

Certificate III in Frontline Management [BSB31207]



About this Qualification

The efficiency of a business can be greatly improved by up-skilling staff so they can make the best contribution in their role.

This qualification will provide employees in supervisory or junior management role with the skills and knowledge to organise personal work priorities, contribute to effective workplace relationships and support leadership in the workplace. The qualification covers all the essential aspects of management including workplace safety, planning, working with others and coping with change.

The Certificate III in Frontline Management qualification provides a solid foundation to enable businesses to develop the skills and knowledge of their staff. It suits new employees, and those with more experience but who have specific training needs.

Course Suitability

The job roles that may suit this course include:

- Potential Team Leaders
- Customer Service Officers
- Trainee Supervisors
- Clerical Employees
- Leading Hand

Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment*

*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

Course Fees

The course fees for eligible New Worker Traineeship enrolments* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual

Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

Course Duration

The qualification is timetabled to be completed in one year over a 16 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible method of delivery that suits busy office environments
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



Australian College
of Commerce & Management



College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy office – with small periods of time being able to be used effectively.

Entry Requirements

To complete this course an average level of English literacy is required, whilst you must also demonstrate average communication skills as applicable to a business environment.

Course Subjects

The qualification includes the following core modules:

- Use Technology in the Workplace
- Safety at Work
- Achieving Work Priorities
- Provide Personal Leadership
- Implement Operational Plans

Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

After completion of this qualification you have a range of opportunities to continue your studies at Certificate IV level including:

- Customer Contact
- Business
- Business Administration
- or continue with Frontline Management

Career paths include opportunities as:

- Office Managers
- Office Supervisors
- Customer Service Supervisors
- Leading Hands
- Branch Manager
- Team Leader

