

Frontline Management Domain of the Business Services Training Package

Supports Unit Code	Stock Code	Resource Title		Type	Unit Price
BSBCMN302A BSBCMN402A BSBFLM501B	PF80	or	ANTA FLM Learner Guide – Develop & Manage Work Priorities (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF50		OLI FLM Learner Guide – Personal Work Priorities & Development 2006	Learner Guide	\$35.50
BSBCMN402A	BF40	IBSA – Develop Work Priorities – hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM303B BSBFLM403B BSBFLM503B	PF81	or	ANTA FLM Learner Guide – Implement & Manage W/place Relationships (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF51		OLI FLM Learner Guide – Workplace Relationships 2006	Learner Guide	\$35.50
BSBFLM403B	BF47	IBSA - Implement effective workplace relationships - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM312A BSBFLM412A BSBFLM512A	PF82	or	ANTA FLM Learner Guide – Promote & Ensure Team Effectiveness (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF52		OLI FLM Learner Guide – Lead Effective Teams 2006	Learner Guide	\$35.50
BSBFLM412A	BF51	IBSA - Promote team effectiveness - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM305B BSBFLM405B BSBFLM505B	PF83	or	ANTA FLM Learner Guide – Implement & Manage Operational Plan (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF53		OLI FLM Learner Guide – Operational Planning 2006	Learner Guide	\$35.50
BSBFLM405B	BF48	IBSA - Implement operational plan - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM306B BSBFLM406B BSBFLM506B	PF84	or	ANTA FLM Learner Guide – Implement & Manage W/place Info. System (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF54		OLI FLM Learner Guide – Workplace Information 2005	Learner Guide	\$35.50
BSBFLM406B	BF49	IBSA - Implement workplace information system - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBCMN310A BSBCMN410A BSBFLM507B	PF85	or	ANTA FLM Learner Guide – Coordinate & Manage Quality Cust. Service (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF55		OLI FLM Learner Guide – Customer Service 2006	Learner Guide	\$35.50
BSBCMN410A	BF42	IBSA - Coordinate implementation of cust. service strategies – h/punched & s/wrapped		Learner Guide	\$19.45
BSBCMN311A BSBCMN411A BSBMGT505A	PF86	or	ANTA FLM Learner Guide – Monitor & Ensure a Safe Workplace (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF56		OLI FLM Learner Guide – Workplace Safety 2006	Learner Guide	\$35.50
BSBCMN411A	BF43	IBSA - Monitor a safe workplace - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM309B BSBFLM409B BSBFLM509B	PF87	or	ANTA FLM Learner Guide – Implement & Facilitate Cont. Improvement (Covers Cert. IV & Diploma only) – 2005	Learner Guide	\$35.50
	PF57		OLI FLM Learner Guide – Continuous Improvement 2006	Learner Guide	\$35.50
BSBFLM409B	BF50	IBSA - Implement continuous improvement - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBCMN312A BSBCMN412A BSBFLM510B	PF88	or	ANTA FLM Learner Guide – Promote, Facilitate & Capitalise on Change (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF58		OLI FLM Learner Guide – Change & Innovation 2006	Learner Guide	\$35.50
BSBCMN412A	BF44	IBSA - Promote innovation and change - hole punched & shrink -wrapped		Learner Guide	\$19.45
BSBFLM311B BSBCMN404A BSBFLM511B	PF89	or	ANTA FLM Learner Guide – Dev. Teams & Individuals & W/Place Learning Env. (Covers Cert. IV & Diploma only) - 2005	Learner Guide	\$35.50
	PF59		OLI FLM Learner Guide – Workplace Learning 2006	Learner Guide	\$35.50
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	PF60		OLI FLM Learner Guide – Manage Budgets & Finance 2005	Learner Guide	\$35.50
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	PF61		OLI FLM Learner Guide – Manage People 2006	Learner Guide	\$35.50
BSBEBUS403A	BF52		IBSA - Communicate electronically - hole punched & shrink -wrapped	Learner Guide	\$19.45
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All FLM Cert. IV	BFF2		FLM Assessor Guide – For IBSA Material	Assessor Guide	\$12.95
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All FLM	PF49		Management – Theory & Practice, 3 rd Ed. - Kris Cole ISBN 174103 2415	Learners Reference	\$71.95
All FLM	PH53		Managing Performance Improvement - Michael Tovey	Learners Reference	\$48.95
All FLM	PF29		Training in Australia 3 rd Edition – Michael Tovey / Diane Lawlor ISBN 0733992633	Learners Reference	\$49.95

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