



# Course Guide

CRICOS Course Code: 086951G

## BSB40215 – Certificate IV in Business



Mission Statement...Quality Training Solutions

*To achieve excellence as a leading Registered Training Organisation by inspiring individuals to reach their full potential and to provide specialist training and employment services to the community.*

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**CRICOS Provider No:** 02975F

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## **Astute Training Pty Ltd**

Astute Training Pty Ltd is a private Registered Training Organisation (RTO) that strives to deliver the highest quality education and training in the Vocational Education and Training Sector to overseas students.

Astute Training Pty Ltd focuses on both theoretical and practical training to provide a well balanced delivery of all training courses.

Astute Training Pty Ltd provides modern well equipped training rooms, computers with internet access for students, lunch room and kitchen facilities with a fridge and microwave.

## **Code of Practice**

The main aim of the code is to produce a dedicated provision of service to meet all clients, community sector and staff member needs. To meet this aim Astute Training Pty Ltd has developed a quality service, which provides access and equity, ensuring an environment of fairness, ethics and integrity at all times.

Astute Training Pty Ltd's code of practice also appears in the Policy and Procedures Manual and is in compliance with its Mission Statement and Code of Conduct.

## **Management & Staff**

The management and staff of Astute Training Pty Ltd are committed to:

- Ensuring the creation and maintenance of a friendly, safe and mutually satisfying learning environment
- Committed to demonstrating integrity and compassion while avoiding discrimination and unfair practice.
- Not misusing authority or position for personal gain
- Ensuring communication is both accurate and effective
- Constantly striving to improve business through effective management and continued learning
- Protect the companies and clients confidentiality, information and intellectual property

Astute Training Pty Ltd is committed to delivering a quality service to all program participants; therefore it requires all students to respect the guidelines of Astute Training Pty Ltd. If you have any queries or concerns please contact our trainers or administration staff.

Astute Training Pty Ltd will ensure that at all times all staff will act with integrity in dealing with all students.

Astute Training Pty Ltd will comply with:

- The Australian Qualifications Framework (AQF).
- The Standards for Registered Training Organisations (RTOs) 2015.
- The Education Services for Overseas Students Act (ESOS) 2000 and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students.
- National Vocational Education and Training Regulation Act 2011 (NVR Act).

## Admission Requirements

Students must be a minimum of *18 years of age*

In accordance with 9-13 of the National Code 2007, Astute Training Pty Ltd places students in the courses most appropriate to their level and goals.

All students are expected to have reached an acceptable level of proficiency in the English language. International students need an *IELTS level of 5.5* or higher or have completed an approved English Test listed below.

The IELTS provided must have been taken no more than two years before the time of the application.

From 5 November 2011, the department will accept test results from the following specified English language tests for Student visa purposes taken in any country:

- Test of English as a Foreign Language internet-Based test (TOEFL iBT)
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE) test (also known as Certificate in Advanced English).

For more information visit:

<http://www.border.gov.au/Lega/Lega/Form/Immi-FAQs/aelt>

## How you are assessed

Assessment is an integral part of all training courses. Astute Training Pty Ltd uses the principles of competency based training for all courses. This means that a student's performance is assessed on their ability to perform the task(s) to the required standard. In order to ensure the principles of validity are upheld a variety of learning styles and a range of assessment strategies are used.

Assessment for each unit of competence will be through a combination of classroom based and work placement tasks which may be conducted in a simulated environment. Classroom based assessment includes but is not limited to:

- Classroom exercises and workbook activities
- Assignments and Projects
- Practical skills demonstrations and role plays
- Group Activities
- Verbal and/or written questions
- Workplace based assessment

Students are advised well in advance of assessment activities and a student may put forward for consideration any special needs they may have. The assessment criterion is documented in all workbooks. Dates of assessment are provided each term and are listed on class timetables. These dates are also displayed on notice boards at Astute Training Pty Ltd.

## Facilities

Students will have access to lap top computers and tablets as required for the completion of assessments and class tasks whilst enrolled at Astute Training Pty Ltd. All students will have internet access for course requirements throughout each term, students will be provided free of charge with a USB flash drive to save their work and access to self-study throughout their stay. A fully equipped kitchen is available for students during their breaks.

DVD's and reference books are available for the use of all students. All resources must be signed out by a trainer or the receptionist.

## Recognition of Prior Learning and Credit Transfer

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation (RTO) that are the same as the competencies in the course you have enrolled in. This process is called credit transfer and Astute Training Pty Ltd recognises qualifications issued by other RTO's once verified.

Recognition of Prior learning (RPL) is the acknowledgement of skills and knowledge previously attained though formal training, work experience and/or life experience. Recognition of Prior Learning may be applied for at the time of enrolment with Astute Training Pty Ltd you will need to provide certified copies of your qualifications or the original certificate(s) along with the RPL form provided by Astute Training Pty Ltd to allow Astute Training Pty Ltd to assess your eligibility for RPL.

International students are advised of the RPL process at the time of application and again at induction.

### **Please Note- International Students**

Overseas students will be required to attend Astute Training Pty Ltd **20 hours per week** for the duration of the course regardless of the outcome of your RPL application (a requirement of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students -The National Code). If your RPL Application is successful and the course duration is reduced, Astute Training Pty Ltd will report the change of your course duration to Department of Immigration and Border Protection (DIBP) via PRISMS under S19 of the ESOS Act 2000. If you finish the course early, you must then enrol in another registered course or depart Australia immediately unless you have been given authorisation by DIBP to remain in Australia. All RPL applications will be kept in the students file.

## Attendance

Students are required to attend **20 hours** of classes each week

In order to remain compliant with Student visa conditions students' attendance must not fall below 80% during a term. Students are able to check their own attendance % via the student portal on Astute's website.

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Students who undertake this qualification will gain the skills and knowledge necessary for a business environment, explaining how they contribute to organisational objectives and teach skills needed to work within these functions.

## Duration:

6 months fulltime

## Mode of Study:

Classroom based

## Enrolment fee:

*AUD\$200.00* which is non refundable

## Tuition Fee:

*AUD\$2900.00*

### **Please note no student is permitted to pay more than 50% of course tuition fees upfront.**

Students are required to pay a minimum on **3 months** tuition fees for their chosen course prior to a student receiving an Electronic Confirmation of Enrolment (COE) plus the enrolment fee (non tuition payment) and OSHC (non tuition payment) if applicable:

*\*\*Remaining tuition fees will not be required until 2 weeks prior to the commencement of your second term (study period) \*\**

This fee includes all learning guides and/or workbooks and use of text books.

## Refund and Cancellation Policy

### Fees Refund Policy

In the unlikely event of default by Astute Training Pty Ltd, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, Astute Training Pty Ltd must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start on the agreed starting date which is notified in the Letter of Offer
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the college's expenses, then the college is relieved of its liability to make the payment. The student must advise the college in writing whether they agree to the alternative arrangement. Staff are responsible for referring all enquiries regarding fees, charges and refunds to the CEO

## International Students

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund (if lodged within 3 months of the visa refusal letter. No refunds will be issued after this period has lapsed unless written approval has been given by the CEO reviewed under exceptional circumstances)
Withdrawal at least 28 days prior to agreed start date	80% refund
Withdrawal less than 28 days prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study – current students	Refund of unused tuition fees (of the following term/s) ( <i>Course Withdrawal notification</i> must be received 4 weeks prior to term commencement by Student Support Officer)
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider

Tuition fees **will be not refunded** under the following circumstances:

1. A Student whose enrolment is terminated for failure to comply with Astute Training Pty Ltd's policies and procedures and the requirements of their Student Visa by DIBP.
2. The Student cancels the enrolment less than two weeks prior to the course commencement date.
3. Does not commence (i.e. Does not arrive, or has not arranged with Astute for a later start because of health or compassionate reason, visa refused but student does not notify Astute Training Pty Ltd and lodge a refund application within 3 months of the date of the refusal letter )

Requests for refund should be made in writing to the CEO with documented evidence of the reason for withdrawal. An 'application for refund form' is available from reception at Astute Training Pty Ltd. Eligible refunds will be processed for payment within 28 days of receipt of the claim. A documented administrative fee of \$250 will be charged for processing of refunds and deducted from the refund amount. The enrolment fee is not a refundable cost and will also be deducted from the refund. Refunds to overseas bank accounts will also have the bank transfer fee deducted from the refund amount.

All refunds will include a statement explaining how the refund amount was calculated. Refunds will be issued to the bank account nominated by the student on the refund application form. The Staff are responsible for referring all enquiries regarding fees, charges and refunds to the CEO.

***This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.***

## Health Cover:

Medibank - Current at January 2015 – Single Cover **AUD\$596.50 for 14 months**

<http://www.medibank.com.au/Overseas-Students/For-Educational-Organisations.aspx>

## **Training Methods:**

This course will address the current workplace need for competency based training programs within a residential setting in aged care by utilising a combination of classroom learning, practical sessions, research and project work, home study, and work placement.

## **Assessment Methods:**

A combination of class activities, written work, assignments, group work, projects, practical demonstration, work placement and role plays will be used for the assessment of all units of competency. Practical assessments will be completed in a simulated environment.

## **Pathways to Further Studies:**

*Pathways from the qualification*

After achieving this qualification candidates may undertake:

- A range of Diploma level qualifications within the Business Services Training Package, or other Training Packages.

## **Qualification Summary**

This course develops skills for a business environment, organising workplace information, producing business documents, maintaining financial records, delivering and monitoring a service to customers, supporting the implementation of workplace health and safety policy and procedures, producing texts from notes, designing and developing business documents, creating and using databases, creating electronic presentations, keyboarding skills and organising schedules.

Qualifications issued by Astute Training Pty Ltd are nationally recognised.

## **Industry Outcomes**

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Clerk
- Student Services Officer
- E-business Practitioner
- Office Administration Assistant
- Legal Secretary
- Medical Receptionist

# Course Content

## *Certificate IV in Business BSB40215*

This course consists of 10 units of competence, 1 core units and 9 elective units. Students must successfully complete all units to gain their qualification.

<b>UNIT CODE</b>	<b>UNITS OF COMPETENCY</b>	<b>CORE/ELECTIVE</b>
BSBADM405	Organise meetings	Elective
BSBCMM401	Make a presentation	Elective
BSBCUS402	Address customer needs	Elective
BSBEBU401	Review and maintain a website	Elective
BSBITU401	Design & develop complex text documents	Elective
BSBITU402	Develop and use complex spreadsheets	Elective
BSBLED401	Develop teams and individuals	Elective
BSBMKG413	Promote products and services	Elective
BSBSUS301	Implement & monitor environmentally sustainable work practices	Elective
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core

## Qualification

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion of all units of competency a students will be awarded a Certificate III in Aged Care.

If all units of competency are not achieved a Statement of Attainment will be issued for the units that have been successfully completed.

AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the student owes have been paid.