



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 skills in planning, implementing, controlling and monitoring. The knowledge and skills gained will enhance their leadership capacity enabling them to take responsibility for the effective functioning and performance of a team.

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

Core Units

- Show leadership in the workplace *
- Promote team effectiveness *

Elective Units

- Develop work priorities
- Recruit and select personnel ^
- Administer HR policy ^
- Implement operational plan
- Implement continuous improvement
- Coordinate implementation of customer service
- Coach others in job skills ^
- Monitor a safe workplace

^ Denotes imported unit

The above course outline is an example developed to meet industry standards.

Alternative Elective Units

- Identify risk and apply risk management processes
- Make a presentation
- Write complex documents



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.



Building retail capability across Australia & beyond

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