



BSB40807

## Certificate IV in Frontline Management

Leading employers recognise the crucial role of their Frontline Management staff and the significant role they play in the leadership of their organisation.

Lennox Institute provides a Nationally recognised qualification through accredited training and recognition for your Management team.

In consultation with our clients Lennox compiles a program to include the most useful topics, grouping skills sets together to maximise development of your staff's Management skills.

### Training delivery

There are a number of flexible training delivery options available to you:

- 10 x 3 hour sessions delivered once a month.
- Block release to cover training in full or half day sessions.

Training schedules will be arranged and set up in advance to suit your workplace requirements. Early completion of traineeships may be applied for once training and workplace assessments have been completed.



### Course content

The course covers a selection of the units listed below:

BSBMGT401A Show leadership in the workplace	BSBMM401A Make a presentation
BSBMGT402A Implement operational plan	BSBITS401A Maintain business technology
BSBOHS407A Monitor a safe workplace	BSBMGT403A Implement continuous improvement
BSBWOR402A Promote team effectiveness	BSBMGT404A Lead and facilitate off-site staff
BSBCUS401A Coordinate implementation of customer service strategies	BSBMKG413A Promote products and services
BSBCUS402A Address customer needs	BSBPMG510A Manage projects
BSBCUS403A Implement customer service standards	BSBREL401A Analyse and present research findings
BSBFIA402A Report on financial activity	BSBRSK401A Identify risk and apply risk management processes
BSBADM409A Coordinate business resources	BSBWOR401A Establish effective workplace relationships
BSBINM401A Implement workplace information system	BSBWOR404A Develop work priorities

### NSW fees

Traineeship	Fee
BSB40807 Certificate IV in Frontline Management	Please contact Lennox Institute on 1300 130 666

\*\*This nationally recognised qualification may attract financial assistance for eligible employees through the **Australian Apprenticeship Scheme**, [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

### Pathway

After completing this qualification, all students are now eligible to progress into BSB51107 Diploma of Management or gain credits for further studies.

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Call 1300 130 666 or visit [www.lennoxinstitute.org](http://www.lennoxinstitute.org)

