



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

The course is delivered in a series of 1/2 day or full day Management Workshop sessions. The training can be delivered for a group at your worksite or an offsite venue can be arranged. Public course will be arranged at a central venue.



### Course content

The course consists of a minimum of 10 units (4 core\*\* and 6 electives\*) a selection of these units are listed below:

BSBMGT401A Show leadership in the workplace**	BSBCMM401A 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*	BSBRES401A Analyse and present research information*
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*	BSBWOR404B Develop work priorities*
	BSBREL401A Establish Networks

### Vocational outcomes

Graduates from this program may work as supervisors, team leaders or front line managers across a wide range of organisations. Note: job roles and titles vary across different industry sectors.

### Fees

Please contact Lennox Institute for a detailed quotation for your state and individual requirements.

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

### 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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