

FACT SHEET

BSB41004 Certificate IV in Business (Frontline Management)

Course Structure:

To be awarded this qualification the learner must attain a successful assessment in a total of 8 units for the qualification, consisting of 5 specialist units and 3 extra units from the lists below.

Module 1 - Competency is required in all 5 of the following specialist units:

- BSBFLM403B Implement effective workplace relationships
- BSBFLM405B Implement operational plan
- BSBFLM412A Promote team effectiveness
- BSBCM402A Develop work priorities
- BSBCM411A Monitor a safe workplace

Module 2 - Select 3 units from the following list, of which at least 1 unit must be a Frontline Management unit (i.e. must include BSBFLM in the unit code):

- BSBFLM406B Implement workplace information system
- BSBFLM409B Implement continuous improvement
- BSBCM404A Develop teams and individuals
- BSBCM410A Coordinate implementation of customer service strategies
- BSBCM412A Promote innovation and change
- BSBCM413A Implement and monitor environmental policies
- BSBCM416A Identify risk and apply risk management processes
- BSBCM419A Manage Projects
- BSBEBUS403A Communicate electronically
- BSBEBUS409A Lead and facilitate e-staff

The structure of your program will be dependent on your level of experience within the work environment and any recognition of prior learning you may be able to access.

Module 1 and 2 competency units will be addressed using a combination of face to face delivery and the use of scenarios and role plays. Assessments will be conducted during this period to go towards your final rating of competency against the units.

Written work will need to be submitted for a number of assessment exercises during this period. Course content and final structure will be provided once any RPL action is completed.