



BSB31207 Certificate III in Frontline Management

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.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

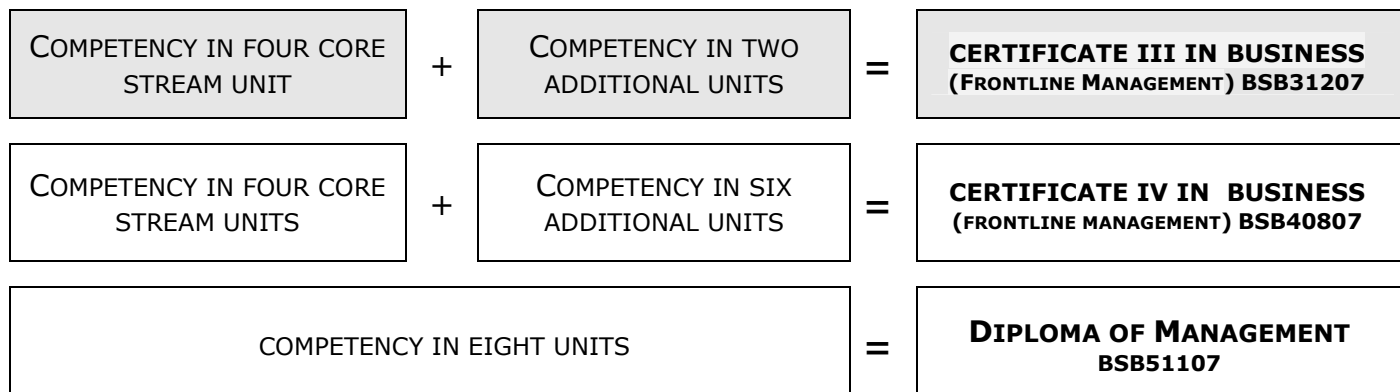
- Unit leader
- Leading hand

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification



Pathways from the 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 Certificate IV qualifications.

Qualification Rules

A total number of 6 units are required to complete this qualification. They consist of:

- 4 Core Units
- 2 Elective units

At least **2 core units** must be selected from the Frontline Management Units in the range of core Units listed below and BSBCM311B Maintain workplace safety.

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

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core Units

Common

BSBCM311B 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

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

BSBPMG501A Manage projects

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Core Units	
Common	
Element	Unit Descriptor
BSBCMN311B Maintain workplace safety	
<ol style="list-style-type: none"> 1. Assist incorporation of Occupational Health and Safety policy and procedures into the work team 2. Support participative arrangements for the management of occupational health and safety 3. Support the organisations procedures for providing Occupational Health and Safety for training 4. Participate in identifying hazards and assessing and controlling risks for the work area 	<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. This unit has been adapted from Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].</p>
Frontline Management	
BSBFLM303C Contribute to effective workplace relationships	
<ol style="list-style-type: none"> 1. Seek receive and communicate information and ideas 2. Encourage trust and confidence 3. Identify and use networks and relationships 4. Contribute to positive outcomes 	<p>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.</p>
BSBFLM305C Support operational plan	
<ol style="list-style-type: none"> 1. Contribute to implementation of operational plan 2. Assist in recruiting employees and acquiring resources 3. Support operations 	<p>This unit describes the performance outcomes, skills and knowledge required to provide support for operational practices and procedures within the organisations 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>
BSBFLM312B Contribute to team effectiveness	
<ol style="list-style-type: none"> 1. Contribute to team outcomes 2. Support team cohesion 3. Participate in work team 4. Communicate with management 	<p>This specifies the outcomes required 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>

Workplace Effectiveness	
Element	Unit Descriptor
BSBWOR301A Organise personal work priorities and development	
<ol style="list-style-type: none"> 1. Organise and complete own work schedule 2. Monitor own work performance 3. Coordinate personal skill development and learning 	<p>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.</p>
Elective Units	
Customer Service	
BSBCUS301A Deliver and monitor a service to customers	
<ol style="list-style-type: none"> 1. Identify customer needs 2. Deliver a service to customers 3. Monitor and report on service delivery 	<p>This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.</p>
Innovation	
BSBINN301A Promote innovation in a team environment	
<ol style="list-style-type: none"> 1. Create opportunities to maximise innovation within the team 2. Organise and agree effective ways of working 3. Support and guide colleagues 4. Reflect on how the team is working 	<p>This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.</p>
IT Use	
BSBITU203A Communicate electronically	
<ol style="list-style-type: none"> 1. Implement procedures to send and receive electronic mail 2. Manage electronic mail 3. Collaborate online 	<p>This unit describes 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>
Frontline Management	
BSBFLM306C Provide workplace information and resourcing plans	
<ol style="list-style-type: none"> 1. Locate relevant information 2. Collect and report information 3. Use information systems 4. Support the preparation of business plan and/or budgets 5. Support the preparation of resource proposals 	<p>This unit describes 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>

Element	Unit Descriptor
BSBFLM309C Support continuous improvement systems and processes	
<ol style="list-style-type: none"> 1. Contribute to continuous improvement systems and processes 2. Monitor and report on specified outcomes 3. Support opportunities for further improvement 	<p>This unit specifies 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>
BSBFLM311C Support a workplace learning environment	
<ol style="list-style-type: none"> 1. Encourage a learning environment 2. Encourage and promote learning of team and individuals 3. Identify opportunities for improvement 	<p>This unit describes 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>
Management	
BSBMGT404A Lead and facilitate off site staff	
<ol style="list-style-type: none"> 1. Facilitate off site work outcomes 2. Support off site staff 3. Manage off site staff performance 	<p>This unit describes 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>
Project Management	
BSBPMG510A Manage projects	
<ol style="list-style-type: none"> 1. Define project 2. Develop project plan 3. Administer and monitor project 4. Finalise project 5. Review project 	<p>This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.</p> <p>This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.</p>
Risk Management	
Identify risk and apply risk management processes	
<ol style="list-style-type: none"> 1. Identify risks 2. Analyse and evaluate risks 3. Treat risks 4. Monitor and review effectiveness of risk treatment/s 	<p>This unit describes 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.</p>