

Registered Training Organisation Statement of Fees 2019 for NSW

Certificate III in Business Traineeship (BSB30115)

Welcome to Western Business School. This Statement advises of the fees for work-based training for Certificate III in Business. We provide training and assessment services directly to you through on the job training and workplace visits. The Western Business School assures your training and assessment is delivered by qualified trainers and assessors in accordance with the Standards for RTOs 2015 and will issue compliant AQF qualifications. Training and assessment is provided by our own trainers and assessors and no third party arrangements are in place.

This qualification is made up of 12 units. 1 core and 11 electives. Units offered are outlined below. As your course is workplace based, it is important before your course commences, you review the unit list below. This is to ensure you receive the training which is most relevant for you, your work role and your workplace. At the commencement of your course, together with your workplace supervisor, and trainer, you will be asked to select 11 electives which are most relevant for you, your work role and your workplace. *'this training is subsidised by the New South Wales Government'*.

COURSE SELECTION

| COURSE SELECTION | | | | | | |
|------------------|---|---|-----|-----------|---|-----|
| UNIT CODE | UNIT | | HRS | UNIT CODE | UNIT | HRS |
| BSBWOR301 | Organise personal work priorities & development | C | 30 | BSBITU312 | Create electronic presentations | 20 |
| BSBDIV301 | Work effectively with diversity | E | 30 | BSBITU211 | Produce digital text documents | 60 |
| BSBCUS301 | Deliver and monitor a service to customers | E | 35 | BSBWRT301 | Write simple documents | 30 |
| BSBFML303 | Contribute to effective workplace relationships | E | 40 | BSBITU313 | Design and produce digital text documents | 90 |
| BSBFML312 | Contribute to team effectiveness | E | 40 | BSBITU306 | Design and produce business documents | 80 |
| BSBINN301 | Promote innovation in a team environment | E | 40 | BSBITU314 | Design and produce spreadsheets | 35 |
| BSBCMM301 | Process customer complaints | E | 30 | BSBFIA301 | Maintain financial Records | 60 |
| BSBWHS302 | Apply Knowledge of WHS legislation in the workplace | C | 20 | BSBPRO301 | Recommend products and services | 20 |
| BSBADM405 | Organise meetings | E | 20 | BSBPUR301 | Purchase goods and services | 60 |
| BSBITU213 | Use digital technologies to communicate remotely | E | 20 | | | |

Western Business School encourages individuals with disabilities to apply.

Upon successful completion of on the job training, theory components and competent results of your 12 units, you will achieve the qualification BSB30115 certificate III in Business.

COURSE INFORMATION

To enter the course, students are expected to be competent in written and spoken English. There are no other pre-requisites for this course.

| COURSE INFORMATION | |
|--------------------|---|
| Duration | <ul style="list-style-type: none"> 12 months full time. 24 months part time |
| Location | <ul style="list-style-type: none"> Your workplace – onsite. |
| Delivery | <ul style="list-style-type: none"> On and off the job, face to face & online learning. |
| Timeframes | <ul style="list-style-type: none"> Face to face contact will be 1 -2 hours. Appointments will be made to suit you and your employment needs. Traineeship requirements - 3 hours per week is allocated for off the job training. . |
| Assessment | <ul style="list-style-type: none"> Workplace Based Assessment and Online projects |
| Support | <ul style="list-style-type: none"> A trainer will visit you at your workplace at least 5 times during your course. Monthly contact will occur through your online portal, emails and phone calls other support will be provided in consultation with your trainer and workplace supervisor. |

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Warning - Uncontrolled when printed! The current version of this document is kept on the WBS O drive.

Registered Training Organisation Statement of Fees 2019 for NSW

TUITION FEES

Payment of fees/ salary deduction

The easiest way for you to make payment of your course fees is by way of deduction. At the commencement of the course you will be asked to commit to payment by your trainer and you will be asked to sign and agree to the payment via salary deduction. This process ensures you do not pay for any training which you have not already received. Remember, if you have a Health Care Card, you will need to provide evidence as soon as possible.

Note: if you are under 18 at the time of commencement, we will ask for parental/guardian consent.

'this training is subsidised by the New South Wales Government'.

| TUITION FEES | |
|--|---|
| Government Subsidised Training NSW | Your contribution |
| Indicative Fees: \$1,000.00* | Salary Deduction per fortnight ^{^^} : \$50.00 |
| Concession Rate: \$240.00* | Salary Deduction per fortnight ^{^^} : \$12.00 |
| Fee For Service - Non-Government Subsidised Training NSW | |
| Indicative Fees: \$2,700.00* | Salary Deduction per fortnight ^{^^} : \$135.00 |

WBS does not charge for materials or administration. No other fees are associated with this course.

***NOTE:** The Tuition fees as published are subject to change given individual circumstances at enrolment.

^{^^}Fortnightly instalments are calculated over 20 fortnights, (10 Months approx.) at enrolment. Upon acceptance into the course deductions will start from the enrolment date. Payment plans are available for learners who are not undertaking this course as a trainee.

A charge of \$50 will be incurred for reissue of replacement of Certificate of Qualification or Statement of Attainment

Western Business School will not hold more than \$1500 in prepaid fees in advance.

Participants will not prepay more than \$1500 in advance.

Further information relating to our fees and charges policy can be found on our website

http://www.wbs.org.au/fees_charges&refunds

CONCESSIONS/EXEMPTIONS

Eligibility for Concession Rate

To be eligible for the concession rate, you must hold a valid Health Care Card (HCC), pension card (PC) or be a dependant of a Pension card, Health Care Card holder.

Please provide a copy of this prior to commencing the traineeship. If you need to apply for a HCC, please ask us for a form or visit your local Centrelink office. You will need to apply as soon as possible and provide a copy to recruitment or the trainer.

At the commencement of the course you will be required to pay the course fees via salary deduction. If you have a Health Care Card, you will need to provide evidence as soon as possible.

Exemptions apply • Aboriginal or Torres Strait islander

Should you have any questions please contact Western Business School on 1300 656 461 or email either scarzino@wpcgroup.org.au or lee@wpcgroup.org.au or our website www.wbs.org.au

Registered Training Organisation Statement of Fees 2019 for NSW

REFUNDS

Where a student withdraws from the course without extenuating circumstances* only a partial refund is payable. Applications for refunds are to be processed by RTO Administration and approved by the General Manager within 14 days from the date of application. Please note where the student breaches the WBS Policies and Procedures no refund is payable.

| REFUNDS | |
|---|--|
| Applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to RTO Administration. | |
| Withdrawal prior to agreed start date | Full refund of any deposit paid (if any) |
| Withdrawal after the agreed start date | 50% refund of unused tuition fees |
| Course withdrawn by RTO | Full refund |
| The RTO is unable to provide the course for which the original enrolment and payment has been made and continuance of training cannot be provided. | Full refund |
| <i>*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.</i> | |

SMART AND SKILLED ELIGIBILITY

- be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- be aged 15 years or older, and
- live or work in New South Wales, and
- no longer be at school.

New South Wales apprentices and New South Wales new-entrant trainees undertaking specific traineeships are eligible to a government subsidy under this program for the qualification that supports their apprenticeship or traineeship.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by WBS. To apply for a Credit Transfer, participants must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of WBS. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Training Manager by following the 'Complaints and Appeals Policy and Procedure

Registered Training Organisation Statement of Fees 2019 for NSW

COMPLAINTS AND APPEALS

Participants are able to submit a formal complaint to WBS relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the RTO National Compliance and Administration Manager.

A participant may also appeal a decision made by WBS in regards to an assessment outcome. Where a participant feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Participants must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All participants have access to the complaints and appeals policy and procedure and downloaded from our website. The complaints and appeals and privacy policy will be also be discussed with you at your induction.

The Smart and Skilled website is available for you to access at any time. <https://smartandskilled.nsw.gov.au/> or call 1300 772 104.

The National Compliance and Administration Manager of WBS is the delegated consumer protection officer and can be contacted on 039321 0828

NSW Department of Education and Communities provides information relating to other VET complaints handling agencies. These can be located on our complaints and appeals form which is downloadable from our website.

<http://www.wbs.org.au/complaints-and-appeals>

SUPPORT SERVICES

Trainees will be provided support services where identified by your trainer and assessor. The trainer will discuss with you any special needs identified and work with you, your supervisor and the Workplace Industry Consultant to ensure these needs are met.

Contact details for WBS support staff are as follows:

| | |
|--|--------------------|
| WBS National Compliance and Administration Manager | 03 9321 0828 |
| WBS Trainers | 1300 760 099 (NSW) |
| WPC Group – Workplace Industry Consultant | 1300 760 099 (NSW) |

Students and Staff may also contact the Western Business School from the 'Contact Us' page from our website;
<http://www.wbs.org.au/contact us>

Please note: In the event any extra costs incurred for support relating directly to training will absorbed by the RTO unless the cost exceeds \$200. Extra costs for support provided which related to personal support will be absorbed by the RTO unless the costs exceeds \$400. WBS will review each case individually and will discuss and seek written consent with the Student any costs to be incurred before training progresses. In the event payment of extra support costs is required, payment will be agreed upon through salary deduction if required.

WITHDRAWAL OF TRAINING

In the event you wish to cancel or suspend your traineeship, you will need to advise your Workplace Industry Consultant. The Workplace Industry Consultant will require you to complete a cancellation / suspension of traineeship form. If your traineeship is suspended, it will recommence on the first day you return to your training program.

Registered Training Organisation Statement of Fees 2019 for NSW

SMART AND SKILLED CONSENT

INSTRUCTIONS TO THE PROSPECTIVE TRAINEE:

Read the statement below carefully. The statement discloses how the Department of Education and Communities, other Government Agencies and the Western Business School (WPC Group Ltd) will use your personal information. It also advises WBS will access this information in order to notify the department of your enrolment into your traineeship. You will be required to sign you consent to the statement below during the enrolment process.

If we do not receive your consent, we cannot process your subsidised traineeship – Notification of Enrolment.

CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION TO THE DEPARTMENT OF EDUCATION & COMMUNITIES AND OTHER GOVERNMENT AGENCIES

I understand and agree that personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including my ethnicity or health information) (together Personal Information) collected by Western Business School may be disclosed to the Department of Education and Communities (Department).

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with Western Business School for the purposes of evaluating and assessing my subsidised training.