
Certificate III in Frontline Management BSB31207

Description

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 a small group of others and have limited responsibility for the effective functioning and performance of a unit and its work outcomes.



Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Unit leader; Leading Hand.

Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB20107 Certificate II in Business or other relevant qualification/s OR
- providing evidence of competency in the majority of units required for the BSB20107 Certificate II in Business or other relevant qualification/s OR
- with some vocational experience working within a team or unit but no formal supervisory qualification.

After achieving the BSB31207 Certificate III in Frontline Management, candidates may undertake the BSB40807 Certificate IV in Frontline Management, or a range of other relevant Certificate IV qualifications.

Qualification Rules

4 Core Units + 2 Elective Units = 6 Units

Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

Compulsory Unit

BSBCMN311A Maintain workplace safety

Plus 3 units from the Core Units listed below:

BSBFLM303C Contribute to effective workplace relationships

BSBFLM305C Support operational plan

BSBFLM312B Contribute to team effectiveness

BSBWOR301A Organise personal work priorities

2 Elective Units - choose at least 1 unit from the following list:

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 practices

The remaining elective unit may be selected from any units listed above, or from the following list:

BSBCUS301A Deliver and monitor a service to customers

BSBINN301A Promote innovation in a team environment

BSBITU203A Communicate electronically