

DESIGNING YOUR OWN QUALIFICATION PACKAGE

This qualification consists of ten (10) units of competency comprising of four (4) compulsory units and six (6) elective units.

Of the six (6) elective units, three (3) must be selected from the 'Prescribed Elective Units' list.

The remaining three (3) electives can be selected from the Prescribed Elective Units OR from Work Savvy Training's 'Other Recommended Units' list OR from a wide range of other electives our consultants can tailor to your Trainee and workplace.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au

1300 764 828

BSB40807 Certificate IV in Frontline Management Units of Competency



Core Units (compulsory)

Show leadership in the workplace— BSBMGT401A

This unit develops the 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.

Implement operational plan —BSBMGT402A

This unit develops 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.

Monitor a safe workplace—BSBOHS407A

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.

Promote team effectiveness—BSBWOR402A

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. Topics covered in this unit include planning to achieve team outcomes, developing team cohesion, facilitating a work team, and liaising with management.

Prescribed Elective Units

At least three (3) electives must be chosen from this list.

Coordinate implementation of customer service strategies—BSBCUS401A

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.

Address customer needs—BSBCUS402A

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.

Implement customer service standards—BSBCUS403A

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.

Report on financial activity—BSBFIA402A

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.

Coordinate business resources— BSBADM409A

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.

Promote innovation in a team environment —BSBINN301A

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

RECOMMENDED ELECTIVE UNITS

This qualification has a wide range of elective options to ensure that the qualification can address individual and workplace requirements.

We have recommended a variety of units that we think would suit a large variety of industry and business contexts.

We are happy to meet with you to discuss additional options for tailoring this qualification. Call us any time for more detail on other elective options not listed in this document.



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Implement workplace information system—[BSBINM401A](#)

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.

Make a presentation —[BSBCMM401A](#)

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

Maintain business technology—[BSBITS401A](#)

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.

Implement continuous improvement—[BSBMGT403A](#)

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.

Promote products and services—[BSBMKG413A](#)

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

Manage projects—[BSBPMG510A](#)

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

Lead and facilitate off-site staff—[BSBMGT404A](#)

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

Establish networks—[BSBREL401A](#)

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.

Analyse and present research information—[BSBRES401A](#)

This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

Identify risk and apply risk management processes—[BSBRSK401A](#)

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.

'OTHER RECOMMENDED UNITS' LIST

When selecting units from our recommended units list, there are some considerations that must be made.

1. A maximum of one (1) unit from a Certificate III* level unit of competency may be selected
- OR
2. A maximum of one (1) unit from a Diploma** level unit of competency may be selected
3. The combination of units selected cannot meet the rules of another qualification.

* Indicates a Certificate III level unit

** Indicates a Diploma level unit



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Implement and monitor environmentally sustainable work practices—[BSBSUS301A](#)

This unit develops the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

Establish effective workplace relationships—[BSBWOR401A](#)

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.

Develop work priorities—[BSBWOR404B](#)

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.

Write complex documents—[BSBWRT401A](#)

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

Includes the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

Other Recommended Units

Up to three (3) electives may be chosen from this list. Packaging rules apply, ask us for more information.

**Manage people performance—[BSBMGT502B](#)

This unit develops the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

**Manage budgets and financial plans—[BSBFIM501A](#)

This unit develops skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes.

Manage stress in the workplace—[BSBWOR403A](#)

This unit describes the performance outcomes, skills and knowledge required to manage own stress and the stress of others in a team environment.

Organise meetings—[BSBADM405A](#)

This unit provides the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation (eg. Meeting Agenda and Minutes).

Contribute to the implementation of strategies to control OHS Risk—[BSBOHS404B](#)

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation of strategies to control occupational health and safety (OHS) risks.

FURTHER TRAINING OPTIONS AT THE COMPLETION OF THIS COURSE

Graduates of the Certificate IV in Frontline Management may qualify for number of Diploma programs including (but not limited to):

- Diploma of Management
- Diploma of Business
- Diploma of Business Administration
- Diploma of Human Resources Management
- Diploma of Customer Contact
- Diploma of Marketing

Pre-requisites for these diplomas may depend on electives taken during the Certificate IV in Frontline Management course.

Ask us for more details.



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Recruit, select and induct staff— BSBHRM402A

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

**Manage workforce planning— BSBHRM504A

This unit describes the performance outcomes, skills and knowledge required to plan workforce strategies to achieve organisational goals and objectives.

It includes aligning workforce objectives with business plans, analysing labour market trends and predictions, and designing strategies and succession plans to ensure a competent and appropriately diverse workforce is available to meet anticipated changes.

**Manage separation or termination— BSBHRM507A

This unit describes the performance outcomes, skills and knowledge required to deal with redeployment, resignation, retirement, dismissal and redundancy, including the conduct of exit interviews.

Develop teams and individuals— BSBLED401A

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

*Apply first aid—HLTFA301B

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

Identify and plan sales prospects— BSBSLS407A

This unit provides the skills and knowledge required to identify potential sales prospects by applying prospecting methods, and to manage own sales performance by establishing a sales plan and managing stress, time and sales-related paperwork.

Present, secure and support sales solutions— BSBSLS408A

This unit provides the skills and knowledge required to present sales solutions that respond to the specific buying needs of a client, and to use sales processes associated with securing prospect commitment to proceed with a sale. The unit also includes attending to post-sales activities that build and strengthen the partnership between a salesperson and the client, and enhance the prospect of future sales.

Build client relationships and business networks— BSBREL402A

This unit provides the skills and knowledge required to establish, maintain and improve client relationships, and to actively participate in networks to support attainment of key business outcomes. This unit applies to marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes, but may also apply to other individuals working in any industry.

Provide personal leadership— BSBMGT405A

This unit provides the skills and knowledge required to display high levels of personal leadership and to be a role model within the work environment.

Plan and monitor continuous improvement— BSBMGT406A

This unit provides the skills and knowledge required to plan and monitor 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.

**Talk to us about more possibilities
for tailoring your qualification!**