

Frontline Management

*“Leadership and learning are indispensable to each other”
- John F Kennedy -*

The role of the Frontline Manager has evolved as the nature of organisations has changed, and as continual innovation has increased the pace of change in society. Frontline Managers are our supervisors and team leaders and are an important and practical link in every organisation. They translate the vision, thoughts and plans into the reality of getting the job done. They must be able to think innovatively, solve problems and work with a team of people to accomplish tasks in a safe, organised workplace.

Equipping Supervisors and Team Leaders for Success

SG Learning & Development offers a customised, flexible and nationally recognised **Vocational Education and Training** Frontline Manager Program at either Certificate III or IV level that focuses on developing the following skills:

- Self Management
- People Management
- Resources Management

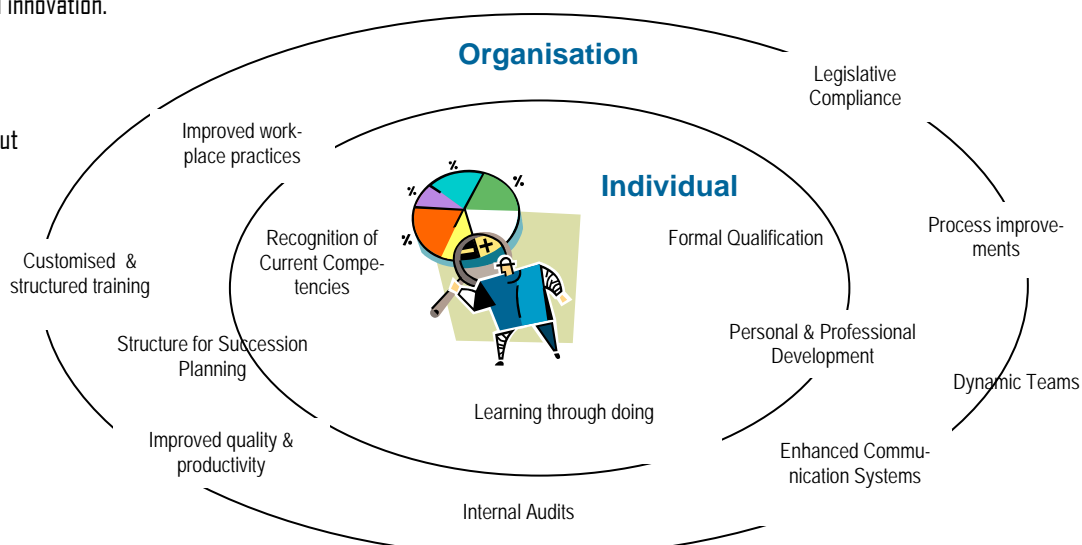
Our aim is to create a learning environment within your organisation where your Frontline Managers are able to learn, experiment, re-search, network and share their experiences and knowledge with their colleagues and team

Benefits of Developing Your Leaders

Organisational success will require leadership that is focused on positive results and our Frontline Management Program aims to deliver the results that YOU ask for. We focus on strengthening the individual and adding value to the organisation through improving processes and productivity and encouraging an environment that embraces change and innovation.

Benefits

Positive results that will come out of the program for both the Organisation and the Individual



Workshops

Workshops are highly interactive and include individual and small group exercises, case studies, self evaluation, discussion of relevant workplace practices and sharing of relevant information.

Workplace Project

The workplace project is an integral part of the learning and assessment strategy for the Frontline Management Program. A major project will be planned and implemented over a 6 - 9 month period. The project will focus on an improvement of a system, process or activity in the workplace and the scope will be determined by the level of qualification undertaken.

Assessment Methodologies

Self/team assessment; review of workplace practices; use of various management tools for research and analysis; setting individual & team goals; hazard identification & risk assessment; workplace project; reports & presentations.

ACN III 823 388
PO Box 87
Highbury SA 5089

Fees :

Fees will be negotiated and will depend on numbers of students and the amount of customisation required.

*Enquire about eligibility
for Commonwealth incentives*

Enquiries & Registration :

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Units of Competency

Certificate III in Frontline Management—BSB31207

Must complete 6 units—4 core units plus 2 elective units

Core Units

- BSBCMN311B Maintain workplace safety (compulsory unit)
- BSBFML303C Contribute to effective workplace relationships
- BSBFML305C Support operational plan
- BSBFML312B Contribute to team effectiveness
- BSBWDR301A Organise personal work priorities and development

Example of Elective Units

- BSBCUS301A Deliver and monitor a service to customers
- BSBFML309C Support continuous improvement systems and processes
- BSBFML311C Support a workplace learning environment

Elements to Support Learning

6 x 1 day workshops (or equivalent); individual/team coaching; behavioural profiling; setting personal developmental goals; planning & implementing a continuous improvement project; workplace sponsor

Certificate IV in Frontline Management—BSB40807

Must complete 10 units—4 core units plus 6 elective units

Core Units

- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBOHS407A Monitor a safe workplace
- BSBWDR402A Promote team effectiveness

Example of Elective Units

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBINM401A Implement workplace information system
- BSBINN301A Promote innovation in a team environment
- BSBCMM401A Make a presentation
- BSBPMG510A Manage projects
- BSBRSK401A Identify risk and apply risk management processes
- BSBWDR401A Establish effective workplace relationships
- SBLED401A Develop teams and individuals

Elements to Support Learning

8 x 1 day workshops (or equivalent); individual/team coaching; behavioural profiling; setting personal developmental goals; planning & implementing a workplace project; project sponsor; management tool templates; research activities; reflection & self evaluation

Training that
provides real
return on investment
for your
Organisation



*Information in this brochure relates to
2009 courses*



Learning & Development

*Providing a solid grounding
for your future*