

CERTIFICATE IV FRONTLINE MANAGEMENT



BSB40807¹

Leadership, communication and organisational skills are all essential components of successful business management. Frontline Managers need to be able to manage both their own performance and that of their employees. The Certificate IV Frontline Management course is designed to help people in management positions enhance their skills in managing people and projects. It will also help them develop their communication skills, assisting them with the coaching their staff and helping them implement continuous improvement procedures.

Tailoring is available for in-company, customised programs.

Course Content

A total of 10 units are required to complete this qualification.

Management	BSBMGT401A	Show leadership in the workplace #
	BSBMGT402A	Implement operational plan
OHS	BSBOHS407A	Monitor a safe workplace
Workplace Effectiveness	BSBWOR402A	Promote team effectiveness
Interpersonal Communication	BSBCMM401A	Make a presentation #
Innovation	BSBINN301A	Promote innovation in a team environment
Information Management	BSBINM401A	Implement workplace information system
Leadership	BSBLED401A	Develop teams and individuals
Writing	BSBWRT401A	Write complex documents *
Project Management	BSBPMG510A	Manage projects

Training Courses

These units are available as components of our publicly-scheduled training courses. Participants will attend the following courses over a 12 to 24 month timeframe to complete this qualification.

Personal Development	Recommended	2 Days
FLM 1—Coaching, Team Effectiveness & Innovation #		3 Days
FLM 2—Leadership & Planning #		2 Days
FLM 3—Workplace Information		2 Days
Project Management—Essentials		1 Day
Business Presentations—Planning		1 Day
Business Presentations—Delivery	Recommended	1 Day
Advanced Business Writing *		1 Day
Monitor a Safe Work Place		1 Day

- Courses marked as **Recommended** are not part of this qualification and are charged separately.
- Courses marked with an asterisk (*) assume basic knowledge in this field.
- Courses marked with a 'hash sign' (#) require the participant to have completed a DISC Behaviour Profiling Survey. This is provided free as part of our Personal Development course. Alternatively, the DISC Behaviour Profiling Survey is provided by Ron Pollak Training at an additional cost of \$95.
- ¹Ron Pollak Training delivers Certificate IV in Frontline Management BSB408071 under the auspices of Enrich Training, a Registered Training Organisation (31433).

Flexibility is the Key

Open Courses

There are distinct advantages in attending open courses. Your staff will learn with people from other organisations. It is more economical for smaller numbers and can be run in Sydney and Melbourne. There are far less overheads in organising open courses that are run regularly - getting everyone's diary together is often a nightmare! Sending staff on open courses in twos and threes can help with inter-delegate communication back at work because of the shared experience of the training program. Only those people who need to and want to complete the full qualification attend.

In the chart below you will find courses that relate to the Certificate IV in Business Sales qualification.

Customised Training

Ron Pollak Training will fit a training solution to a business need. The Certificate IV in Business Sales qualification is flexible and additional modules are available.

Not only will we help an organisation select the right curriculum, we will tailor examples and case studies to particular needs.

