

Learning Outcomes BSB31207 Certificate III 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.

The learner will be required to complete 4 core units and 2 elective units to complete this qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Below are learning outcomes for the core unit and 6 sample elective units.

CORE UNITS:

BSBCM311B Maintain workplace safety

1. Assist incorporation of OHS policy and procedures into the work team
2. Support participative arrangements for the management of OH and S
3. Support the organisation's procedures for providing OHS training
4. Participate in identifying hazards and assessing/controlling risks for the work area

BSBFLM303C Contribute to effective workplace relationships

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

BSBFLM305C Support operational plan

1. Contribute to implementation of operational plan
2. Assist in recruiting employees and acquiring resources
3. Support operations

BSBFLM312B Contribute to team effectiveness

1. Contribute to team outcomes
2. Support team cohesion
3. Participate in work team
4. Communicate with management



BSBWOR301A Organise personal work priorities and development

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

ELECTIVE UNITS:

BSBCUS301A Deliver and monitor a service to customers

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

BSBINN301A Promote innovation in a team environment

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

BSBFLM309C Support continuous improvement systems and processes

1. Contribute to continuous improvement systems and processes
2. Monitor and report on specific outcomes
3. Support opportunities for further improvement

BSBFLM311C Support a workplace learning environment

1. Encourage a learning environment
2. Encourage and promote learning of teams and individuals
3. Identify opportunities for improvement

BSBPMG510A Manage projects

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBRSK401A Identify risk and apply risk management processes

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment(s).