

BSB31207 Certificate III in Frontline Management

Overview

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.

Qualification Requirements:

Total number of units = 6

4 core units

Select 4 units from the following list including BSBCMN311B Maintain workplace safety

Field	Code	Unit Title
Occupational Health and Safety	BSBCMN311B	Maintain workplace safety
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

plus

2 elective units

At least 2 of the core units must be selected from the Management Units in the range of Core Units listed below and BSBCMN311B Maintain workplace safety.

At least 1 of the elective units must be selected from the Management units listed below.

Field	Code	Unit Title
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