

Code & Title of Qualification BSB30504 Certificate III in Business (Frontline Management).

Further Information [info@qts.edu.au](mailto:info@qts.edu.au)

Delivery Duration Training is delivered over a period of 8 months.

Recommended for Team leaders and Supervisors.

Units of Competency This qualification requires 6 units, consisting of 4 specialist units and 2 extra units from the lists below:

Select 4 from the following specialist units. A minimum of 2 units must be from Frontline Management:

- BSBCM311A Maintain workplace safety (Core)
- BSBFLM303B Contribute to effective workplace relationships
- BSBFLM305B Support operational plan
- BSBFLM312A Contribute to team effectiveness
- BSBCM302A Organise personal work priorities and development

Select 2 units from the following, at least one must be a Frontline management unit:

- BSBFLM306B Provide workplace information and resourcing plans
- BSBFLM309B Support continuous improvement systems and processes
- BSBFLM311B Support a workplace learning environment
- BSBCM310A Deliver and monitor a service to customers
- BSBCM312A Support innovation and change
- BSBCM416A Identify risk and apply risk management processes
- BSBCM419A Manage assessments
- BSBEBUS403A Communicate electronically

Target Market Staff currently employed as team leaders or in a supervisory role or participants wanting to gain employment in these positions.

Training and Assessment Strategies The 6 units of competency in the qualification is delivered through a flexible delivery combining face to face training, on the job training and self paced learning.

The course is structured to ensure that participants develop skills and knowledge, which relates to real life work situations.

Participants are encouraged to select units, which most appropriately suit their current employment situation or future career aspirations, within the qualification guidelines.

Units of competency are delivered and assessed through clustering to ensure valuable and relevant learning and assessment.

Required Skills/Knowledge

There are no entry requirements or prerequisites for this course, although year 10 or equivalent, English would be beneficial.

Workplace Application of Skills and Knowledge

Skills and knowledge gained apply in a range of workplaces and across industries, particularly where participants are employed in team leader or supervisory roles.