

BSB42015 Certificate IV in Leadership and Management (Local Students)

Who Should Study this Course?

This course reflects the role of individuals desiring to work in frontline management and supervisory positions in a broad range of industries. People in these positions provide leadership, guidance and support to others, as well as assume responsibility for their own performance. They also have some responsibility for organizing and monitoring the output of their team, apply solutions to a defined range of problems and analyse and evaluate information from a variety of sources.

Students of this course will learn leadership and management competencies such as how to communicate effectively as a workplace leader, lead effective workplace relationships and lead team effectiveness, as well as how to implement operational plans, report on financial activity, promote innovation, implement continuous improvement and undertake project work. Students will also learn how to implement and monitor WHS policies, procedures and programs to meet legislative requirements, make presentations, coordinate implementation of customer service strategies and implement customer service standards.

The course is most suited for individuals who are currently or are aspiring to be Coordinators, Supervisors or Team Leaders in small, medium or large firms in the private sector.

Where is the Course Delivered?

The course is delivered at YES College's Campus, located at Suite 301, 106 Church Street, Parramatta, NSW 2150. The campus is situated opposite Westfield Parramatta and is 2 to 4 minutes' walk from Parramatta train station.

Career Opportunities

Academic Pathways

On completion of this qualification, candidates may undertake the BSB51915 Diploma of Leadership and Management or other Diploma level qualifications from the BSB Business Services Training Package.

Employment Pathways

Upon completion, candidates may also elect to seek employment in frontline management or supervisory positions in small, medium or large enterprises, in a variety of industries, in the private sector. Graduates with no employment experience should expect to enter the industry in positions such as Assistant or other related business support positions. Graduates with relevant employment experience could obtain positions such as Coordinator, Supervisor or Team Leader.

Entry Requirements

For direct entry into this program, candidates must be able to demonstrate:

- Completion of the Higher School Certificate or equivalent; or
- Vocational qualifications in Business related fields such as BSB30115 Certificate III in Business or other relevant qualifications at AQF 3 level; or
- Employment experience in positions such as:
 - Accounts Clerk
 - Customer Service Advisor
 - Import/Export Clerk
 - Office Administrator
 - Student Services Officer

Additional entry requirements:

- Students of this course will be required to access computers for learning purposes and to complete course assessments. As such, learners must have beginner/intermediate computer skills in programs such as Microsoft Word, Excel, Power point and Outlook and knowledge of how to use the Internet to access information.

Entry requirements will be checked at enrolment in line with the Institute's Student entry requirements, selection, enrolment and orientation policy.

Award

This course is part of the BSB Business Services Training Package. Candidates that successfully complete this qualification will be issued with a Nationally Recognised:

- BSB42015 Certificate IV in Leadership and Management



Teaching Methods

The program is delivered at our college premises via face to face trainer led theory classes. Delivery of training is through the use of lectures and presentations by industry experts, group activities, pair work, demonstrations and class presentations.

Uniform

Students are required to wear smart attire and enclosed shoes at all times while attending the college.

Assessment Methods

Assessment is summative (competency determined immediately after session delivery). Assessments may include, but are not limited to demonstrations, knowledge tests, interviews, presentations, projects and reports.

Facilities and Equipment

YES College training rooms are well equipped with modern audio-visual facilities, including TV's, data projectors and whiteboards.

Two student computer labs are available on campus and are accessible between 8:00am – 9:30pm, Monday to Friday and 9am – 5pm, Saturday and Sunday. The student computer lab includes networked Computers with Microsoft Office, Internet, and printing and photocopying facilities. Printing and photocopying costs 10 cents per page for black and white copies, and 20c per page for colour copies.

A small library is available on campus, which contains support materials available for student loan.

Resources and Materials

Mandatory Student Workbooks are not included in the Tuition Fees for this program. Students must purchase the required Student Workbook for each unit at an additional cost (prior to the commencement of the unit) at Reception. The total cost of Student Workbooks for the program is \$378.00 (See Other Fees and Charges section for the cost of each individual Student Workbook).

Students must also organise their own pens, pencils and writing materials for this course.

Units of Competency and Course Duration

This program is delivered over a period of 36 weeks (30 academic weeks + 6weeks holiday).

Stage 1 (10 weeks)			Core	Elective
1	BSBCMM401	Make a presentation		X
2	BSBPMG522	Undertake project work		X
3	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements		X
4	BSBMGT403	Implement continuous improvement		X
Stage 2 (10 weeks)				
5	BSBINN301	Promote innovation in a team environment		X
6	BSBLDR401	Communicate effectively as a workplace leader	X	
7	BSBLDR402	Lead effective workplace relationships	X	
8	BSBLDR403	Lead team effectiveness	X	
Stage 3 (10 weeks)				
9	BSBCUS401	Coordinate implementation of customer service strategies		X
10	BSBCUS403	Implement customer service standards		X
11	BSBMGT402	Implement operational plan	X	
12	BSBFIA402	Report on financial activity		X

Holidays

Students are given a 3 weeks holiday on completion of stage 1 and stage 2.

Class Timetables

This course is run over five shifts depending on class availability. Each shift is delivered over 20 hours per week.

Shift	Days	Times	Scheduled Break Per Day
Shift 1	Monday –Thursday	8:00am – 1:00pm	-
Shift 2	Monday – Friday	1:15pm – 5:15pm	-
Shift 3	Thursday	9:00am – 6:00pm	30 min
	Friday	9:00am – 1:30pm	-
	Variable - Online	6.5 hours	-
Shift 4	Monday – Friday	5:30pm – 9:30pm	-
Shift 5	Friday	8:00am – 1:00pm	-
	Saturday - Sunday	9:00am – 5:00pm	30 min

Note that Timetables are subject to change at the discretion of the institute.

Enrolment and Intakes

YES College runs four major intakes and two mid-term intakes each year:

- **Term 1 intake:** January
- **Mid-term 1/2:** February
- **Term 2 intake:** April
- **Term 3 intake:** July
- **Mid-term 3/4:** September
- **Term 4 intake:** October

The Institute also offers rolling enrolments where students are permitted to commence their course whilst the term is in session. All Students must attend orientation prior to commencing their course. For enrolment and finalised orientation details, please contact:

YES College
Suite 301, 106 Church Street, Parramatta, NSW 2150
Phone: 02 9635 0652
Email: info@yescollege.com.au

Tuition Fees

Application Fee*:	AUD \$ 250
Tuition Fee:	AUD \$ 6000
Total:	AUD \$ 6250

Material Fee* (Student Workbooks): AUD \$ 378
Total inclusive of Material Fee: AUD \$6628

Payment Terms

Study Period/Stage	Stage/Term Duration	Tuition Fee	Application Fee*	Total	Due
1/Stage 1	10 weeks	\$2000	\$250	\$2250	Prior to commencement and following a written offer being made by the Institute and acceptance of the offer by the student
2/Stage 2	10 weeks	\$2000	\$0	\$2000	Due 1 week prior to the commencement of stage 2
3/Stage 3	10 weeks	\$2000	\$0	\$2000	Due 1 week prior to the commencement of stage 3
Application Fee*				\$ 250	
Total Tuition Fees				\$6000	
Total Tuition Fees + Application Fee				\$6250	

*** Note:**

- The standard payment terms for the program are stated above. Note that you may, should you wish, pay more than 50% of your tuition fees (including paying your full tuition fees upfront) before you start your course, however this is not a requirement. You will be required to indicate your preferred payment term in the Institute's Enrolment Form
- The Application Fee is non-refundable and is only payable if the student has been offered a place in the course and accepts the offer. The Application Fee is paid as part of the students initial payment
- Material Fees are considered separate to Tuition Fees and are non-refundable. Students must purchase the required Materials (Student Workbooks) at an additional cost prior to

the commencement of each unit at Reception. The total cost of Student Workbooks for the entire program is \$378. The Total Fees for the program, inclusive of the Material Fee is **\$6628**. See Other Fees and Charges section for the cost of each individual Student Workbook.

- Fees, including Tuition Fees and Material Fees are subject to change

Other Fees and Charges

The following includes a list of all additional fees and charges associated with this course. Note that all items listed in this section are non-refundable:

ITEM	COST
BSBCUS401 Student Workbook	\$31.50
BSBCUS403 Student Workbook	\$31.50
BSBLDR401 Student Workbook	\$31.50
BSBLDR402 Student Workbook	\$31.50
BSBLDR403 Student Workbook	\$31.50
BSBPMG522 Student Workbook	\$37.00
BSBWHS401 Student Workbook	\$31.50
BSBFIA402 Student Workbook	\$31.50
BSBMGT402 Student Workbook	\$31.50
BSBINN301 Student Workbook	\$26.00
BSBMGT403 Student Workbook	\$31.50
BSBCM401 Student Workbook	\$31.50
Black and White Printing and Photocopy	10c per page
Colour Printing and Photocopy	20c per page
Reassessment Fee	\$50 per assessment task
Repeating unit of Competency	\$400 per unit
Recognition of Prior Learning	\$200 per unit
Replacement Student ID Card	\$20
Certificate Re-issue	\$20
Statement of Results (SOR) Copy	\$20
Statement of Attainment Re-issue	\$20
Late Payment Fee	\$10 per day
External English Language Assistance	Variable
Class Excursions	Variable
Extra Curricular Activities	Variable

Competency, Reassessment and Repeating Units of Competency

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd attempt, you will be required to undertake a Re-assessment. Reassessments are organized by the Student Services Department and cost \$50 per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

Refund Policy

We must be advised in writing of your intention for refund in line with our Student Refund Policy. Refunds will be assessed and determined based on the requirements of this policy. The following table provides an itemised list of situations and their applicable refunds. Note that in all instances, the Administration Fee and all items listed in the other Fees and Charges section of this Course Information Sheet are non-refundable. For full details regarding our Student Refund Policy, please see Reception or refer to the Student Handbook.

	Refund Situation	Applicable Refund
1	Provider default	**Full refund of unused prepaid tuition fees (less Application Fee)
2	Student default	No refund
3	Visa refused (Prospective overseas students only)	Full refund of unused prepaid tuition fees (less Application Fee)
4	Student is unable to meet the conditions of enrolment prior to commencement and is not permitted to enrol by the Institute	85% refund* of the total Tuition Fees
5	YES College withdraws a student's offer because the offer was made on the basis of incorrect, misleading, incomplete or fraudulent documentation or information provided by the student	50% refund* of the total Tuition Fees
6	Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
7	Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
8	Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
9	Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees
10	Student withdraws after agreed starting day	No refund
11	Visa cancelled due to the actions of the student (overseas students only)	No refund
12	Expulsion from the college due to breach of college rules or misconduct	No refund
13	Visa extension is refused (continuing overseas student)	Full refund of unused prepaid tuition fees (less Application Fee)
14	Withdrawal from study – Current students enrolled in a package of courses)	Refund policy applies in the same way it does for first course. Refer to 4, 5, 6, 7, 8, 9.

**Refunds granted may incur an education agent's fee, except in the case of visa refusal prior to course commencement*

*** In line with point 1.0 of the Student Refund Policy, students may be entitled to a full refund of unused prepaid tuition fees OR accept placement into another suitable registered course*

Credit Transfer and Recognition of Prior Learning (RPL)

Have you worked or studied in this field before? RPL allows you the opportunity to be recognised for skills, experience and study that you may have already attained. To gain RPL you will need to contact the college for our RPL kit, which will guide you through the process of presenting your evidence. RPL will only be granted before the start of the course, or within the first two weeks of starting the course.

There is a fee for the RPL service, which is \$200.00 per unit of competency. For more information see the Institute's RPL kit and Student Credit Transfer and Recognition of Prior Learning Policy or see our Director of Studies.

YES College will also fully recognise the AQF and VET Qualifications and Statements of Attainments issued by other Registered Training Organisations. Should you have completed another course with another provider and wish to claim credit into your course at YES College,

you may do so by completing the Institute's Student Exemption Form. There is no additional fee for Credit Transfer. See YES College's Student Credit Transfer and Recognition of Prior Learning Policy for more information.

Student Support Services

YES College is committed to providing all students with quality student support services throughout their enrolment and adhering to the principles of access and equity for all its students.

Language, Literacy and Numeracy (LL&N) support will be provided in all subjects as part of the normal tuition and assessment activities and where additional LL&N support is needed will organise and charge the service on a fee-per-service basis.

Other support services that YES College provides include:

On Arrival	During Study	Post Graduation
• Admissions • Orientation	• Timetabling • Student workbooks* • Education counselling (Course Progress, Attendance) • Welfare counselling • Career counselling • Internal English Language Support • External English language support* • Recognition of Prior Learning* • Internet access and Student Computer Lab • Extra-curricular activities* • Student ID Cards* and RTO Manager Login • Document Access • Tax file number assistance • Job finding and resume assistance • Complaints and Appeals • Certificate and Statement of Results (SOR) Issue	• Certificate copies* • Transcript copies* • Re-enrolment*

*** Indicates that fees are involved. Please see the Fees and Charges section or contact us for further information**

Access and Equity

The College is committed to integrating Access and Equity principles within all the services provided to clients in accordance with the Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992. All our staff members recognize the rights of learners/clients

and provide information, advice and support consistent with our mission statement, code of ethics and code of practice.

The college recognizes the diverse background of our learners from all over the world. Regardless of cultural, linguistic, nationality, gender, sexuality, religion, disability or age all students have the right to study in an environment that is free of discrimination and harassment. All learners equally have the right to be treated in a fair and considerate manner while studying at the college.

If at any time students feel that in any way the college is not abiding by this Code of Practice they can report their complaints or grievance to their trainer, the Student Services Manager or the Operations Manager.

Dispute Resolution

For details please refer to the Student Handbook or the Institute's Complaints and Appeals Policy available at Reception.