



Any Public Training Course can be run as an in-house course in your organisation

PH: +61 2 9660 0199 | WEB: www.frontlinemanagementinstitute.com.au | EMAIL: fmi@frontlinemanagementinstitute.com.au

Version Date: 6 February 2012

Frontline Management Courses		Cert IV FM	Dip Man	No. of days	Course fee	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	Dec 2012
FM-01	Work Priorities	✓	✓	1	\$698		13					19					
FM-02	Operational Plans	✓	✓	1	\$698		14					20					
FM-03	Workplace Relationships	✓	-	1	\$698			12					16				
FM-04	Team Effectiveness	✓	✓	1	\$698			13					17				
FM-05	Customer Service Management	✓	✓	1	\$698				16					13			
FM-06	Information Management	✓	✓	1	\$698				17					14			
FM-07	Work Safety	✓	✓	1	\$698					14					18		
FM-08	Continuous Improvement	✓	✓	1	\$698					15					19		
FM-09	Workplace Learning	✓	✓	1	\$698						4					15	
FM-10	Leadership	✓	-	1	\$698						5					16	
FM-11	Risk Management	✓	-	2		Delivery by: Corporate in-house; Open Learning											
MA-01	Manage People Performance	-	✓	2	\$1396				26, 27						15,16		
MA-02	Manage Innovation & Change	-	✓	2	\$1396			22, 23						20,21			
MA-03	Manage Projects	-	✓	2		Delivery by: Corporate in-house; Open Learning											
MA-04	Manage Budgets (Finance for Non-Financial Managers)	-	✓	2	\$1396				2, 3						11,12		
DU-01	Diploma Upgrade Workshop 1	-	✓	1	\$698		1					8					
DU-02	Diploma Upgrade Workshop 2	-	✓	1	\$698						6					7	
CP-01	Certified Practising Manager	-	✓	1	\$1396			20			1		21			8	

Frontline Management Qualification Fees

			Public Course Delivery (Choose your own mix of Public Courses and Open Learning)		Open Learning Delivery	Recognition (RPL/RCC)
	No. of Units of Competency	No. of Training Days	Pre-paid	Three Payments (on enrolment and at 4 and 8 months)	Pre-paid	Per Unit of Competency
Diploma of Management BSB51107	8	8	\$4,980	3 @ \$1,835 TOTAL: \$5,505	\$3,980	8 @ \$260 TOTAL: \$2,080
Certificate IV in Frontline Management BSB40807	10	10	\$4,980	3 @ \$1,835 TOTAL: \$5,505	\$3,980	10 @ \$260 TOTAL: \$2,600
Certified Practising Manager	cpm Standard Program: \$698		cpm Workshop Program: \$1,396		cpm Personalised Program \$1,998	
Diploma Upgrade Program	Workshop Program: \$2,792			Open Program: \$1,696		

Continued Overleaf



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Managing & Leading Courses		No. Of days	Course fee	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	Dec 2012
ML-01	Management Skills for New Managers	2	\$1396		6,7		4,5		7,8	9,10		27,28		22,23	
ML-02	Mentoring at Work	1	\$698		20					25					
ML-03	Coaching Skills	1	\$698				18					26			
ML-05	Effective Delegation	1	\$698						13					14	
ML-06	Making the Transition to Supervision	1	\$698			14			20				10		
ML-07	Finance for Non-Financial Managers	2	\$1396				2,3						11,12		
ML-X6	Team Leader/Supervisor Essential Skills	2	\$1396			27,28			26,27		28,29			27,28	
MA-01	Manage People Performance	2	\$1396				26,27						15,16		
ML-09	Change Management	1	\$698			22						20			
ML-10	Manage Remote & Virtual Teams	1	\$698			15					15				
Personal Performance Courses		No. Of days	Course fee	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	Dec 2012
PE-01	Time Management	1	\$698		2	21	12	23	21	17	9	12	4	13	5
PE-02	Conflict Management	1	\$698				23						24		
PE-03	Effective Negotiation	1	\$698							18					12
PE-04	Building Professional Confidence & Assertiveness	2	\$1396		16,17			17,18			23,24			29,30	
PE-05	Workplace Relationships & Emotional Intelligence	1	\$698			16						19			
PE-06	Maintain a Calm, Focused & Organised Approach to Work – Effective Stress Management	1	\$698				11						17		
Customer Service & Communication Courses		No. of days	Course fee	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	Dec 2012
CM-01	Effective Communication & People Skills	2	\$1396						14,15						6,7
CM-02	Powerful Presentations	2	\$1396					24,25					25,26		
FM-05	Customer Service Management	1	\$698				16					13			
CM-06	Train the Trainer	2	\$1396		21,22						30,31				3,4
CM-07	Business Writing Skills	1	\$698												

Delivery by: Corporate in-house; Open Learning

Frontline Management Institute Public Course Terms & Conditions

Prices quoted are provided for bookings paid by 31 December 2012. Subsequent bookings may be subject to an increase. Payment must be received at least 14 days prior to course commencement to secure a booking; if payment is not received 14 days prior to course commencement, your booking may be forfeited. Course dates and course fees are subject to change. Tea, coffee and biscuits are available but lunch is not included. Location close to CBD, exact location advised prior to course commencement. Public Courses are GST exempt. Tax Invoices will be issued. All fees are in Australian Dollars. Visa or MasterCard are accepted with a 2.5% surcharge plus GST. Booking is non-refundable. If 14 days notice is given, the booking is transferable once 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. Cancellations within 14 days incur a non-refundable, non-transferable cancellation fee equivalent to the booking fee. The Frontline Management Institute (fmi) reserves the right to vary the Terms & Conditions, but they will not change for bookings where payment has already been made. fmi reserves the right to cancel courses at its discretion. In this event the liability of fmi shall be limited to a full refund of fees paid to that event. Open Learning and Recognition fees must be paid up front and are non-refundable.

To book or for further information, please phone (02) 9660 0199. For course details please visit www.frontlinemanagementinstitute.com.au and click on course name in Public Training Course Calendar.