

Certificate IV in Frontline Management

The Business Services Package (BSB07) was developed and endorsed in 2007 to assist Australian businesses in the development of their workforce. The business services industry provides the core business skills and knowledge required for high-performing workplaces, competitive advantage and business success.

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they report to a manager.

This training is competency based and provides for organisational improvement through the holistic delivery of training to all employees. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

As a Registered Training Organisation (Registered by VETAB, National Provider Number 91353) Segla International will issue learners with a nationally recognised "AQF qualification of competence" on successful completion of the requirements defined in each course. Where learners have gained competency to selected components of the qualification, a nationally recognised Statement of Attainment will be awarded.

Qualification Requirements

Successful completion will require competency in units that relate to work as defined at the Australian Qualifications Framework (AQF) Level. To be awarded a Certificate IV in Frontline Management, competency must be achieved in 10 units. These 10 units consist of 4 core units plus 6 elective units.

Who should attend?

Team Leaders, Supervisors, Coordinators and Leading Hands tasked with contributing to change programs and continuous improvement initiatives. Long term highly skilled employees may also be ideal candidates for the Certificate IV course.

This is a workplace based training program.

Typically the Certificate IV program will be completed in 18-24 months and Government funding is available for eligible participants.



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Reduced cycle times ■ Improved productivity ■ Increased equipment capacity ■ Business growth and increased profitability

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Certificate IV Units of Competency

Core Units

The following core units must be chosen.

Management

BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Workplace Effectiveness

BSBWOR402A Promote team effectiveness

Elective Units

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards

Financial Administration

BSBFIA402A Report on financial activity

General Administration

BSBADM409A Coordinate business resources

Information Management

BSBINM401A Implement workplace information system

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM401A Make a presentation

IT Support

BSBITS401A Maintain business technology

Management

BSBMGT403A Implement continuous improvement
BSBMGT404A Lead and facilitate off-site staff

Marketing

BSBMKG413A Promote products and services

Project Management

BSBPMG510A Manage projects

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships
BSBWOR404A Develop work priorities

Writing

BSBWRT401A Write complex documents

Balance of Units

At least 3 of the elective units must be selected from the elective units listed. The other 3 elective units may be selected from the remaining elective units listed, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed, 1 unit may be selected from either a Certificate III or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level. Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

