

Certificate III in Frontline Management (BSB31207)

Course Overview

The Certificate III in Frontline Management reflects the role of individuals who provide supervision in a wide range of 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.

Work will normally be carried out within known routines, methods and procedures.

Subject Selection

Frontline Management has a high degree of flexibility when selecting units for the training plan. In addition to the core units involving Management, OH&S and Teamwork, units can be selected from a vast range of subject areas including:

- Customer Service
- Project Management
- Innovation
- IT Use
- Frontline Management
- Risk Management
- Workplace Effectiveness

Target Group

This course is aimed at team leaders and supervisors, in a wide range of industry areas.

Delivery Method

NEVC can provide training via numerous methods:

- Classroom setting
- On-line learning*
- Project-based
- Combination of methods

** Training can be delivered on-line, wherever an Internet connection is available, with no classes to attend and no lost time at work. On-line delivery is supported by a mentor (phone & email contact).*

Term of Training Contract

12 months

Cost

Subject to individual eligibility, course costs can often be fully met through government funding. Enquire for further details.



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Certificate III in Frontline Management (BSB31207)		
Unit Code	Unit Title	Nominal Hours
Core Units (4 required)		
BSBCMN311A	Maintain workplace safety	40
BSBFLM303C	Contribute to effective workplace relationships	40
BSBFLM305C	Support operational plan	40
BSBFLM312B	Contribute to team effectiveness	40
Electives (2 required)		
BSBFLM309C	Support continuous improvement systems and processes	40
BSBRSK401A	Identify risk and apply risk management processes	50
Total		250

Incentive Information

Australian Apprenticeships (Trainee or Apprentice)

Investing in training through an Australian Apprenticeship can provide your business with real advantages. Benefits include:

- solutions to staff development
- staff who are trained with industry relevant skills and knowledge
- receiving financial incentives (conditions apply)

A wide range of financial incentives may be available to employers who employ an eligible Australian Apprentice.

Australian Government Australian Apprenticeships Incentives Program

Standard Commencement, Recommencement and Completion incentives may apply:

\$ 1,500 - For commencement in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 750 - For recommencing in an approved Certificate III, IV, Diploma or Advanced Diploma

\$ 2,500 - For successful completion in an approved Certificate III, IV, Diploma or Advanced Diploma

A range of further incentives may also be available depending on individual circumstances.

Further details can be obtained by calling 13 38 73 or visiting www.australianapprenticeships.gov.au.