

# BSB40807: Certificate IV in Frontline Management

## **Qualification Rules:**

**Total number of units = 10**

**4 core units** plus

**6 elective units**

At least **3** of the **elective units** must be selected from the elective units listed below .

The other **3 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 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.

## **Core Units**

### **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**

BSBRISK401A Identify risk and apply risk management processes

**Workplace Effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

**Writing**

BSBWRT401A Write complex documents