



CONNECT
ASIA PACIFIC
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A Guide For New Entrants

Getting Qualified

IN

CERTIFICATE III IN FRONTLINE MANAGEMENT

BSB31207

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A Guide for New Entrants

Table of Contents

Certificate III in Frontline Management.....	3
Description	3
How long will the Certificate III in Frontline Management program take?.....	3
Units Required for Certificate III in Frontline Management – BSB31207	4
Sample Pathways	8
Information for the Candidate	9

A Guide for New Entrants

Certificate III in Frontline Management

Description

Certificate III in Frontline Management BSB31207 is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal recognition.

The Connect Asia Pacific (CAP) Certificate III in Frontline Management is designed to meet the competency requirements of work, family and study. Our distance education and/or e-learning programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of frontline management competencies including leading teams or group in a work environment and in monitoring the work performance of others and yourself.

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

How long will the Certificate III in Frontline Management program take?

Certificate III in Frontline Management BSB31207 consists of 6 units of competence, however by applying for RPL this can be reduced. Ordinarily we expect that each unit of competence can be completed in approximately 30 hours. Because the program is self paced and work based the amount of effort and subsequent time to completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.

A Guide for New Entrants

Units Required for Certificate III in Frontline Management – BSB31207

Qualification Rules:

Total number of units = 6

- **2 core units plus 11 elective units**
- **4 of the elective units** must be selected from the elective units listed below

CORE UNITS

<p>Occupational Health and Safety</p> <p>BSBFCMN311B</p>	<p>Maintain workplace safety</p>	<p>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.</p>
<p>Frontline Management</p> <p>BSBFMLM303C</p>	<p>Contribute to effective workplace relationships</p>	<p>This unit covers the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.</p>
<p>Frontline Management</p> <p>BSBFMLM305C</p>	<p>Support operational plan</p>	<p>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.</p>



A Guide for New Entrants

<p>Frontline Management BSBFLM312B</p>	<p>Contribute to team effectiveness</p>	<p>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.</p>
<p>Workplace Effectiveness BSBWOR301A</p>	<p>Organise personal work priorities and development</p>	<p>This unit covers 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.</p>
<p>ELECTIVE UNITS</p>		
<p>Customer Service BSBCUS301A</p>	<p>Deliver a service to customers</p>	<p>This unit covers the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.</p>
<p>Innovation BSBINN301A</p>	<p>Promote innovation in a team environment</p>	<p>This unit covers the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.</p>
<p>It Use BSBITU203A</p>	<p>Communicate electronically</p>	<p>This unit covers the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging.</p>



A Guide for New Entrants

<p>Frontline Management BSBFLM306C</p>	<p>Provide workplace information and resourcing plans</p>	<p>This unit covers the performance outcomes, skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.</p>
<p>Frontline Management BSBFLM309C</p>	<p>Support continuous improvement systems and processes</p>	<p>This unit covers the outcomes required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, on monitoring and reporting on specified outcomes and on supporting opportunities for further improvements.</p>
<p>Frontline Management BSBFLM311C</p>	<p>Support a workplace learning environment</p>	<p>This unit covers the performance outcomes, skills and knowledge required to effectively encourage and support a learning environment. Particular emphasis is on participation in processes to facilitate and promote learning and to monitor and improve learning performance.</p>
<p>Management BSBMGT404A</p>	<p>Lead and facilitate off-site staff</p>	<p>This unit covers the performance outcomes, skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements.</p>



A Guide for New Entrants

Project Management BSBPMG510A	Manage projects	This unit covers the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.
Risk Management BSBRSK401A	Identify risk and apply risk management processes	This unit covers the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.

A Guide for New Entrants

Sample Pathways

All pathways require the completion of 2 core units plus 4 extra units for a total of 6 units.

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

Human Resources Assistant	Administrative Coordinator
<p>Jaclyn works as a HR Assistant for a large transport and distribution company. She has a support role in the training and on-going development of the staff. Part of this involves supporting and facilitating their work.</p> <p>Jaclyn is often involved with contributing to decisions regarding process and procedures for troubleshooting customer complaints and reporting of potential system failures.</p> <p>A suggested choice of units for Jaclyn may be:</p>	<p>Peter works as a valued member of a successful and influential national professional association. This is a key administrative position, with medium to high levels of administration and initiative required. There is considerable emphasis on providing highly professional services to members of the association, ensuring that appropriate support is given.</p> <p>Peter is involved in the on-going administrative services of the organisation, in relation to customer service and contributing to the improvement systems and processes within the organisation.</p>
BSBCM311B - Maintain workplace safety	BSBFLM303C - Contribute to effective workplace relationships
BSBFLM303C - Contribute to effective workplace relationships	BSBFLM305C - Support operational plan
BSBCUS301A - Deliver a service to customers	BSBCUS301A - Deliver a service to customers
BSBFLM309C - Support continuous improvement systems and processes	BSBFLM309C Support continuous improvement systems and processes
BSBFLM311C - Support a workplace learning environment	BSBFLM311C Support a workplace learning environment
BSBRSK401A - Identify risk and apply risk management processes	BSBPMG510A - Manage projects

A Guide for New Entrants

Information For The Candidate

Answers to common questions about assessment

What is an assessment?

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

How do I know if I am competent?

Being competent means you can consistently do your job to the standard your workplace needs. The competency standards clearly describe the level of skill required.

How will I be assessed?

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

Do I get a pass or fail?

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

Where will I be assessed?

You will be assessed in your workplace.

What is evidence?

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is the best form of assessment, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.

Evidence can include:

- Demonstration of your work on the job
- Demonstration of skills in another workplace
- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary