

TRAINING AND ASSESSMENT STRATEGY

**THE G & S TAYLOR-EDWARDS TRUST
SUCCESS RESOURCES INTERNATIONAL PTY LTD**

ABN	95 916 441 132		
ACN	100 677 807		
DELIVERY PERIOD	October 2008 – July 2009		
CODE AND TITLE OF QUALIFICATION	BSB51004 Diploma in Frontline Management		
QUALIFICATION RULES	11 units in total	4 core units plus	7 elective units
QUALIFICATION RULES	Elective units must be relative to the work outcome, local industry requirements and the qualification level.		
UNITS OF COMPETENCY	Code	Title	C / E
	BSBFLM501A	Manage personal work priorities and professional development	
	BSBFLM503A	Manage effective workplace relationships	
	BSBFLM512A	Ensure team effectiveness	
	BSBFLM507B	Manage quality customer service	
	BSBFLM510B	Facilitate and capitalise on change and innovation	
	BSBCM419A	Manage projects	
	BSBFLM505B	Manage operational plan	
	BSBFLM513A	Manage budgets and financial plans within the work team	
	BSBFLM514A	Manage People	
	BSBFLM511B	Develop a workplace-learning environment	
	BSBMGT505A	Ensure a safe workplace	
CLIENT (S)	The key clients for this qualification are members of the Retail Automotive Sector who have commenced a management role within their organisation, or, have been identified for promotion for a management position. Other prospective trainees that may attend this course are:		
	Workers from the Retail Automotive Sector Current managers without formal qualifications	Personal professional development to assist in promotion opportunities	
DELIVERY AND ASSESSMENT ARRANGEMENTS	Duration		
	The program is delivered over a period of twenty (20) months with an option for an extension. A second option is to run the program twice a month which will reduce the term to 10 months		