

Frontline Management

Overview

The aim of the Frontline Management Qualification is to provide learners with the knowledge, skills and understanding to enable them to manage their own performance and that of others, as well as the important operations relating to the immediate workplace. This Qualification develops managers equipped to meet the existing organisational performance and productivity goals and plan towards the changing workplace of the future. Over the next 15 years, we will begin to see 3 different generations in the workplace at the same time, each with very different needs and aspirations. Baby Boomers will no longer dominate and Generation X and Y will play a much larger role. Managers will be expected to manage a multi-generational workforce and acquire generation specific leadership and management skills. The workplace will increasingly focus on the performance of people as a core company asset. Greater attention will be given to measuring the performance of people, not just physical and financial assets, and also to developing new techniques for improving performance. People in frontline management positions co-ordinate the work of other employees, report to middle management frequently and/or to senior management and play a crucial role in co-ordinating and influencing groups of employees.

Our Frontline Management Initiative has two Qualification levels

- BSB41004: Certificate IV in Business (Frontline Management)
- BSB51004: Diploma of Business (Frontline Management)



BSB41004: Certificate IV in Business (Frontline Management)

Units of Competence To acquire the BSB41004 Certificate IV in Business (Frontline Management) Qualification, certain units need to be completed as follows: 5 Specialist units and 3 Elective units

Specialist Units	BSBCM402A:	Develop Work Priorities
	BSBFLM412A: BSBFLM403B:	Promote Team Effectiveness Implement Effective Workplace Relationships
	BSBFLM405B: BSBCM411A:	Implement Operational Plans Monitor a Safe Work Environment
Elective Units	BSBFLM406B:	Implement Workplace Information Systems
	BSBFLM409B:	Implement Continuous Improvement
	BSBCM404A: BSBCM410A:	Develop Teams and Individuals Coordinate Implementation of Customer Service Strategies
	BSBCM412A: BSBCM413A:	Promote Innovation and Change Implement and Monitor Environmental Policies
	BSBCM416A:	Identify Risk and Apply Risk Management Processes
	BSBCM419A: BSBEBUS403A: BSBEBUS409A:	Manage Projects Communicate Electronically Lead and Facilitate e-staff

NB: These units can be completed as stand alone units. Upon successful completion of a unit, learners are issued with a Statement of Attainment in partial completion of BSB41004.

Investment \$250.00 per unit.

Learning Outcomes

- extend existing skills and develop new insight and approaches to core management areas
- expand general business knowledge and financial management skills
- develop strategic planning abilities
- identify strengths and weaknesses and create a set of professional development action plans
- explore concepts and frameworks which can be immediately applied back into the organisation
- gain new insight and skills in people management, negotiation, influencing, presentation and change management
- extend levels of self-confidence

Participants

- Managers with previous leadership experience facing new or difficult business and leadership challenges
- Middle managers who wish to enhance their leadership abilities
- Managers and team leaders who are going through change and restructure
- Technical specialists who are now responsible for leading and managing people

BSB51004: Diploma of Business (Frontline Management)

Units of Competence

BSB51004: Diploma of Business (Frontline Management) consists of 11 units, comprising of 8 specialist units and 3 elective units from the lists below.

Specialist Units

BSBMGT505A:	Ensure a Safe Workplace
BSBFLM501B:	Manage Personal Work Priorities and Professional Development
BSBFLM503B:	Manage Effective Workplace Relationships
BSBFLM505B:	Manage Operational Plans
BSBFLM506B:	Manage Workplace Information Systems
BSBFLM507B:	Manage Quality Customer Service
BSBFLM509B:	Facilitate Continuous Improvement
BSBFLM510B:	Facilitate & Capitalise on Change & Innovation
BSBFLM511B:	Develop a Workplace Learning Environment
BSBFLM512A:	Ensure Team Effectiveness

Elective Units

Select 3 from the following list (which may include one or both of the units not yet chosen from the specialist group of units above):

BSBFLM513A:	Manage Budgets & Financial Plans within the Work Team
BSBFLM514A:	Manage People
BSBMGT507A:	Manage Environmental Performance
BSBCM419A:	Manage Projects
BSBCM416A:	Identify Risk & Apply Risk Management Process
BSBEBUS403A:	Communicate Electronically
BSBEBUS409A:	Lead and Facilitate e-staff

Investment \$250.00 per unit.

Pathway to Completion

1 Enrolment received by SCOPE Vision; appropriate mentor allocated and contact is made with the participant to schedule initial meeting

2 Initial briefing session is held and selected training and assessment pathways confirmed

3 Participant attends scheduled mentoring sessions to plan the evidence to be collated within their FLM Evidence Portfolio

4 Participant begins collecting and collating the evidence as agreed into their Evidence Portfolio

5 Mentoring sessions are facilitated as scheduled, (ie at the commencement of each unit)

6 Evidence Portfolio is completed by participant and submitted to SCOPE Vision for final assessment

7 Feedback is given to the participant regarding result of assessment

8 Appropriate Qualification or Statement of Attainment is awarded to the successful participant

Time Frame

The time frame in which each unit is completed will vary from person to person and industry to industry; as it is dependent upon the existing skills and knowledge of each participant.

Training Programs

Where a participant is assessed as ineligible for skills recognition pathways for a particular unit, a suitable training initiative to address the skills/knowledge gap will be suggested for attendance. This extra training will incur a further fee. Examples of training programs which participants may choose to attend when addressing identified skills/knowledge gaps may include a selection from the following one and/or two day programs:

People focused training programs

- Putting EI to Work – Leading with Emotional Intelligence
- Coaching Skills for Managers
- Time Management
- Team Development
- Performance Feedback and Management Techniques
- Dealing with Difficult People
- Workplace Communication Skills

Operations focused training programs

- Ensure a Safe Workplace
- Manage Operational Plans
- Manage Projects

Your SCOPE Vision mentor will assist you in making your selection if appropriate.

Enrolment Form

– Frontline Management

CONTACT DETAILS: Personal	
Name:	
Address:	
Home Telephone:	
Mobile Telephone:	
Email Address:	

CONTACT DETAILS: Business	
Company:	
Position Held:	
Telephone:	
Facsimile:	
Work Email:	

PAYMENT OPTIONS	
I will be paying using the following method (please tick)	
<input type="checkbox"/> Cash	
<input type="checkbox"/> Cheque	Please make cheques payable to 'SCOPE Vision'
<input type="checkbox"/> I authorise SCOPE Vision to debit the following credit card	<input type="checkbox"/> Visa Card <input type="checkbox"/> Master Card <input type="checkbox"/> Bank Card Card Number: _____ Expiry Date: __ / __ Cardholders Name (please print): _____ Cardholders Signature: _____
<input type="checkbox"/> Direct Deposit	Account Name : SCOPE VISION Bank : NATIONAL AUSTRALIA BANK BSB : 086420 Account # : 493266439 Please insert your invoice number as the reference
<input type="checkbox"/> Invoice 3rd Party	Please attach appropriate approval forms and complete details below:
Third Party Invoice information:	
Name of company:	
Attention:	
Postal Address:	
Telephone:	
Purchase order number:	

Enrolment Form

– Frontline Management

Please place a tick to indicate the units you wish to select

BSB41004 Certificate IV in Business (Frontline Management)	Single Unit	Qualification
Cert IV Specialist Units (select 5) <input type="checkbox"/> BSBCM402A – Develop Work Priorities <input type="checkbox"/> BSBFLM412A – Promote Team Effectiveness <input type="checkbox"/> BSBFLM403B – Implement Effective Workplace Relationships <input type="checkbox"/> BSBFLM405B – Implement Operational Plans <input type="checkbox"/> BSBCM411A – Monitor a Safe Work Environment	\$250.00 \$250.00 \$250.00 \$250.00 \$250.00	5 Specialist 3 Electives \$2000.00
Cert IV Elective Units (select 3) <input type="checkbox"/> BSBFLM406B – Implement Workplace Information Systems <input type="checkbox"/> BSBFLM409B – Implement Continuous Improvement <input type="checkbox"/> BSBCM404A – Develop Teams and Individuals <input type="checkbox"/> BSBCM410A – Coordinate Implementation of Customer Service Strategies <input type="checkbox"/> BSBCM412A – Promote Innovation and Change <input type="checkbox"/> BSBCM413A – Implement and Monitor Environmental Policies <input type="checkbox"/> BSBCM416A – Identify Risk and Apply Risk Management Processes <input type="checkbox"/> BSBCM419A – Manage Projects <input type="checkbox"/> BSBEBUS403A – Communicate Electronically <input type="checkbox"/> BSBEBUS409A – Lead and Facilitate e-staff	\$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00	
BSB51004 Diploma of Business (Frontline Management)	Single Unit	Qualification
Diploma Specialist Units (select 8) <input type="checkbox"/> BSBMGT505A – Ensure a Safe Workplace <input type="checkbox"/> BSBFLM501B – Manage Personal Work Priorities & Professional Development <input type="checkbox"/> BSBFLM503B – Manage Effective Workplace Relationships <input type="checkbox"/> BSBFLM505B – Manage Operational Plans <input type="checkbox"/> BSBFLM506B – Manage Workplace Information Systems <input type="checkbox"/> BSBFLM507B – Manage Quality Customer Service <input type="checkbox"/> BSBFLM509B – Facilitate Continuous Improvement <input type="checkbox"/> BSBFLM510B – Facilitate and Capitalise on Change & Innovation <input type="checkbox"/> BSBFLM511B – Develop a Workplace Learning Environment <input type="checkbox"/> BSBFLM512A – Ensure Team Effectiveness	\$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00	8 Specialist 3 Electives \$2750.00
Diploma Elective Units (select 3) may include units not selected above <input type="checkbox"/> BSBFLM513A – Manage Budgets and Financial Plans within the Work Team <input type="checkbox"/> BSBFLM514A – Manage People <input type="checkbox"/> BSBMGT507A – Manage Environmental Performance <input type="checkbox"/> BSBCM419A – Manage Projects <input type="checkbox"/> BSBCM416A – Identify Risk and Apply Risk Management Process <input type="checkbox"/> BSBEBUS403A – Communicate Electronically <input type="checkbox"/> BSBEBUS409A – Lead and Facilitate E-Staff	\$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00 \$250.00	
TOTAL ENROLMENT FEE:		