

Course Description	This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.	
Delivery Location	Unit 225, 14 Lexington Drive Bella Vista NSW 2153	
Delivery Modes	This course is delivered using the following modes: <ul style="list-style-type: none"> • face-to-face (facilitated on-site delivery); and • self-paced study (independent self-directed study) 	
Course Duration	The total duration of this course is 52 weeks which includes 40 weeks of facilitated onsite training at CSIA's Bella Vista campus over four terms and 12 holiday weeks. In addition to this you will be required to complete self-directed study of 15 hours per week during the terms which includes completion of assessment tasks.	
Entry Requirements	<p><u>Pre-requisite qualifications or units:</u> The Business Services (BSB) training package does not specify any pre-requisite qualifications or units to enter into this course.</p> <p><u>Minimum education requirements:</u> CSIA requires all candidates entering this course must have completed Year 12 or equivalent qualification or have relevant experience.</p> <p>Candidates who are unable to provide Year 12 or equivalent qualification are required to attend a course information session where they are required to successfully complete a Language Literacy and Numeracy (LLN) test. Candidates with LLN difficulties identified either through the enrolment process or the LLN test will be interviewed individually by the RTO Manager and if there is a concern on their LLN ability, they will be referred to external specialists or organisations. The cost of the external and/or additional tuition to support LLN needs must be met by the candidate. Our assistance will be limited to expanding vocabulary, explaining concepts and ensuring understanding, we are not LLN training expert or provider.</p> <p><u>Age Requirements:</u> Candidates must be 18 years of age or above at the time of application.</p>	
Course Fees	Tuition Fee: \$4,900 Enrolment Fee: \$200 Course Material Fee: \$300 (covers the cost of text books and assessment material)	
Paying your tuition fees	Course fees are payable on the dates set out in the Letter of Offer. Payments can be made via direct deposit or electronic funds transfer. Please note that there is surcharge for payments using credit cards. We will send you a reminder via email when your fees are due. Please remember to let us know if you change email address so we can keep your details up-to-date.	
Other Administrative Fees and Charges	RPL Application Fee	\$200
	RPL Assessment Fee (per unit)	\$250
	Credit transfer fee	\$0
	Reassessment Fee (per assessment)	\$100
	Replacement of Statement of Attainment Fee	\$60
	Replacement Certificate Fee	\$60
	Replacement of Transcript (Record of Results) Fee	\$25
	Student Record/Letter (printed) Fee	\$20
	Tuition fee late payment fee (per each week of delay)	\$50 per week
	Printing / photocopying charge (per each page – black and white)	15c

	copy only)		
	Credit Card surcharge (per each transaction)	1.5%	
Assessment methods used	The following assessment methods are used to assess units of competency. All units of competencies are assessed using more than one method so successful completion of the unit of competency will only be judged after candidate successfully completing each individual assessment Methods of assessment include: <ul style="list-style-type: none">• Written questions• Case Study• Reflection / Journal• Project / Assignment• Portfolio• Role play• Observation		
Course Outcomes and Pathways	The outcome for this qualification is either BSB50515 Diploma of Franchising or, should the candidate depart the course before it has been completed, a Statement of Attainment for the units in which competency has been demonstrated will be issued. Study pathway: After completing BSB50215 Diploma of Business, candidates may choose to undertake: <ul style="list-style-type: none">• BSB60215 Advanced Diploma of Business or other relevant advanced diploma level business qualifications• Or other relevant higher education business qualifications Employment pathway: Employment outcomes from this qualification may include: <ul style="list-style-type: none">• Director of your own business• Business Executive Officer• Manager• Project Coordinator		
Units of competency	Unit Code	Unit Title	Core/Elective
	BSBADM506	Manage business document design and development	Elective
	BSBHRM506	Manage recruitment, selection and induction processes	Elective
	BSBPMG522	Undertake project work	Elective
	BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
	BSBWOR501	Manage personal work priorities and professional development	Elective
	BSBCUS501	Manage quality customer service	Elective
	BSBWOR502	Lead and manage team effectiveness	Elective
BSBMKG514	Implement and monitor marketing activities	Elective	
Information about Unique Student Identifier (USI)	All students studying a nationally recognised qualification in Australia are required to obtain a USI number. The USI program is administered by the Australian government. As part of your enrolment you will need to generate a USI (if you don't already have one) and provide it to us. By providing us with your USI you consent to us recording and verifying this number. For more information about USI, and to generate one, please see www.usi.gov.au		
Recognition of Prior Learning (RPL) and Credit Transfer (CT)	If you've previously completed studies in an area related to your intended course, or you feel that your employment experience has given you adequate knowledge of a learning area, you may decide to apply to have your knowledge and experience recognised. If you feel this applies to you it is important that you let us know at the time you apply for enrolment so that we can assess your previous qualification achieved and experience gained.		

	<p>If you already hold one or more units from this qualification, you may apply for credit transfer.</p> <p>RPL and/or Credit Transfer may reduce the overall duration and course fees.</p>
CSIA obligations as the provider of training and assessment	<p>All training and assessment will be conducted by Kennedy Leadership Institute Pty Ltd trading as CS Institute Australia, who is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualification Framework (AQF) certification documentation. CSIA does not use any third party services in the provision of training and assessment services.</p>
Student Handbook	<p>Before enrolling, please read through our Student Handbook. It contains further details about our policies and procedures such as refunds, student support, complaints and appeals and includes information you should know before enrolling into our courses.</p> <p>Please visit our website http://www.csia.edu.au/student-handbook-2/</p>