



Customised Training Pty Ltd

BSB31207

Certificate III in Frontline Management

Course Overview

The Certificate III in Frontline Management develops the skills, knowledge and professional practices that will enable students to perform duties relating to Frontline Management. Participants will learn how to establish and manage effective workplace relations while planning and managing outcomes. The course provides participants with the skills necessary to be a competent team leader and providing knowledge that is relevant to today's businesses.

Qualification

Upon successful completion of this course participants will be awarded the nationally recognised qualification Certificate III in Frontline Management (BSB31207).

Course Requirements

6 units of competency must be completed including 4 core units and 2 elective units. At least 2 of the core units must be selected from the management units and BSBCMN311B Maintain Workplace Safety must be included.

Core Units (Select 4 units)	
Code	Unit Title
BSBFLM303C	Contribute to effective workplace relationships
BSBFLM305C	Support operation plan
BSBFLM312B	Contribute to team effectiveness
BSBWOR301A	Organise personal work priorities and development
BSBCMN311B	Maintain workplace safety (Compulsory)

Complete 2 elective units. At least 1 elective unit must be selected from management unit list below. Elective units must be relevant to work outcome, local industry requirements and the qualification level.

Elective Units (Select a minimum of 2)	
Code	Unit Title
BSBFLM306C	Provide workplace information and resourcing plans
BSBCUS301A	Deliver and monitor a service to customers
BSBFLM309C	Support continuous improvement systems and processes
BSBINN301A	Promote innovation in a team environment
BSBFLM311C	Support a workplace learning environment
BSBITU203A	Communicate electronically

The above elective units are a guide only. Our experienced and highly qualified training staff will be able to conduct a Training Needs Analysis and indicate elective units appropriate to the individual's vocational aspirations.

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BSB31207 Certificate III in Business Frontline Management

Vocational Outcomes

Team Leader, Unit Leader or Co-ordinator, Supervisor or front line management Assistant.

Develop your Employability Skills

The development of Employability Skills is integrated into the delivery and assessment of this qualification. Employability Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. The Employability Skills Summary lists the elements of each skill that have been identified for this qualification. The summary can be downloaded from <http://employabilityskills.training.com.au/>

Delivery Strategy

Customised Training offers a variety of delivery options including classroom based and on-the-job, allowing participants the freedom to complete this qualification at their own pace under the guidance of one of our trainers. Participants will also be required to complete written assessment tasks.

Prerequisites

No formal learning is required for this qualification; however participants are to be employed in a position relevant to the qualification or will need to arrange a suitable practical placement.

Learning Pathway

Customised Training encourages you to continue learning through either formal or informal pathways. Informal ways of learning include finding yourself a mentor, becoming a member of your industry association or participating in short courses. The formal pathway for this qualification is the Certificate IV in Frontline Management (BSB40807) or you may want to consider a higher education degree or diploma. A helpful career website to refer to is www.myfuture.gov.au

Recognition of Prior Learning/ Recognition of Current Competency

Recognition of Prior Learning/ Recognition of Current Competency enable a participant to receive recognition for the current skills, knowledge and experience they possess regardless of where the learning was obtained. These skills can be gained from:

- Previous study
- Work experience
- General life experience
- Prior qualifications and/or results

RPL/RCC ensures the knowledge and skills previously gained are applied to the qualification criteria. RPL/RCC can assist in identifying what training may be required to complete the qualification, avoiding any unnecessary training.

Participants are encouraged to discuss possible RPL/RCC application prior to commencement of training.

For more information, please contact CTCS today.

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