



BSB40807 – Certificate IV in Business (Front Line Management)

What career options do I have?

This course is ideal for those looking to manage the Front Line or “coal face” of a business.

What will I learn?

Front Line Management covers all the areas of the day to day running of Front Line management:

- staffing matters,
- organisational skills and planning,
- project management,
- customer service

What qualification will I receive?

Certificate IV in Business (Front Line Management) although you can also undertake just the individual units you need.

Where will I train?

The Front Line Management course is being run for those people already busy with work. Therefore it is completely flexible with content being delivered online or by CD based workbook with phone and email support. Mount Isa campus will also be running face to face classes to complement the digital book.

A bridging course is available for those that need to develop computing skills.

How long will the training take?

Flexible training means students can surge ahead if they wish, or work steadily through the course. The course allows 12 months for completion of the full certificate. It is highly recommended however, that students enrol in just one unit at a time.

How will the training take place?

Students will be given an electronic textbook that will cover all areas of Front Line Management. Working through the CD or online will allow students to complete the course with a manual that covers the main practical concerns of their own business

What assessment methods will be used?

Assessment methods will generally vary according to skills content of competency. May include: short answer responses, observations, demonstrations, projects, discussions, group participation etc.

Is there anything I need to bring?

A notebook and pen would be beneficial.

Am I eligible?

It is recommended that students have some business experience working either in their own business or someone else’s. Completion of Year 10 or equivalent is also recommended. Literacy, numeracy and computing support is available and students are encouraged to ease into the course by upgrading these skills first.

Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior learning (RPL). Documentary evidence will be requested.

When can I start?/How do I apply?

Contact the Client Information Centre for the latest course commencement dates and enrolment details.

Students can enrol at any stage, fitting in with the current unit being offered and looping around until all 10 units are complete.

Can I go onto further training?

Completion of the Certificate IV in Business feeds into the Diploma of Business with one unit counting as a direct part of the Diploma.

What else might I find useful?

Financial assistance with fees may be available through concessions, or via ‘Time to Pay’ payment plan. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook.

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study please do not hesitate to ask, and arrangements can be made.

Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

What is the program structure?

To gain this qualification, 10 units of competency are to be achieved. There are 4 core units and 6 elective units, 3 of which must be from the units listed in the package. Those offered at Mount Isa are listed below.

Core units

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BBOHS407A	Monitor a safe workplace
BSBWOR402A	Promote team effectiveness

Elective Units

BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCMM401A	Make a presentation
BSBMGT403A	Implement continuous improvement
BSBPMG510A	Manage projects

Disclaimer This is for publication purposes only and is not official or authorised version of course information. Users should check with Enrolments or the relevant Faculty Officer for confirmation of the authorised or official course information. Mount Isa Institute of TAFE makes no representation or warranties about the accuracy or completeness of any information contained in this publication and accepts no liability for any loss or damage that may be incurred by any person acting in reliance on this publication.