



Workplace  
Training  
Specialists

## BSB31207

# Certificate III in Frontline Management

The Certificate III in Frontline Management offered at RMT reflects the role of individuals who provide supervision in a wide range of organisational and industry contexts. This qualification would allow a person to work in a supervisory role in a wide range of organisations within both small and large organisations, particularly as unit leaders or leading hands and would typically report to a supervisor

### Entry Requirements

There are no prerequisite requirements for individual units of competency. Pathways into the qualification may be gained :

- after achieving Certificate II in Business or other relevant qualification/s
- by providing evidence of competency in the majority of units required for the Certificate II in Business or other relevant qualification/s.
- with some vocational experience of working within a team or unit but no formal supervisory qualification

### Length of study

|                      |              |
|----------------------|--------------|
| Total nominal hours: | 210-260 hrs  |
| Avg. Contact time:   | 10 hrs/month |
| Avg. Research time:  | 12 hrs/month |
| Full time duration:  | 12-15 months |
| Part-time duration:  | 15-18 months |

### Cost of Course

**\$2000**

#### Option 1

Pay now and receive a 10% discount

#### Option 2

Pay in 2 six monthly payments

### Online Delivery

Online delivery provides a very flexible way to study. It means that you can learn at anytime and any place and Internet based classroom means you still have contact with your trainers.

Upon enrolment you will be provided with course materials for each unit and you will be able to work through them in your own time. In addition you will receive the following support:

- Regular contact with trainer via email
- Scheduled Internet based classroom session
- Contact via phone, email and Skype
- Assessment of each unit upon completion

The course has been designed and developed to be studied online to enable people currently employed to participate and for others living in non-local areas to remove the cost of travel and accommodation associated with regular classroom tuition

The course materials will be made available via post and through access to a learning management system, where you will also be able to submit assignment work for assessment by your trainer.

Head Office

PO Box 1256

BERRI, South Australia, 5343

Telephone: (08) 8582 3658

Fax: (08) 8582 3662

Email: [admin@r-m-t.com.au](mailto:admin@r-m-t.com.au)



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## Certificate III in Frontline Management

### Course structure

Total number of units = 6, made up of 4 core units, 2 elective units

### Core Units

| Unit code  | Unit name   | Description  |
|------------|---|--|
| BSBCMN311B | Maintain workplace safety                         | This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in a small team to meet legislative requirements.   |
| BSBFLM303C | Contribute to effective workplace relationships   | This unit describes the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation  |
| BSBFLM305C | Support operational plan                          | This unit describes the performance outcomes, skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance. |
| BSBFLM312B | Contribute to team effectiveness                  | This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.   |
| BSBWOR301A | Organise personal work priorities and development | This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.   |

### 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

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# Registration of Interest

## Certificate III in Frontline Management

|         |       |
|---------|-------|
| Name    | _____ |
| Address | _____ |
| Phone   | _____ |
| Mobile  | _____ |
| Email   | _____ |

### *Details of Training Qualifications completed*

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### *Study intentions*

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### *Study reasons*

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### *Employer support*

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*Do you have internet access at work and at home*

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*If yes, what type of internet access do you have*

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*Other information:*

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