

## BROCHURE

Dated: 16<sup>th</sup> November 2006

### Diploma of Business (Frontline Management) BSB51004 Via Distance Learning with Corelink

Frontline Management qualifications are fast becoming the benchmark against which current and potential Australian leaders are measured.

This course is recommended for supervisors and team leaders, or people who want to move into a supervision role. **Fortnightly one-one-one telephone coaching is included in this course for free.**

Many students choose to learn these leadership and supervision skills in their own time to plan for future their career moves. If this sounds like you, learning via distance will give you the flexibility to learn at your own pace and achieve your goals.

#### Topics Covered

BSBFLM503B: [Manage effective workplace relationships](#)  
BSBFLM505B: [Manage operational plan](#)  
BSBFLM507B: [Manage quality customer service](#)  
BSBFLM509B: [Facilitate continuous improvement](#)  
BSBFLM510B: [Facilitate and capitalise on change and innovation](#)  
BSBFLM511B: [Develop a workplace learning environment](#)  
BSBFLM512A: [Ensure team effectiveness](#)  
BSBFLM514A: [Manage people](#)  
BSBMGT505A: [Ensure a safe workplace](#)  
BSBFLM501B: [Manage personal work priorities and professional development](#)  
BSBCMN416A: [Identify risk and apply risk management processes](#)

#### Learning Process

You will learn this via a combination of online and self-paced learning with the support of your very own personal coach. Corelink is an expert and reputable training organisation. We only offer outstanding levels of professionally coached services.

There's no point in starting a course that you are unlikely to finish. Your Corelink coach will work with you to design a Learning Plan that suits you.

**About your Coach:** Corelink coaches are very experienced and are selected due to the fact that they:

1. Currently work in industry as reputable and established trainers
2. Personally hold the new Certificate IV in Training and Assessment
3. Have a sincere desire to coach and support people to achieve their goals

You will be personally inducted into Corelink by your coach. This way, you will completely understand Corelink's website, learning tools and assessment processes. You won't have any questions unanswered and you will feel comfortable and supported.

**Fortnightly Telephone Coaching:** You and your coach will agree on pre-determined, fortnightly telephone coaching times. Your coach will work with you to ensure you achieve your qualification according to your Learning Plan.



*Just ask me a question!*  
1800 880 224

**SUPPORTING YOUR TRANSFORMATION**