



BSB40812

Certificate IV in Frontline Management

Leading employers recognise the importance of the crucial role of support service staff in their organisations and the need for an ongoing formal training program. Lennox Institute provides a nationally recognised qualification through accredited training and recognition for employees who carry out vital services in the cleaning industry. In consultation with our clients, Lennox Institute compiles a program to include the most useful topics, grouping skills sets together to maximise development and ease of skills transfer back into the work place.

Training delivery

To obtain this qualification students must complete 10 units in total, comprising 4 core units and 6 elective units. The course is delivered in a series of half or full day workshop sessions and can be delivered at your work site or an offsite training venue. Early completion of traineeships may be applied for once training and workplace assessments have been completed.

Fees

Lennox Institute will assist you with your unit selection, assess eligibility for government funding and provide a detailed quotation for your state and individual requirements.

Funding

This nationally recognised qualification may be funded by your state government and may also attract financial assistance for eligible new workers through the Australian Apprenticeship Scheme. www.australianapprenticeships.gov.au

Course content

Courses are customised specifically to suit our clients requirements. Listed below is a sample of some of the units which may be selected:

Core units

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBWHS401A Implement and monitor WHS policies and procedures to meet legislative requirements
- BSBWOR402A Promote team effectiveness

Elective units

- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS402B Address customer needs
- BSBCUS403B Implement customer service standards
- BSBFIA402A Report on financial activity
- BSBADM409A Coordinate business resources
- BSBINM401A Implement workplace information systems
- BSBCMM401A Make a presentation
- BSBITS401A Maintain business technology
- BSBMGT403A Implement continuous improvement
- BSBMGT404A Lead and facilitate offsite staff
- BSBMKG413A Promote products and services
- BSBPMG510A Manage projects
- BSBRES401A Analyse and present research information
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR401A Establish effective workplace relationships
- BSBWOR404B Develop work priorities
- BSBREL401A Establish networks