

- Code & title of Qualification      BSB51004 Diploma of Business (Frontline Management).
- Further Information      [info@qts.edu.au](mailto:info@qts.edu.au)
- Delivery Duration      Training is delivered over a period of 12 months.
- Units of Competency      This qualification requires 11 units, consisting of 8 specialist units and 3 elected units from the lists below:
- Select 8 units from this list, 1 of which must be BSBMGT505A Ensure a safe workplace:
- BSBMGT505A Ensure a safe workplace (core unit)
  - BSBFLM501B Manage personal work priorities and professional development
  - BSBFLM503B Manage effective workplace relationships
  - BSBFLM505B Manage operational plan
  - BSBFLM506B Manage workplace information systems
  - BSBFLM507B Manage quality customer service
  - BSBFLM509B Facilitate continuous improvement
  - BSBFLM510B Facilitate and capitalise on change and innovation
  - BSBFLM511B Develop a workplace learning environment
  - BSBFLM512A Ensure team effectiveness
- Select 3 units from the following:
- BSBFLM513A Manage budgets and financial plans within the work team
  - BSBFLM514A Manage people
  - BSBCM419A Manage projects
  - BSBCM416A Identify risk and apply risk management processes
  - BSBEBUS403A Communicate electronically
- Training and Assessment Strategies      This qualification is offered through out the year through flexible delivery. Allowing participants to enrol in the course when it suits them. Participants training and support is provided through face-to-face training and regular contact with the Trainer.
- Assessment activities are designed to provide participants the opportunity to apply their skills and knowledge to real life situations, focusing on the preparation of relevant research, documents and reports.
- 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      This Nationally recognised qualification focuses on the development and application of management and leadership skills and knowledge required across

and Knowledge industries. This qualification would benefit participants wanting to gain employment or currently employed in a management role.