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*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

Nationally Recognised Course Outline**BSB31207****Certificate III in Frontline Management****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

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

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate II in Business.
- Some vocational experience of working within a team or unit but no formal supervisory qualification (indicative roles for vocational experience could include Clerical Worker, Data Entry Operator, Lance Corporal/Corporate or equivalent in other Defence Forces, Tradesperson).
- Sufficient literacy, numeracy and computer skills to complete the course.
- Access to an internet connection and computer.

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB31207 Certificate III in Frontline Management, candidates may undertake the BSB40807 Certificate IV in Frontline Management, or a range of other Certificate IV qualifications.

UNITS OF COMPETENCY

Certificate III in Frontline Management requires completion of 6 units of competency to attain the qualification. Skills at Top can offer this as follows:

- One **Core** unit listed below
- Five **Elective** units
 - Three elective units must be selected from the Group A units listed below (two of these must be Frontline Management units).
 - One elective unit may be selected from the Group B units listed below, or any other Certificate III qualification that Skills at Top offers, providing that the units are relevant to the work outcome and local industry requirements.
 - The remaining one elective unit must be selected from Group A or Group B Frontline Management units listed below.

CORE UNIT**Common**

BSBCM311B Maintain workplace safety

GROUP A ELECTIVE UNITS**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

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB31207 Certificate III in Frontline Management

GROUP B ELECTIVE UNITS

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

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices