

TAFE program in

Frontline Management

• C5170 Diploma of Business (Frontline Management)

Business TAFE School



Build your management capabilities!

Do you have management work experience but no formal management qualification?

Are you responsible for the work of others?

The Diploma of Business (Frontline Management) is designed for busy supervisors and managers who want qualifications, a balanced lifestyle, and to build new skills while sharing their work experience with other managers.

Who should attend?

Those currently in a supervisory or management role.

Firstline supervisors and managers who want to improve their skills and knowledge.

This program can also assist in developing underpinning skills for future study at degree and postgraduate level.

Duration

The self-paced, online and project components of the program can take between 7 and 12 months to complete depending on individual needs. The use of practical projects in your workplace means time spent on your training is time spent on developing yourself and your business.

For your convenience we offer either:

- **Evening workshops:** Tuesday and Thursday evenings 5.30 — 8.30 pm (20 workshops), or
- **Weekend workshops:** 9.00 am — 5.00pm Saturdays (10 workshops).

Location: Workshops are delivered at the RMIT City campus at 239 Bourke Street, Melbourne.

Contact us for copies of current timetables.



Program Delivery

Program delivery is flexible and includes an introduction to workplace based learning and program goals. This is a good preparatory step if you have not previously undertaken such a program. You will attend workshops at RMIT's Bourke Street location then undertake tasks and projects in your workplace under the guidance of an RMIT Trainer. This program provides:

- The choice of weekend or weeknight face to face workshops at the city campus.
- Self-paced online learning, supported by telephone and e-mail access to a Trainer
- Online discussions
- Both group and one-on-one coaching and assessment
- Telephone and e-mail support by RMIT while you implement improved management practices in your organisation
- Full access to RMIT facilities including online and library resources

Workplace projects incorporate your organisation's goals, as well as personal and career goals. The program is especially effective when combined with the introduction of new work practices and processes.

Assessment

There are no exams. The teacher takes into account performance in projects, workshops and implementation of learning contracts.

RMIT Award

Participants who complete this program will receive an RMIT Diploma of Business (Frontline Management) and can attend the RMIT graduation ceremony in December.

Program Structure

The program consists of nationally accredited competencies which address the skills and knowledge that is required of first-line supervisors and middle managers.

The program covers the following topic areas:

Manage Self

BSBFLM501B Manage personal work priorities and professional development

Manage Others

BSBFLM514A Manage people

BSBFLM512A Ensure team effectiveness

BSBFLM503B Manage effective workplace relationships

Manage Operations

BSBMGT505A Ensure a safe workplace

BSBFLM513A Manage budgets and financial plans within the work team

BSBFLM505B Manage operational plan

BSBFLM506B Manage workplace information systems

BSBFLM507B Manage quality customer service

Manage Change and Innovation

BSBFLM509B Facilitate continuous improvement

BSBFLM510B Facilitate and capitalise on change and innovation

Entrance Requirements

Participants must currently be employed in a supervisory or management role.

Fees

The fees are \$2,299 for the entire Diploma program. This includes workshops, access to online learning, one-on-one coaching and support during the program as you implement new and improved management practices in your workplace.

Additional textbook cost is approximately \$70.

Terms & Conditions

1. We require at least five working days notice if you are unable to attend the program.
2. Full fee is payable for non-attendance.
3. We reserve the right to cancel any program that does not have the required enrolment numbers.

How to apply

Please call for a registration form.

The program will only run if there are sufficient numbers in each group.

The RMIT Business TAFE School offers a range of programs at flexible times, in intensive mode, face-to-face or online.

Intensive Programs

These flexible, intensive, project and online learning programs can assist with implementing improved productivity and professional service immediately.

Programs include:

- Marketing and Promotional Planning
- Conveyancing Fundamentals
- PS146 Financial Compliance

Industry Programs

Let us design a customised training solution for your organisation. We have expert teachers in a range of business fields who can work with you to create a training program that suits your immediate and longer term needs.

- Accounting
- Advertising
- Financial Services
- Law and Legal
- Marketing
- Retail
- Administration
- Conveyancing
- International Trade
- Management
- Public Relations
- ICT (Network Management - including CISCO, Client Support, Database Administration, Programming)

Our aim is to support students, so individuals and organisations see the benefits immediately. Contact the Business TAFE School on (03) 9925 1637 for further information, or go to our website to see a complete list of academic programs and courses

www.rmit.edu.au/bus/tafe/ewt



Further Information

Contact: Enterprise and Workplace Training

Address: RMIT Business TAFE School, Building 108, Level 13, 239 Bourke Street, Melbourne, VIC 3000

Tel. (03) 9925 1338

E-mail: business.training@rmit.edu.au

Program websites: www.rmit.edu.au/bus/tafe/ewt

www.rmit.edu.au/programs/c5170

RMIT website: www.rmit.edu.au