

Certificate III in Frontline Management (BSB31207)

Course duration 11-days total duration spread over five separate modules.

Course components

#	MODULE NAME	DURATION
1	Organise personal work priorities and development	2-days
2	Contribute to team effectiveness	2-days
3	Contribute to effective workplace relationships	2-days
4	Maintain workplace safety	2-days
5	Continuous improvement, innovation and change	3-days

The above modules can be modified to meet client needs in accordance with the packaging rules for the qualification.

Course cost

Rates (per day) are negotiated for workshops facilitated by Training Services Australia on behalf of our clients. These workshops are tailored to meet specific client needs and the fee is determined in the light of the agreed service requirements.

Delivery method

Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after each workshop.

Note: Training Services Australia does not currently deliver this qualification via public workshops.

Who should attend?

The Certificate III in Frontline Management is pitched at those who 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. They are likely to have existing technical skills, but require some training in the basics of supervision. They typically report to a supervisor or team leader.

Job titles relevant to this qualification include unit leader and leading hand.

Pre-requisites

No qualifications or previous experience are necessary to participate in this program. However, a reasonable level of reading and writing ability is required, as well as basic computer skills (consistent with the typical job role requirements of modern frontline managers).

Access to a practice environment

Candidates undertaking the Certificate III in Frontline Management are expected to have access to a work environment in which they are able to practice and apply their frontline management skills.

Participants would also benefit from access to a person in the workplace who is able to support and mentor them as they progress through the program.

Certificate III in Frontline Management (BSB31207)

Qualification Packaging Rules

To obtain the Certificate III in Frontline Management participants must complete **6 units** in accordance with the packaging rules outlined below.

Compulsory units

BSBCMN311B Maintain workplace safety*

Other core units (3 required)

BSBFLM303C Contribute to effective workplace relationships*

BSBFLM305C Support operational plan

BSBFLM312B Contribute to team effectiveness*

BSBWOR301A Organise personal work priorities and development*

Elective units (2 required; at least one must have 'BSBFLM' in the code)

BSBCUS301A Deliver and monitor a service to customers

BSBINN301A Promote innovation in a team environment*

BSBITU203A Communicate electronically

BSBFLM306C Provide workplace information and resourcing plans

BSBFLM309C Support continuous improvement systems and processes*

BSBFLM311C Support a workplace learning environment

BSBMGT404A Lead and facilitate off-site staff

BSBPMG510A Manage projects

BSBRISK401A Identify risk and apply risk management processes

* The units marked with an asterisk form part of TSA's standard offering for this qualification. Clients may negotiate other combinations of units which meet the above packaging rules.

Certificate III in Frontline Management (BSB31207)



Assessment methods

Candidates are required to complete a set of assessment tasks for each module they undertake. Satisfactory completion of all assessment tasks is required before a credential can be awarded. Examples of the evidence typically requested from candidates as part of their assessment tasks include:

- Review of work products produced by the candidate (e.g., plans, checklists, surveys, reports, etc)
- Descriptions of how the candidate has responded to various scenarios in the workplace
- Answers to questions
- Third party reports from candidates' supervisors
- Analysis and review tasks relating to the candidate's own workplace
- Case studies

Credential issued

Participants successfully completing all requirements for a full credential will be issued with a nationally recognised qualification - Certificate III in Frontline Management.

Participants completing one or more units of competency, but who are unable or not wishing to complete a full credential, will be issued with a nationally recognised statement of attainment for the unit(s) they successfully complete (e.g. BSBCM311B Maintain workplace safety).

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for the following fees:

\$165 application fee. This includes the initial review of your application by a qualified assessor, and a one hour meeting with the assessor. The application fee must be paid prior to the first meeting and is non-refundable.

Plus

\$110 per hour. This hourly rate includes:

- (additional) time spent meeting with the assessor
- time spent by the assessor reviewing evidence you are asked to provide
- time spent by the assessor attending / observing practical demonstrations

To be granted RPL, candidates must provide evidence to an assessor which demonstrates their competence. Evidence requirements vary, depending on the unit(s) of competency. Generally RPL candidates will be asked to provide their assessor with samples of their work, and sometimes the assessor may wish to observe their performance in the workplace.

Persons wishing to seek skills recognition for some or all of the units are invited to contact Training Services Australia for an application kit.

Certificate III in Frontline Management (BSB31207)



National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.

Employability skills

This qualification incorporates Employability Skills.

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills.

A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>