

Certificate IV in Frontline Management

General Description

Frontline Management qualifications are highly sought and widely recognised as a benchmark of excellence. Incorporating communication, leadership, time management and customer service – to name a few key areas – the Frontline Management programs are delivered to directly benefit the individual, their team and the organisation. All projects set for assessment purposes during the course of study are centred on and in the workplace, so the Return On Investment (ROI) for the organisation is extremely high.

Customisation

This qualification is run in-house for your organisation and is fully customised to achieve measurable outcomes for your company. We will work with you to design a training program that meets your needs and exceeds your employees' expectations, please discuss your requirements with one of our consultants.

Units of Competency

The Certificate IV in Business (Frontline Management) is specifically designed for existing or potential team leaders and supervisors. Lotus Performance Management employs an Action Learning delivery model, ensuring relevance to actual job performance and a focus on work outcomes. The Certificate IV in Business (Frontline Management) is made up of a total of 8 Units of Competency (5 Specialist Units + 3 Elective Units), for example:

Specialist Units

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|------------|---|
| BSBFLM403B | Implement effective workplace relationships |
| BSBFLM405B | Implement operational plan |
| BSBFLM412A | Promote team effectiveness |
| BSBCMN402A | Develop work priorities |
| BSBCMN411A | Monitor a safe workplace |

Elective Units

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|------------|---|
| BSBFLM416A | Identify risk and apply risk management processes |
| BSBCMN419A | Manage projects |
| BSBFLM409B | Implement continuous improvement |

Learning & Assessment Strategy

Lotus Performance Management will negotiate with your organisation to develop a Learning and Assessment Strategy that expertly meets your training requirements. Each strategy includes the selected units of competency, the agreed assessment methods and your arranged timeframes for delivery and assessment.