

REALISM  
IN TRAINING



## TACTICAL TRAINING AUSTRALIA

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# CERTIFICATE III in FRONTLINE MANAGEMENT

*Stand out in the Crowd – be the Leader!*

### MANAGER IN THE MAKING?

Have you got what it takes to **be an efficient, passionate team leader or supervisor**? Do you already find yourself in the position of providing guidance and mentoring to your team? **Stay in front in the game** - this is your opportunity to make formal those skills with a supervisory qualification. Feel the **satisfaction of achieving your personal development goals**.

This course compliments those who have developed supervisory skills on the job and want formal recognition of these skills and achievements.

### FLEXIBLE STUDY ADVANTAGE

This easy to do, no fuss course is offered in a flexible study option. This means you can start any time with the option to attend evening workshops over the duration of the course. You will be required to complete some study between sessions and are provided with all necessary training resources.

### DELIVERING THE LATEST TRAINING PACKAGE NOW!

### 7 REASONS WHY YOU CAN'T AFFORD TO MISS THIS OPPORTUNITY

Want to advance your skill set and career? -Frontline Management will take you to that next level

This **Life Changing Experience** will give you the confidence to be an effective team leader

Tactical is a **Multi Award Winning** company

You can **Start Immediately** - this means you do not have to wait; you can start your course straight away with Tactical's flexible study options

You will be **allocated a mentor** - this means you can contact your mentor anytime when you need advice or assistance whether it is for your course or employment advice

Training Materials are Included - no further costs will be incurred purchasing course materials

**Get the added benefit of learning and retaining skills using exciting new teaching methods.**

**Are you a new employee? You may be eligible for a traineeship through your current employer - RING TODAY TO FIND OUT HOW**

### **BSBCMN311B Maintain workplace safety**

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in a small team to meet legislative requirements. This unit has been adapted from Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].

- Assist incorporation of Occupational Health and Safety policy and procedures into the work team
- Support participative arrangements for the management of Occupational Health and Safety
- Support the organisation's procedures for providing Occupational Health and Safety training
- Participate in identifying hazards and assessing and controlling risks for the work area

### **BSBFLM303C Contribute to effective workplace relationships**

This unit describes the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.

- Seek, receive and communicate information and ideas
- Encourage trust and confidence
- Identify and use networks and relationships
- Contribute to positive outcomes

### **BSBFLM305C Support operational plan**

This unit describes the performance outcomes, skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

- Contribute to implementation of operational plan
- Assist in recruiting employees and acquiring resources
- Support operations

### **BSBFLM312B Contribute to team effectiveness**

This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

- Contribute to team outcomes
- Support team cohesion
- Participate in work team
- Communicate with management

### **BSBFLM309C Support continuous improvement systems and processes**

This unit specifies the outcomes required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, on monitoring and reporting on specified outcomes and on supporting opportunities for further improvements.

- Contribute to continuous improvement systems and processes
- Monitor and report on specified outcomes
- Support opportunities for further improvement

### **DURATION**

CIII in Business (Frontline Management) is delivered over a 6 month period and allowing up to 12 months for external students to complete all units and assessments.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

RPL is available for participants who are able to demonstrate competence in any units of this qualification. Participants who have prior skills or experience gained through previous training, work and life experience are encouraged to contact us to discuss their eligibility for RPL.

### **TUITION FEES**

CIII in Business (Frontline Management) Just \$1800

### **REGISTER TODAY**

Invest in your future. Contact Tactical today to get started immediately. Appointments are necessary – please call:

**Tactical Training Australia Pty Ltd**  
**(08) 8331 1620**

**Tactical Training is a MULTI AWARD WINNING Registered Training Organisation receiving a special commendation in 2008 for providing consistent levels of excellence in customer service**

