

About this course

This course has been designed to prepare you for a supervisory role as a team leader in almost any industry. It is ideal for office managers, call centre managers, supervisors, department managers, small business owners, and others who have experience in a frontline management role.

Frontline management requires self-direction and the ability to work autonomously under broad guidelines. It is for those who can demonstrate leadership and responsibility for the performance of a team or business unit. This course is ideal for those who are moving into supervisory positions or those who have developed supervisory experience and want formal recognition of their skills and knowledge.

Career Options

Some of the roles this course will qualify you for:

- Supervisor/Coordinator
- Team Manager
- Office Manager
- Call Centre Manager
- Service Centre Manager

Course Structure

This course is made up of 10 units:
4 core units and 6 elective units

Core Units

Management

BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Workplace Effectiveness

BSBWOR402A Promote team effectiveness

Elective Units

Customer Service

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal communication

BSBCMM401A Make a presentation

Management

BSBMGT403A Implement continuous improvement



Entry requirements

There are no formal requirements to enrol in this course. However, we do ask that candidates are currently working – it does not matter which industry or job role you have.

It is important that you enrol in a course that is right for you. The College will assess your application and may ask you for further information about your professional background and/or language skills to ensure that this is the best program for you.

Delivery modes

Online learning means you complete the entire course using the online learning platform. The content is presented per unit – you simply find the right unit and start reading. It's like reading a book on your computer screen with images and pictures. When you finish a unit, you complete the assessment tasks, which are also done online. It's easy, fast and a great way to achieve a qualification.

Distance learning means you study using the textbooks that we mail to you. You work through the course materials at your own pace and return your completed assessments by mail. This method is designed for those who prefer the more traditional form of study using books in hard copy.

Blended learning

Many of our students prefer to mix the two – do the reading tasks using the textbooks but complete the assessments online. It's a practical approach to learning that offers great flexibility.

Classroom and Workplace-based learning

We also offer traineeships and classroom-based courses to individuals and workplaces. Contact us for more information on our workplace-based programs.

Assessment may include:

- Case studies
- Practical activities
- Projects
- Written & oral questioning
- Demonstration of skills
- On-the-job assessments

Duration

We suggest you complete this course within 12 months. Expect to study about 6 – 8 hours per unit.

Recognition

National College Australia recognises the skills and knowledge gained through previous studies and/or work experience. If you think you may be eligible for Recognition of Prior Learning (RPL), ask to speak to the Student Services Manager.

Course Fees

- The regular course fee is \$1950
- Pay upfront and receive a 10% discount – pay only \$1755
- Flexible payment plans available

Learning Pathways

Successful completion of this qualification could lead to advanced standing in

- BSB51107 Diploma of Management or a range of other management qualifications

Additional information

This qualification is also available as a traineeship. If you have been in full-time employment for 3 months or part-time employment for 12 months with the same employer, you may be eligible to complete this course as a government funded trainee. Speak to your employer or ask to speak to our Student Services Manager.

About frontline management

Frontline managers exist in every organisation. They are the unit managers, office managers, team leaders, and department supervisors that are directly responsible for the production and/or sales of good and services.

Day to day work

- Implementation of policy and procedures specific to the department and organisation
- Staff supervision: interviewing, staff rosters, authorisation of timesheets, performance appraisals
- Arrange and hold staff meetings
- Attend meetings with senior management
- Prepare, present and document reports

Personality/skills profile

The ideal candidate for this type of work is someone

- with high-level verbal and written communication skills
- can work autonomously and demonstrate decision-making skills
- has great interpersonal skills
- is focused on achieving outcomes
- displays good leadership skills
- is organised, pragmatic and can perform well under pressure

More information

Does this type of work include shift work?

Possibly

Does it have flexible hours?

Possibly

Is there any travel involved?

Possibly

Do I have to have a driver's licence and own my own car?

Usually not

Salary

The salary range for a frontline manager is very broad as it depends on the size of the organisation. Generally, you would be looking at an entry level salary of around \$50,000 – \$65,000 per annum. Experienced managers can earn well over \$100,000 in larger organisations.

