

BSB31207 Certificate III in Frontline Management

Descriptor

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

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB20107 Certificate II in Business or other relevant qualifications

OR

- providing evidence of competency in the majority of units required for BSB20107 Certificate II in Business or other relevant qualifications

OR

- with some vocational experience of working within a team or unit but no formal supervisory qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Clerical Worker
- Data Entry Operator
- Lance Corporal/Corporal or equivalent in other Defence Forces
- Tradesperson

This breadth of expertise would equate to the competencies required to undertake this 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.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a Unit of Competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Qualification Rules
Total number of units = 6 4 core units 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 BSBCM311B Maintain workplace safety . At least 1 of the elective units must be selected from the Management units listed below . Elective units must be relevant to the work outcome, local industry requirements and the qualification level.
Core Units
Select 4 units from the following list including BSBCM311B Maintain workplace safety. 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

BSBPMG510A Manage projects

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Note: The rules applying to this qualification are different from the general pattern of qualifications at the same level within the Business Services Training Package. The number of units is much lower than for other qualifications.

Employability Skills for BSB31207 Certificate III in Frontline Management

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating verbally with team members and managers to ensure open communication channels and to clarify issues writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none"> supporting other team members conveying workplace procedures and work instructions to team members
Problem solving	<ul style="list-style-type: none"> resolving issues and conflicts with team members developing strategies and processes to improve team work practices and team effectiveness within the constraints of documented procedures
Initiative and enterprise	<ul style="list-style-type: none"> identifying and suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none"> contributing to planning processes with team members to meet expected outcomes monitoring and adjusting team performance by preparing short-term plans, acquiring resources and reporting on performance gathering, organising and applying workplace information for the organisation's work processes and information systems
Self management	<ul style="list-style-type: none"> actively seeking feedback on own performance from clients and colleagues prioritising tasks
Learning	<ul style="list-style-type: none"> developing a comprehensive knowledge and understanding of products and services identifying priorities and pursuing personal work goals in accordance with organisational objectives
Technology	<ul style="list-style-type: none"> using information communication technology to communicate with team members or clients

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.