



first impressions resources
the australian retail college



This qualification is ideal to equip people in a variety of organisations and industries, who may already be working as a supervisor or coordinator and who have a desire to build their management capabilities. At this level, frontline managers will enhance their knowledge and management tools in leadership and guidance, as well as developing the skills that will enable them to take responsibility for the effective functioning and performance of a team and its work outcomes.

To achieve the Certificate IV in Frontline Management a total of ten (10) units must be completed.

Core Units:

Leadership

- Show leadership in the workplace
- Promote team effectiveness

Planning

- Implement operational plan

Organise Safety

- Monitor a safe workplace

Elective Units:

Team Management

- Establish effective workplace relations
- Manage projects

Service Delivery

- Coordinate implementation of customer service strategies

Continuous Improvement

- Implement continuous improvement
- Promote innovation in a team environment

Workplace Effectiveness

- Develop work priorities

Additional Elective Units:

Frontline Management in a Retail Environment

- Manage merchandise and store presentation
- Coach others in job skills
- Recruit and select personnel
- Control store security



NATIONALLY RECOGNISED
TRAINING

The above course outline is an example developed to meet industry standards. Other electives are also available.

A Day in the life of....

Julia is the supervisor in a gourmet food distribution company. She has worked for the company for several years, starting in an entry level role and working her way up to Supervisor. This role is quite different to that of a non-supervisory employee and Julia initially found it difficult to manage staff and be part of the management team. Since commencing her Certificate IV in Frontline Management, Julia has developed higher-level communication and leadership skills which have been essential for her role.

Day to day, Julia ensures that operations are conducted to meet the company budgets and policies. She supervises staff and delegates work to team members based on priorities and demands. She also conducts interviews, hires new staff, mentors and trains her team members and ensures that safety standards are met.

Julia supports her line-manager with setting KPI's and tracking team members' individual performance and also the business's performance to meet the required objectives. Julia enjoys her challenging position and is increasing her knowledge of business concepts and strategies.

