

# Certificate IV in Frontline Management

## BSB40812



The Certificate IV in Frontline Management provides entry level skills and knowledge to those wishing to develop their proficiency and knowledge in supervision and management.

The ETEA Frontline Management course will assist you in developing your operational skills; assist you with building teams and developing excellent customer service skills.

You may already possess existing qualifications and have excellent technical skills in your chosen vocation or profession. However, you may require additional supervisory skills to progress your career. Alternatively, you may be looking for new career challenges and opportunities.

The Certificate IV in Frontline Management has relevance across a broad range of areas. This includes team work and building a team, occupational health and safety, customer service, operational planning and risk management.

### Occupational titles may include:

< **Co-ordinator**

< **Leading hand**

< **Supervisor**

< **Team Leader**

### COURSE REQUIREMENTS:

There are no pre-requisites or any other training package requirement to enrol in this course.

#### DOMESTIC:

Training and assessments are conducted in English. Applicants must possess sound written and oral English skills. You will be required to complete a Pre-training and Language Literacy and Numeracy Assessment.

#### INTERNATIONAL:

Must have an IELTS score of 5.5 or equivalent

Must be 18 years or older

Completed year 11 or above

### TRAINING DELIVERY:

#### DOMESTIC:

Domestic students have two options. They can choose from either a classroom based delivery or blended learning.

**Classroom delivery:** Face to face training.

#### Blended learning:

Blended learning is a mixed learning experience with some of the delivery in the classroom with a facilitator and some as self-paced learning.

Please see over for Units of Study



# Units of Study



## INTERNATIONAL:

**Classroom delivery:** Face to face training.

## Course Information:

Students will need to complete 10 Units of Competency, consisting of: 4 Core and 6 Electives

(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

CORE	
BSBWHS401A	Implement and monitor WHS policies procedures and programs to meet legislative requirements
BSBWOR402A	Promote team effectiveness
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
ELECTIVES	
BSBCUS402B	Address customer needs
BSBCUS403B	Implement customer service standards
BSBCUS401B	Coordinate implementation of customer service strategies
BSBMGT403A	Implement continuous improvement
BSBWOR404B	Develop Work Priorities
BSBWOR401A	Establish Effective Workplace Relationships

## RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply for recognition of prior learning, academic credit and work experience towards this qualification.

Detailed information is available on the ETEA website [www.etea.edu.au](http://www.etea.edu.au)

## FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements for domestic and international students, course duration, assessment methods, how to enrol, studying in Australia, RPL, Credit Transfer, pathways etc. please visit our website at [www.etea.edu.au](http://www.etea.edu.au)



**FURTHER INFORMATION**  
Visit our website or contact your  
closest office for further information.

[www.etea.edu.au](http://www.etea.edu.au)



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