

Code & Title of Qualification: BSB41004 Certificate IV in Business (Frontline Management).  
Qualification

Further Information [info@qts.edu.au](mailto:info@qts.edu.au)

Delivery Duration Training is conducted over a period of 10 months.

Units of Competency This qualification requires 8 units, consisting of 5 specialist units and 3 elected units from the lists below:

The following 5 specialist units are required:

- BSBFLM403B Implement effective workplace relationships
- BSBFLM405B Implement operational plan
- BSBFLM412A Promote team effectiveness
- SBCMN402A Develop work priorities
- BSBMGT411A Monitor a safe workplace

Select 3 units from the following, at least one must be a Frontline management unit:

- BSBFLM406B Implement workplace information systems
- BSBFLM409B Implement continuous improvement
- BSBCMN404A Develop teams and individuals
- BSBCMN410A Coordinate implementation of customer service strategies
- BSBCMN412A Promote innovation and change
- BSBCMN416A Identify risk and apply risk management processes
- BSBCMN419A Manage Projects
- BSBEBUS403A Communicate electronically

Target Market Staff currently employed as supervisors. Middle managers or participants wanting to gain employment in these positions.

Training and Assessment Strategies This qualification is offered through out the year through flexible delivery. Allowing participants to enrol in the course when it suits them. Participants training and support is provided through face-to-face training and regular contact with the Trainer.

Assessment activities are designed to provide participants the opportunity to apply their skills and knowledge to real life situations, focusing on the preparation of relevant planning, training and management skills.

Delivery Modes Flexible delivery – Using a training plan participants are to set own deadlines. Trainer support is provided through a range of communication methods including email, letters,

feedback reports and phone contact.

In house face-to-face - delivery for organisation's.

Training plans are developed to meet the individual or organization's needs.

Required Skills/Knowledge There are no entry requirements or prerequisites for this course, although year 10 or equivalent, English would be beneficial.

Workplace Application of Skills and Knowledge Skills and knowledge gained apply in a range of workplaces and across industries, particularly where participants are employed in supervisory or management roles.