



Frontline Management Courses	Course No.	Dip Man No	No. of days	Course fee	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sept 2010	Oct 2010	Nov 2010	Dec 2010
Work Priorities	FM-01	D1	1	\$599		11					12					
Operational Plans	FM-02	D2	1	\$599		12					13					
Workplace Relationships	FM-03		1	\$599			15					12				
Team Effectiveness	FM-04	D3	1	\$599			16					13				
Customer Service Management	FM-05	D4	1	\$599				15					6			
Information Management	FM-06		1	\$599				16					7			
Work Safety	FM-07	D5	1	\$599					10					11		
Continuous Improvement	FM-08	D6	1	\$599					11					12		
Workplace Learning	FM-09		1	\$599						17					8	
Leadership	FM-10		1	\$599						18					9	
Risk Management	FM-11		1	\$599						2					24	
Manage People Performance	MAN-01	D7	2	\$1198			25,26				22,23				25,26	
Manage Innovation & Change	MAN-02	D8	2	\$1198		18,19				28,29			23,24			2,3
Manage Projects	MAN-03		2	\$1198				22,23				26,27				
Manage Budgets	MAN-04		2	\$1198					27,28					28,29		

Frontline Management Qualification Fees

	No. of units of competency	No. of Training Days	Sydney - Public Course Delivery – Sydney (Choose Your own mix of public courses and open learning)			Open Learning Delivery			Recognition of Current Competency
			Pre-paid	Three payments (on enrolment and at 4 and 8 months)	Module by Module Payments	Pre-paid	Three payments (on enrolment and at 4 and 8 months)	Module by Module Payments	Per Unit of Competency
<b>Diploma of Management</b> BSB51107	8	10	\$4,499	3 @ \$1,660 TOTAL: \$4,980	10 @ \$599 TOTAL: \$5,990	\$3,799	3 @ \$1,299 TOTAL: \$3,897	8 @ \$499 TOTAL: \$3,992	8 @ \$260 TOTAL: \$2,080
<b>Certificate IV in Frontline Management</b> BSB40807	10	10	\$4,499	3 @ \$1,660 TOTAL: \$4,980	10 @ \$599 TOTAL: \$5,990	\$3,599	3 @ \$1,300 TOTAL: \$3,900	10 @ \$499 TOTAL: \$4,990	10 @ \$260 TOTAL: \$2,600
<b>Certificate III in Frontline Management</b> BSB31207	6	6	\$2,999	3 @ \$1,100 TOTAL: \$3,300	6 @ \$599 TOTAL: \$3,594	\$2,799	3 @ \$966 TOTAL: \$2,898	6 @ \$499 TOTAL: \$2,994	6 @ \$260 TOTAL: \$1,560



Managing & Leading Courses	Course No.	No. of days	Course fee	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sept 2010	Oct 2010	Nov 2010	Dec 2010
Management Skills for New Managers	ML-01	2	\$1198	28,29		4,5		17,18		15,16		16,17		18,19	
Mentoring at Work	ML-02	1	\$599					19					20		
Coaching Skills	ML-03	2	\$1198				12,13				5,6				
Effective Delegation	ML-05	1	\$599			3							13		
Making the Transition to Supervision	ML-06	1	\$599			10			23		4				8
Management Skills for Experienced Managers	ML-08	2	\$1198		4,5				3,4				21,22		
Change Management	ML-09	1	\$599		18				28			23			2
Frontline Management Courses	See Calendar Section: Frontline Management Courses														
Personal Performance Courses	Course No.	No. of days	Course fee	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sept 2010	Oct 2010	Nov 2010	Dec 2010
Time Management	PE-01	1	\$599	20	24		21		16		18		27		1
Conflict Management	PE-02	1	\$599					5						11	
Effective Negotiation	PE-03	1	\$599				14						6		
Building Professional Confidence & Assertiveness	PE-04	2	\$1198	21,22		18,19		6,7		26,27		27,28		4,5	
Workplace Relationships & Emotional Intelligence	PE-05	1	\$599						9			29			
Customer Service & Communication Courses	Course No.	No. of days	Course fee	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Jul 2010	Aug 2010	Sept 2010	Oct 2010	Nov 2010	Dec 2010
Effective Communication & People Skills	CM-01	2	\$1198			11,12						2,3			
Powerful Presentations	CM-02	2	\$1198				19,20						25,26		
Customer Service Skills	CM-03	1	\$599		17						11				
Train the Trainer	CM-06	2	\$1198			22,23			10,11		19,20		7,8		6,7
Business Writing Skills	CM-07	1	\$599		3					20					

#### Frontline Management Public Courses Booking Terms & Conditions

Prices quoted are provided for bookings paid by 31 December 2010. Subsequent bookings may be subject to an increase. Payments must be received prior to course. Course dates and course fees are subject to change. Light refreshments available, lunch not included. Location close to Sydney CBD, exact location advised prior to course commencement. Public Courses are GST exempt. Tax Invoices will be issued. All fees are in Australian Dollars. Credit card payments Visa or MasterCard are accepted. Booking is non-refundable. The booking is transferable to another course and/or person to be used within 12 months from the date of first booking. After that time the fee is forfeited. The Frontline Management Institute reserves the right to vary the Terms & Conditions from time to time but they will not change for bookings which payment has already been made. The Frontline Management Institute reserves the right to cancel courses at its discretion and in this event a full refund of fees will be made to participants. Open Learning and RPL fees must be paid up front and are non-refundable. Where contractual arrangements are made with organisations rather than individuals, the specific terms and conditions in the Proposal will apply rather than Public Course Terms.

**To book or for further information, please phone (02) 9660 0199.**

**For Course details please visit [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au) and click on course name in Public Training Course Calendar.**