



BSB40807 – Certificate IV in Frontline Management



The qualification BSB40807 – Certificate IV in Frontline Management is designed for those working in a senior role in any business environment. This may include team leaders or supervisors, previously unqualified staff or those looking to enter such a position.

The BSB40807 Certificate IV in Frontline Management qualification comprises four (4) core and six (6) elective units of competency from the Business Services Training package or any relevant endorsed Training Package.

CRE8 Australia has the capacity to deliver the units listed below, the units in bold are CRE8's preferred units, however if required by the participant, CRE8 can deliver the other units.

Cre8 Australia has developed a program that meets the requirements of the qualification, as shown below. Alternative combinations of units of competency are possible within the rules of the training package. Potential participants wishing to discuss alternative units should contact CRE8 Australia's office.

Our proposed training program is detailed below:

BSBMGT401A	Show Leadership in the Workplace	Core
BSBMGT402A	Implement Operational Plan	Core
BSBOHS407A	Monitor a Safe Workplace	Core
BSBWOR402A	Promote Team Effectiveness	Core
BSBCUS401A	Coordinate Implementation of Customer Service Strategies	Elective
BSBCUS402A	Address Customer Needs	Elective
BSBMGT403A	Implement Continuous Improvement	Elective
BSBPRO301A	Recommend Products and Services	Elective
BSBWOR401A	Establish Effective Workplace Relationships	Elective
BSBWOR404A	Develop Work Priorities	Elective
BSBMKG404A	Lead and Facilitate Off-Site Staff	Elective
BSBFIA402A	Report on Financial Activity	Elective
BSBCMM502A	Make a Presentation	Elective
BSBWRT401A	Write Complex Documents	Elective

The qualification is nationally recognised and can only be delivered by a Registered Training Organisation (RTO) that complies with the governing standards of quality control and quality training and assessment.

Upon successful completion of the course assessments you will awarded a:

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Participants who exit the training program without completing all assessments will be issued with a statement of attainment for those units in which they have demonstrated competency.

The qualification process also recognises your existing skills and knowledge. Recognition of Prior Learning (RPL) is a process where the participants existing skills and knowledge are matched against the requirements of the qualification. If the participant is assessed as already having achieved competency the course is reduced in duration. Additional information on our RPL process is available from the CRE8 Australia Office.

The format for delivery/assessment will be designed around a twenty four (24) month delivery program involving a combination of theory/classroom sessions and practical work based sessions to be conducted in a classroom setting or in the participant's workplace.

To be eligible to enrol in our training programs participants must be able to read and write English to a sufficient standard to work with the supplied texts. Samples of the texts are available for review and a challenge test is possible for those who wish to confirm their English Language ability.

Fees and Charges: The course fee is outlined in our Client Service Agreement and includes all texts and assessment material.

Our Refund policy is also detailed in our Participant Handbook, which is available upon request.

CRE8 Australia is flexible in the format and timing of learning and assessment activities to ensure that we provide every opportunity for participants to demonstrate their skills and abilities.

Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

Our Participant manual details our complaints and appeal procedure, our discipline policy, and our access and equity policy, including the contact for any Access and Equity issues.

CRE8 Australia offers support to all Participants with their learning needs. We can tailor the training and assessment program to assist people with learning issues and, to a more limited degree, personal issues.

To Enrol

Please contact us at:

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