

Contact Us

For further information on this or any other qualification offered, please contact our team on:

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Benchmark

OHS CONSULTING PTY LTD
RTO - 91194



The qualification BSB41004 – Certificate IV in Business (Frontline Management) is designed for those employees who demonstrate basic operational knowledge in selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Units of Competency may be selected from streams, including:

- Customer Service
- Communication
- Teamwork
- Occupational Health & Safety

Upon successful completion of the course, you will be awarded:
Certificate IV in Business (Frontline Management)

Applications for Recognised Prior Learning will be accepted for this qualification. Recognised Prior Learning is a process of assessing a participant's knowledge and ability based on their previous experiences. Ask us for further information including the application kit.

This qualification has a nominal duration of 24 months.

Career Options

Career pathway information can be obtained from Benchmark staff, including the progression to Diploma level Business qualifications.

Fees and Charges

Please contact Benchmark for further details on (02) 9523 4597

BSB41004

Certificate IV in Business (Frontline Management)

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This qualification is typically completed over a two year period under the structure of a workplace traineeship. At Benchmark OHS Consulting, we believe the greatest environment for a participant to learn is their own work environment. As such, we provide on-the-job training and assessment for participants. Our trainer/assessors generally spend time with the participant at their work stations or sites. All training and assessment is 'on the job' and employees are not losing time off work due to training.

Qualification Structure

The qualification BSB41004 Certificate IV in Business (Frontline Management) encompasses units of competency from the Business Services Training Package. A total of eight (8) units of competency are required to be completed in order to achieve the qualification.

The Business Services Training Package has designated streams that each unit of competency fits into. These streams are based on the skills and tasks required to be assessed. The streams applicable to this qualification are as follows:

- Common Business
- Frontline Management
- E-Business

We have attached the list of units of competency available, with their unit descriptors, in the delivery of BSB41004 Certificate IV in Business (Frontline Management).

Core Units of Competency

The following are the core units of competency from for the qualification BSB41004 Certificate IV in Business (Frontline Management):

BSBCMN402A Develop Work Priorities

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development.

BSBCMN411A Monitor a Safe Workplace

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements.

BSBFLM403B Implement Effective Workplace Relationships

This unit specifies the outcomes required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

BSBFLM405B Implement Operational Plan

This unit specifies the outcomes required to implement the operational plan by monitoring and adjusting operational performance, producing short-term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

BSBFLM412A Promote Team Effectiveness

This unit specifies the outcomes required of frontline managers to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.



Elective Units of Competency

The following are some of the elective units of competency available for the qualification BSB41004 Certificate IV in Business (Frontline Management):

BSBCMN404A Develop Teams and Individuals

This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup.

BSBCMN410A Coordinate Implementation of Customer Service Strategies

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.

BSBCMN412A Promote Innovation and Change

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

BSBCMN413B Implement and Monitor Environmental Policies

This unit of competency covers the implementation and monitoring of the organisation's environmental and energy efficiency policies and procedures as an integral part of the organisation's business program.

BSBCMN416A Identify Risk and Apply Risk Management Processes

This unit specifies the outcomes required to identify risks and apply established risk management processes to a subset of the organisation's operations that are within the person's own work responsibilities and area of operation.

BSBCMN419A Manage Projects

This unit covers the management of a straightforward project or a section of a larger project. It focuses on the application of project management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project.

