationships

## Course Benefits

Upon successful completion of 10 chosen units, participants will be awarded the nationally recognised Certificate IV Front Line management. The Certificate IV Front Line management is highly regarded as the industry standard in the recognition of excellence in supervision of service delivery and as such is the basis for management programs within many organisations.

Participants will undertake learnings to sharpen their skills (as per key skills section) as well as the opportunity to apply business skills and concepts to work-based situations. This will provide participants with the skills they need to work effectively within the business environment as well as the confidence to apply them in a practical setting.

