

## **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.

### **ENTRY REQUIREMENTS**

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification  
 OR
- With vocational experience of working within a team or unit but no formal supervisory qualification.

### **OCCUPATIONAL NAMES**

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

- |   |                       |
|---|-----------------------|
| • Clerical worker   | • Data Entry Operator |
| • Lance Corporal/Corporal or equivalent in other Defence Forces | • Tradesperson        |

### **EMPLOYMENT OPPORTUNITIES**

Individuals with this qualification are able to perform roles, such as:

- Working with and supporting team members
- Prioritising tasks and setting goals
- Communicating verbally and written with staff to clarify issues
- Developing comprehensive knowledge and understanding of products and services
- Using company information and technology
- Contributing to planning processes with team members
- Identifying and suggesting improvements to support work practices and team effectiveness.

### **CAREER PATHWAY**

A number of career pathways are available to you typically with further study, such as

- team co-ordinator
- manager of a small team
- second in charge for a team
- department supervisor of a small team



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**Adelaide**

m. 0438 696 168

e. [training@isbec.com.au](mailto:training@isbec.com.au)





## SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

## COURSE OUTCOMES

Gain the skills required to:

Contribute to planning processes with team members to meet expected outcomes

Write a range of simple documentation and communications

Support other team members

Resolve issues and conflicts with team members

Communicate verbally with team members and managers to ensure open communication channels and to clarify issues

Monitor and adjust team performance by preparing short team plans, acquiring resources and reporting on performance

Identify priorities and pursue personal work goals in accordance with organisational objectives

Develop a comprehensive knowledge and understanding of products and services

Identify and suggest improvements to support the development of improved work practices and team effectiveness

Convey workplace procedures and work instructions to team members

Prioritise tasks

Actively seek feedback on own performance from clients and colleagues

Develop strategies and processes to improve team work practices and team effectiveness within the constraints of documented procedures

Gather, organise and apply workplace information for the organisations work processes and information systems

Use information communication technology to communicate with team members and clients

To complete this qualification, the student is required to complete 6 Units. This comprises of 4 core unit and 2 elective units. The student must complete BSBCMN311B Maintain workplace safety, and atleast 2 of the core units must be chosen from the frontline management (BSBFLM) units in the core list below.

Atleast one of the elective units must be chosen from the frontline management (BSBFLM) units in the elective list below

Elective units must be relevant to work outcome, local industry requirements and the qualification level.

### CORE UNITS

<b>BSBCMN311B</b>	Maintain workplace safety
<b>BSBFLM303C</b>	Contribute to effective workplace relationships
<b>BSBFLF305C</b>	Support operational plan
<b>BSBFLM312C</b>	Contribute to team effectiveness
<b>BSBWOR301A</b>	Organise personal work priorities and development

### ELECTIVE UNITS

<b>BSBCUS301A</b>	Deliver and monitor a service to customers
<b>BSBINN301A</b>	Promote innovation in a team environment
<b>BSBITU203A</b>	Communicate electronically
<b>BSBFLM306C</b>	Provide workplace information and resourcing plans
<b>BSBFLM309C</b>	Support continuous improvement systems and processes
<b>BSBFLM311C</b>	Support a workplace learning environment
<b>BSBMGT404A</b>	Lead and facilitate offsite staff
<b>BSBPMG510A</b>	Manage projects
<b>BSBRSK401A</b>	Identify risk and apply risk management processes

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# Learning Outcomes:

## Core Units:

### **BSBCMN311B Maintain workplace safety**

1. Assist incorporation of OHS policy and procedures into the work team
2. Support participative arrangements for the management of OH and S
3. Support the organisation's procedures for providing OHS training
4. Participate in identifying hazards and assessing/controlling risks for the work area

### **BSBFLM303C Contribute to effective workplace relationships**

1. Seek, receive and communicate information and ideas
2. Encourage trust and confidence
3. Identify and use networks and relationships
4. Contribute to positive outcomes

### **BSBFLM305C Support operational plan**

1. Contribute to implementation of operational plan
2. Assist in recruiting employees and acquiring resources
3. Support operations

### **BSBFLM312B Contribute to team effectiveness**

1. Contribute to team outcomes
2. Support team cohesion
3. Participate in work team
4. Communicate with management

### **BSBWOR301A Organise personal work priorities and development**

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

## Elective Units:

### **BSBCUS301A Deliver and monitor a service to customers**

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

### **BSBINN301A Promote innovation in a team environment**

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working



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**BSBFLM306C Provide workplace information and resourcing plans**

1. Locate relevant information
2. Collect and report information
3. Use information systems
4. Support the preparation of business plans and/or budgets
5. Support the preparation of resource proposals

**BSBFLM309C Support continuous improvement systems and processes**

1. Contribute to continuous improvement systems and processes
2. Monitor and report specified outcomes
3. Support opportunities for further improvement

**BSBFLM311C Support a workplace learning environment**

1. Encourage a learning environment
2. Encourage and promote learning of team and individuals
3. Identify opportunities for improvement

**BSBITU203A Communicate electronically**

1. Implement procedure to send and receive electronic mail
2. Manage electronic mail
3. Collaborate online

**BSBMGT404A Lead and facilitate offsite staff**

1. Facilitate off site work outcomes
2. Support off site staff
3. Manage off site staff performance

**BSBPMG510A Manage projects**

4. Define project
5. Develop project plan
6. Administer and monitor project
7. Finalise project
8. Review project

**BSBRSK401A Identify risk and apply risk management processes**

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

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