

Course Outline

BSB31207 Certificate III in Frontline Management

This qualification reflects the role of individuals who provide supervision in a wide range of organisational and industry contexts. They are likely to have existing technical skills in a broad range of vocations or professions, but require some training in the basics of supervision.

Typically they would report to a supervisor or team leader.

At this level frontline managers provide basic leadership and guidance to small groups of others and have limited responsibility for the effective functioning and performance of a unit and its work outcomes.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Unit leader
- Leading Hand.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Distance education gives the individual the flexibility to design a program that suits their needs. Whether looking to launch a career or up skill in an existing role, the Work Plus Development & Training model allows the flexibility to make it work.

Work Plus Development & Training view distance education and workplace education equally, with both achieving the same quality service delivery and nationally recognised qualifications.

In order to ensure that the business and the individuals gain the most out of this qualification, a **flexible** approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals...
...Negotiating the “Planned Outcomes” with the business and the individuals...
...Provision of quality learning and assessment resources...

... and as distance education participants, there is still plenty of opportunity to access Work Plus Development & Training’s qualified consultants, using a range of methods including...

- ...Telephone & Facsimile
- ...Email
- ...Online Forums & Blogs

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

**Enrol now online at www.workplus.com.au
or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**

Certificate III in Frontline Management – the qualification rules

Requiring 6 units for the qualification.

4 core units

At least **2** of the **core units** must be selected from the Frontline Management units in the range of Core Units listed below and BSBCM311B Maintain workplace safety.

Common

BSBCM311B Maintain workplace safety

Frontline Management

BSBFLM303C Contribute to effective workplace relationships

BSBFLM305C Support operational plan

BSBFLM312B Contribute to team effectiveness

Workplace Effectiveness

BSBWOR301A Organise personal work priorities and development

2 elective units

At least **1** of the **elective units** must be selected from the Frontline Management units listed below.

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Innovation

BSBINN301A Promote innovation in a team environment

IT Use

BSBITU203A Communicate electronically

Frontline Management

BSBFLM306C Provide workplace information and resourcing plans

BSBFLM309C Support continuous improvement systems and processes

BSBFLM311C Support a workplace learning environment

Management

BSBMGT404A Lead and facilitate off-site staff

Project Management

BSBPMG510A Manage projects

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Pathways from the qualification

Candidates who successfully complete the BSB31107 Certificate III in Business Administration (Medical) may undertake the BSB40507 Certificate IV in Business Administration, a qualification for those who work in a range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Certificate IV qualifications.