



Registered Training Organisation: 0822  
 Address: 5/7 Hillyard Street, PIALBA Q 4655  
 Ph: 41 245 477  
 Fax: 41 245 955  
 Email: [jobsmart@bigpond.net.au](mailto:jobsmart@bigpond.net.au)  
 Web: [www.jobsmart.net.au](http://www.jobsmart.net.au)

## BSB40807 Certificate IV in Frontline Management

10 UNITS MUST BE COMPLETED: 4 Core units and 6 Elective units

### Core Units

BSBMGT401A	Show leadership in the workplace	BSBOHS407A	Monitor a safe workplace
BSBMGT402A	Implement operational plan	BSBWOR402A	Promote team effectiveness

### Elective Units: Select six from the list below.

**Optional electives:** Three of the six units may be selected from BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from a Certificate III qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level. (For more details, about each unit and elective options; go to: [www.ntis.gov.au](http://www.ntis.gov.au))

Customer Service / Sales Electives		Management / Risk Management Electives	
BSBCUS401A	Coordinate implementation of customer service strategies	BSBPMG510A	Manage projects
BSBMKG413A	Promote products and services	BSBRSK401A	Identify risk and apply risk management processes
BSBREL401A	Establish networks	BSBMGT403A	Implement continuous improvement
Information Systems Electives		BSBWOR401A	Establish effective workplace relationships
BSBINM401A	Implement workplace information system	BSBWOR404A	Develop work priorities
BSBITS401A	Maintain business technology	Administration / Finance Electives	
BSBRES401A	Analyse and present research information	BSBFIA402A	Report on financial activity
		BSBADM409A	Coordinate business resources

For an explanation of terms and how your training will progress, please refer to JobSmart's Training and Assessment Guide Notes.

(For more details, about each unit and other elective options; go to: [www.ntis.gov.au](http://www.ntis.gov.au))

(Prior to your final selection of any elective units outside the list below, please contact JobSmart)

*(Note: JobSmart is unable to deliver any level V units)*

## WANT TO KNOW MORE? CONTACT US NOW!

For general traineeship information, got to: [www.apprenticeshipinfo.qld.gov.au](http://www.apprenticeshipinfo.qld.gov.au)