

## **Certificate IV in Frontline Management BSB40807**

Jigsaw Consulting Group has built an excellent reputation in providing nationally accredited training courses in business administration and business management, medical administration and medical management. We understand that our clients are looking for options and flexibility within training. Our success has been built on a delivery approach of personalised training that meets the needs of our client and the individual.

**The Certificate IV in Frontline Management** reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

### **Delivery Method**

Jigsaw Consulting Group offer one-to-one training at your workplace, group sessions or regular workshops held in our training room. We ensure that our training delivery is flexible and designed to the needs of you and your employer (if applicable).

This course is a competency based training program and as such the duration of the course is to be determined on individual levels of current competence and RPL. However, expect to take around a month per module for most of our courses.

### **Career outcomes**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader

### **Investment**

Jigsaw Consulting Group offer flexible payment options for all their accredited training. Please note: Government Funded incentives may be available for you or your staff.

**To find out more information on the Certificate IV in Frontline Management,  
Phone Jigsaw on 1300 943 438.**

The **Certificate IV in Frontline Management** requires the completion of **10 units**, made up of **4 core units** and **9 elective units**.

At least **3** of the elective units must be selected from the elective units listed below.

**The remaining 3 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 elective unit** may be selected from a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### Core Units

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBOHS407A Monitor a safe workplace
- BSBWOR402A Promote team effectiveness

### Elective units

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS402A Address customer needs
- BSBADM409A Coordinate business resources
- BSBMKG413A Promote products and services
- BSBREL401A Establish networks
- BSBWRT401A Write complex documents