



NATIONALLY RECOGNISED
TRAINING

COURSE OUTLINE: To undertake this course you will need to be signed up as a Trainee and employed in a business role. This course will assist you in developing the skills to work in a supervisory role incorporating staff recruitment, marketing and promotions, managing teams and customer service. The course will be tailored to suit your workplace needs in consultation with your employer.

COURSE LOCATION: CCG Warragul Campus and Leongatha Campus.

DURATION: Approx. 52 weeks dependent on your progress and in consultation with your employer.

HOW THE COURSE IS DELIVERED: You will receive a minimum of 4 training sessions in your workplace during the year and you will be provided with a detailed learning plan and resources for each unit of competence to guide you through your studies between the trainer's visits. The expectation is to commit to completing approximately 8 hours per week of study outside the scheduled training time. You will have access to qualified trainers by phone and email to support you during business hours. In addition, you may attend a weekly trainer supported study day available at the Warragul Campus from 9.30am - 3.00pm on Mondays.

CAREERS: The range of business careers available on successful completion of your course may include: Accounts Clerk, Customer Service Advisor, Administrator and Office Manager.

VOCATIONAL PATHWAYS: You may progress to the BSB50215 – Diploma of Business.

CCG ENTRY REQUIREMENTS: To commence this course you are required to have a signed contract with an Apprenticeship Network Provider with CCG as the Registered Training Organisation for providing the training. You need to be 18 years or older, hold a minimum of Year 10 or equivalent and have basic computer skills. You will have a Pre-enrolment interview with a CCG Representative and your employer that takes approximately an hour to complete. This provides the opportunity to discuss the course requirements and suitability, your educational levels, vocational pathways and career and employment goals for this qualification. Your eligibility for a Skills First Government funded place will also be reviewed.

QUALIFICATION ENTRY REQUIREMENTS: Nil

BSB40215 Certificate IV in Business Traineeship

THE COURSE CONTENT: The full qualification is 10 units of competence with 1 core units and 9 elective units.

CORE	Nominal Hours
BSBWHS401 Implement and monitor WHS policies procedures and programs to meet legislative requirements	50
ELECTIVES	
BSBCUS402 Address customer needs	50
BSBCUS403 Implement customer service standards	30
BSBCUS401 Coordinate implementation of customer service strategies	40
BSBMKG414 Undertake marketing activities	50
BSBMKG413 Promote products and services	40
BSBITU401 Design and develop complex text documents	100
BSBLED401 Develop teams and Individuals	40
BSBINN301 Promote innovation in a team environment	40
Select 1 only from below	
BSBITU306 Design and produce business documents	80
BSBHRM506 Manage recruitment selection and induction processes	60
Total of 520 or 500 hours dependent on elective selection	

COURSE FEES: The course fees are calculated on the number of units of competence enrolled into in each calendar year including the materials fee. The total course fees listed below are an approximate amount based the total of 520 unit of competency hours and enrolment and completion of the full course within the year. Fees for unit enrolments commenced in 2020 are subject to change.

Skills First Full Fee		Skills First Concession Fee		Fee for Service Fee	
Full Tuition Fee:	\$6.50/SCH	Conc. Tuition Fee:	\$1.30/SCH	Tuition Fee:	\$8.30/SCH
Course Tuition Fee:	\$3,380.00	Course Tuition Fee:	\$676.00	Course Tuition Fee:	\$4,316.00
Materials Fee:	\$92.95	Materials Fee:	\$92.95	Materials Fee:	\$92.95
Amenities Fee:	\$0.00	Amenities Fee:	\$0.00	Amenities Fee:	\$0.00
Total Course Fee:	\$3,472.95	Total Course Fee:	\$768.95	Total Course Fee:	\$4,408.90

The Tuition Fees as published are subject to change given the individual circumstances at the time of enrolment. This qualification provides Nationally Recognised Training and is delivered with Victorian and Commonwealth Government funding. Students with disabilities are encouraged to apply.

The Skills First Government contribution to this course is approx. \$4.00 per SCH.

LICENSING REQUIREMENTS: Nil

MATERIAL REQUIREMENTS: You will require the Professional Business Skills text book, a pen and paper and access to a computer and the internet. The materials are available for purchase at the time of enrolment.

QUALIFICATION CURRENCY: Current, Release 3



Prior to commencing your training, a CCG representative will conduct an Induction Interview and a Pre-Training Review with you and your employer. During the meeting you will complete a Pre-Training Review where you will be required to complete an online skills review and have a discussion about your general work and learning experiences and your career and employment pathways. The online skills review will provide CCG with an indication of your literacy and numeracy levels and provide an idea of the level of study that would be best for you.

STATEMENT OF FEES INFORMATION

During the Pre-Training Review you will be provided with an individual Statement of Fees Course Quote for your proposed course of study. The Statement of Fees Course Quote and this course information sheet combined will provide you and your employer with the information you require prior to enrolment.

ARE YOU ENTITLED TO A GOVERNMENT FUNDED PLACE?

You may be eligible to receive Government funding that supports the fees associated with the course. If you have a concession card and are eligible for a funded place you will be charged a lesser fee. If you are not eligible for a funded place you pay a different fee. CCG can provide students with a Payment Plan option for Accredited Courses to assist in fee payments. Check against the list below and see if you are eligible for funding. If you are, you will need to bring supporting documents to the interview as proof of evidence.

SKILLS FIRST FUNDING STUDENT ELIGIBILITY

To be eligible for a funded place you must meet the following criteria:

- You must reside permanently in Victoria and meet one of the following citizen/residency status:
 - an Australian citizen; **or**
 - a holder of a permanent visa; **or**
 - a New Zealand citizen; and
- The enrolment year is from 1 January 2019 to 31 December 2019 inclusive and you need to be either:
 - under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training; or
 - over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a Foundation Skills List course; or
 - over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee); or
 - over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
 - over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

If you are eligible for a funded place you are entitled to:

- Commence a maximum of two courses subsidised through the Skills First Program in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- Undertake a maximum of two courses subsidised through the Skills First Program at any one time;
- Commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
- Commence a maximum of two government subsidised accredited courses with the title "Course in..." in their lifetime.



If you are eligible for a funded place you will need to bring the following supporting documents to the interview.

1. Proof of Australian Citizenship/Residency

Please bring **one** of the following documents to the interview to provide proof of Australian Citizenship/Residency:

<input type="radio"/> an Australian Birth Certificate (not Birth Extract)	<input type="radio"/> a current Australian Passport
<input type="radio"/> a current New Zealand Passport	<input type="radio"/> a naturalisation certificate
<input type="radio"/> a current green Medicare Card	<input type="radio"/> a proxy declaration for individuals in exceptional circumstances (clarification during interview)
<input type="radio"/> formal documentation issued by the Australian Department of Immigration and Border Protection confirming permanent residence	

2. Under 20 years old

If you are under the age of 20, you will need to bring one of the following documents plus your Citizenship/Residency document to the interview:

- A current drivers licence/learners permit
- A 'keypass' identity card
- A proof of age card

FEE STRUCTURE

This course is provided as a Fee for Service fee structure made up from the following fields:

Tuition fees: are associated with the teaching and training elements of the course

Material fees: cover the cost of course resources and consumables

Amenity fees: supports the provision of amenities and services available to students

COURSE FEES

Course fees are calculated per calendar year, from January to December. They are formulated dependent on the number of units and hours you are enrolling in and in accordance with your eligibility status. Additional fees may be charged for materials and amenities relating to your study. Payment Plans are available if you require support to enrol into your course.

Students have two payment options, dependent on the total course fee that must be completed before the course commences to confirm their enrolment. Students must pay in full (total fee cost may incur invoice arrangement) or enter into the Payment Plan Direct Debit option, before any training can commence.

Option 1 - Payment in full:

- Students who wish to pay their fees in full and are enrolling into a course where the total course fees are under \$1000.00 must pay in full before the course commences to confirm their enrolment.
- Students who wish to pay for the course in full and are enrolling into a course where the total course fees are over \$1000.00 will be required to pay \$1000.00 upon enrolment and will be invoiced the remaining fees progressively across the duration of the training delivered. Invoicing for the remaining fees will occur at one third and two thirds of the course duration and at no more than \$1500.00 in any one invoice.

Option 2 - Direct Debit:

- Students must enter into the Payment Plan option as a Direct Debit agreement which requires a minimum deposit of 10% of all course fees and materials.
- Direct Debit for all courses attracts a minimum deposit of 10% of the course fee for the units selected for the calendar year. Payments can be made weekly, fortnightly or monthly. All fees are required to be paid in full before completion of the course and certificates will not be issued until fees have been entirely paid.
- **Note** – Fees for course materials are not included in the Direct Debit option and must be paid for at the time of enrolment.



GENERAL CONCESSION CARDS

If you are eligible for a Government funded place and you hold a current Health Care Card, a Pensioner Concession Card or a Veteran's Gold Card you are entitled to the course fee concession rate.

FEE REFUNDS

If the traineeship/apprenticeship is cancelled, the payer will be refunded for the units the student has not commenced for the calendar year minus a \$100.00 administration fee. A refund for materials purchased will be dependent on the condition of unused materials and is determined by the VET Manager.

If a course is cancelled by CCG at any time during the period of a person's enrolment, CCG will refund the pro-rata portion of the tuition fees and fees for materials that have not been used prior to the date of cancellation.

TRAINING AND ASSESSMENT

Throughout your study you will complete assessments for each unit of competence against the training you have received. You will receive a Student Assessment Guide that outlines the tasks for each unit of competence that you will be assessed against. You are expected to attempt each assessment task outlined in the Student Assessment Guide. CCG will retain your original work submitted. Once the tasks have been attempted you will receive feedback from your Trainer and Assessor on the outcomes achieved.

STUDENT SUPPORT

CCG can provide you with additional support if required with your individual Language, Literacy and Numeracy needs. This can be provided through a range of options that can be determined during the Pre-Enrolment interview.

SKILLS RECOGNITION

Skills recognition is a generic term that can be used to cover the ways in which an individual's skills, experience, knowledge and qualifications can be formally acknowledged. These may include either Recognition of Prior Learning (RPL) or Credit Transfer (CT).

***Recognition of Prior Learning (RPL):** Recognition of Prior Learning is a process where a person with work experience or previous informal learning, can apply to have their skills and knowledge assessed, with the aim of getting a formal qualification. If you wish to apply for RPL you need to indicate this during the interview process and prior to enrolment.

***Credit Transfer (CT) and National Recognition (NR):** if you have previously completed an accredited course with units that are identified as equivalent to the units in the course you are interested in you may be able to apply for Credit Transfer. CCG recognises the AQF qualifications and statements of attainment issued to students by other Registered Training Organisation's (RTO's) within Australia. The CCG Representative will inform you of what documentation you need to provide if you wish to apply prior to enrolment.

STUDENT TRANSITION INTO NEW QUALIFICATIONS

Accredited courses and qualifications are continually being updated and improved to meet current industry standards. If you are enrolled in a course or qualification that is superseded during the time of your enrolment you may be required to transition into the new qualification. This transition will be discussed with students on an individual basis.



STUDENT ACCESS TO RECORDS

Access to your student records is available and can be obtained by request with your Teacher/Trainer or VET Manager. You will need to complete and submit the form "602-1A Student access to records" which is available on the website under the Forms and Guides link or in hard copy from Customer Service.

ISSUING OF RESULTS

All students are issued with a Statement of Results, Statement of Attainment or Certification upon completion of their study. If required, students can purchase a replacement Certificate or Statement of Attainment for a fee of \$30.00 or request a copy of the original for a fee of \$20.00.

VET DATA USE AND STUDENT FEEDBACK SURVEYS

Under the Data Provision Requirements 2012 and VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used for the following purposes, to:

- issue a VET Statement of Attainment or VET Qualification, and populate Authenticated VET Transcripts;
- facilitate statistics and research relating to education, including surveys;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

During your course you will be asked to complete an online student survey. It takes about 10 minutes and gives you the opportunity to tell CCG about your learning experience. You may also be contacted by the National Centre for Vocational Education and Research to participate in the NCVER survey. The Department may also ask you to participate in the annual student outcome survey or participate in a department endorsed project. The information they collect from you is used for audit, review or investigation purposes.

ACCESS & EQUITY

In accordance with the Equal Opportunity legislation, CCG treats every student fairly and without discrimination in the training environment. Please refer to our Policies and Procedures under the Forms and Guides link on our website for further information.

STUDENT HANDBOOK

The CCG Student Handbook is available on our website under the Student Tab/forms and handbooks link and contains detailed information on all aspects of the training, assessment and operations at CCG.

COMPLAINTS AND APPEALS

CCG has a Complaints and Appeals policy available from the website or a hard copy is available from Customer Service upon request.

Unique Student Identifier

If you are studying a Nationally Recognised course in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results that you have completed from 1 January 2015 onwards. You will need to provide CCG with your USI at the time of enrolment. Visit www.usi.gov.au for instructions or CCG can provide you with a simple guide to assist if required.