



# Workforce Education Institute

RTO Number: 51161; CRICOS Code: TBA

Trading as Workforce Education Institute

Address: Level 1, 382 Lonsdale Street Melbourne VIC 3000

W: [www.workforce.edu.au](http://www.workforce.edu.au); E: [work4thedu@gmail.com](mailto:work4thedu@gmail.com)

## Course Brochure – BSB50420 Diploma of Leadership and Management (CRICOS Course Code: TBA)

Course details	
Provider Name	Workforce Education Institute
RTO Code	51161
CRICOS Code	TBA
Delivery location of course	Level 1, 382 Lonsdale Street, Melbourne VIC 3000
Delivery mode	Face to face (Classroom based) Flexible learning (Covid-19)
Duration	52 weeks, including 44 study weeks and 8 weeks of holidays.
Study load	20 hours per week in the classroom
Estimated Self-Study Hours	5 hours per week <i>(may be more or less depending on learner's pre-existing skills and knowledge)</i>



**Total Course Fee: AUD 12,500**

**Tuition Fee: AUD 12,000**

**Material Fee: AUD 250**

**Application Fee: AUD 250 (non-refundable)**

*(Application fee is non-refundable under all circumstances. Please refer to Workforce Education Institute's refund policy and procedure for further details)*

### BSB50420 Diploma of Leadership and Management

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.



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## Course Entry Requirements:

There is no pre-requisites or specific entry requirement for this qualification. This course is available to all international students and Workforce Education Institute requires that students are able to provide evidence that they:

- Have demonstrated an IELTS level at score of least 5.5 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- **Please Note:** All the students commencing this course are required to complete LLN test on the orientation day to assist Workforce Education Institute to identify student's needs for additional support during their study with Workforce Education Institute.

## Covid-19 Variation to Delivery and Assessment Strategy

### Additional entry requirements:

- Student must have access to working PC or laptop with a configuration suitable to meet study requirements. Please seek your trainer/assessor assistance in this regard.
- Student must have access to working internet.
- Student must be able to attend scheduled theory classes and classes to be conducted in simulated environment (if schedule during Covid-19 is varied from original schedule).
- Student must have sound digital literacy.
- Where classroom visit is required to conduct the assessments in the compliant way and in accordance with Standard 1.8 of SRT0 2015, Workforce Education Institute would not be allowing more than 4 learners (or one group, whichever is less) in the class ensuring 4 sqm social distancing is maintained.

During COVID-19 (coronavirus) outbreak, Workforce Education Institute will use a flexible delivery mode for training and assessment, providing training package requirements allow for this. We would ensure that all regulatory requirements are met with as little disruptions possible. As circumstances change and restrictions are eased, these temporary arrangements will be reviewed, and enrolled students will be notified accordingly. Workforce Education Institute aims to review any changes in



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circumstances before commencement of each term so that it has least possible impact on students and course delivery.

Workforce Education Institute will seek student's consent of online delivery and assessment (where possible) prior to their enrolment during this Covid-19 outbreak.

We are fully committed to remain transparent on the mode of delivery, resources available to students, methods of assessment and how assessment in simulated environment will be managed. We ensure that:

- Students are treated fairly and reasonably.
- Any adjustments to courses are transparent and communicated clearly to students.
- All adjustments to course delivery, the process for informing and seeking students' consent, and information relevant to individual students is documented and retained.

**Orientation:** New student Orientation will be done via phone, e-mail and Zoom. New students will receive an e-mail and call from the Admissions department on the Friday, prior to their date of commencement with all necessary further information and instructions.

If you have any questions regarding this process, please contact +61 (3) 8637 1718 or [work4thedu@gmail.com](mailto:work4thedu@gmail.com). Please email or call the Student administration should you require any additional support.

## Classes

During Covid-19, Workforce Education Institute will transition to an online learning environment, this means there will be no face to classes running, unless required to be in simulated environment specifically in class; or covid-19 restrictions are eased and/or state government allow to return to full onsite learning. If any student require assistance with their online learning environment, student will notify their trainer and assessor where trainer/assessor will provide them with further guidance.

## Current Situation

In line with latest update (dated 2<sup>nd</sup> January 2021), access to Workforce Education Institute Campus is still restricted to those activity only which cannot be done at home. So, for mot student, they should continue to study remotely, unless it is required to visit the campus.

Guided by the government advice and our own assessment, we will begin permitting more essential learning, support sessions, delivery and assessment and other related activities back on campus in the coming weeks. Students will be advised from time to time. To ensure we are carefully managing the number of students, staff and trainers/assessors on campus, Workforce Education Institute will initially provide specific approval (on a case by case basis) for anyone to attend campus. For further details, please refer to:



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<https://www.studyinaustralia.gov.au/English/Study-in-Australia-student-support/latest-information-and-updates-student-support>

<https://covid19.homeaffairs.gov.au/student-visa>

<https://www.studyinaustralia.gov.au/English/Study-in-Australia-student-support/travel-visas>

<https://www.coronavirus.vic.gov.au/education-information-about-coronavirus-covid-19>

<https://www.coronavirus.vic.gov.au/work-and-study-victoria-last-step#can-i-still-go-to-my-classes-at-tafe-college-or-university>

<https://www.studymelbourne.vic.gov.au/news-updates/coronavirus-covid-19-faqs>

## Online options

The online learning environment will be supported by a range of resources that will vary between units but may consist of learning summaries, video recordings or YouTube videos, and extra documents to aid student's learning. All training staff will be available online at scheduled class times to guide and support the student through their studies. The online learning environment will be available through using Zoom.

## Assessment

Assessment tasks will vary for each unit of competency, but some of these may be moved online. Some assessment tasks may also be delayed or deferred to a later date pending the situation with COVID-19. The trainers are required to communicate with students for unit specific information. The best way to do this is through Zoom or through email.

## Support

All staff at Workforce Education Institute will continue to work and will continue to provide the students with the support any individual may need. The student will be remained connected with each trainer/assessor through regular class participation to assist them continuing their studies. Workforce Education Institute will also provide online academic and language support and student support staff are always here to help.

## OFFSHORE: Current and New Students

**Please note that the Australian Government has closed entry into Australia. This excludes permanent resident, Australian citizens and their immediate family members.**

### In summary:

- Some students currently offshore will be allowed to commence their studies online.
- The admissions process will be the same.
- Students will need to have meet all language, literacy and numeracy requirements.



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## Pathways

Once students have successfully completed BSB50420 Diploma of Leadership and Management, they can apply for various roles across management positions that have responsibility for the work of other staff and lead teams.

The further study pathways available to students who undertake this qualification include:

- BSB60420 Advanced Diploma of Leadership and Management
- Other Diplomas, Advanced Diplomas or Degree programs in related fields such as Business and Management, subject to meeting entry requirements of the intended qualification.

### Course Structure:

A total of 12 Units (6 Core and 6 electives) must be completed and deemed competent to achieve the qualification BSB50420 Diploma of Leadership and Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 12 units in the qualification. Students completing all the required units of competency will attain full qualification.

Code	Title	Core/ Elective
BSBCMM511	Communicate with influence	Core
BSBCRT511	Develop critical thinking in others	Core
BSBLDR523	Lead and manage effective workplace relationships	Core
BSBOPS502	Manage operational business plans	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK502	Manage team effectiveness	Core
BSBOPS504	Manage business risk	Elective
BSBTWK503	Manage meetings	Elective
BSBLDR522	Manage people performance	Elective
BSBOPS503	Develop administrative systems	Elective



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Code	Title	Core/ Elective
BSBCRT512	Originate and develop concepts	Elective
BSBXCM501	Lead communication in the workplace	Elective

## Assessment Methodology

Assessment methods used for this qualification are varied and will provide a range of ways for individuals to demonstrate that they have met the required outcomes. Assessment methods may include:

- Written questions
- Projects
- Presentations
- Report writing
- Role plays/observations

At the beginning of each unit, your trainer and assessor will outline the assessment tasks that must be completed

## Facilities and Resources

Your classes will be conducted in modern classrooms and you will be able to access Wi-Fi. There are also areas for you to relax, as well as conduct additional study.

You will be provided with a Student Guide relevant to each unit in your course.

Recommended textbooks are also available onsite for you to use and borrow if you wish.

You may also purchase these textbooks if you require.

The recommended textbook for this course is:

***Management Theory and Practice***, 7<sup>th</sup> Edition, Cole, Cengage Learning, 2016

## Course Progress Policy

Workforce Education Institute will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. Course Progress Policy defines the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Workforce Education Institute intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

Workforce Education Institute assess student's progress at the end of each compulsory Term. The Term is 11 weeks long for all qualifications on CRICOS scope. While every attempt would be made to keep consistency in term weeks, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable



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Workforce Education Institute to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

- ❖ Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term.
- ❖ Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- ❖ Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutive successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.

Workforce Education Institute will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

You will also be provided with further information about course progress and attendance requirements at your orientation. For further details, please refer to Course Progress Policy and Procedure.

## **Recognition of Prior Learning (RPL)/Credit Transfer (CT)**

Workforce Education Institute will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all prospective students through the enrolment process. Workforce Education Institute has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process. For further details, please refer to RPL and Credit Transfer Policy and Procedure.

## **Refund Policy Conditions and Processes**

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Workforce Education Institute's website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

**Please note:**

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1. **Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.**
2. **Workforce Education Institute is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.**
3. **Where the student breaches Workforce Education Institute Policies and Procedures no refund is payable.**
4. **Students cannot apply for a refund where there is default on payment of Tuition and material fees.**
5. **Payment of a refund application cancels a student's enrolment.**

## *Full Refunds*

Workforce Education Institute will make a refund of course fees paid in the following circumstances:

### *1. Visa refused before commencement date*

In the event that a student's initial visa (prior to landing in Australia) is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

***Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.***

### *2. Workforce Education Institute does not commence or ceases delivery of a course*

Workforce Education Institute reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Workforce Education Institute does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Workforce Education Institute is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Workforce Education Institute may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Workforce Education Institute will not be liable to refund the money owed for the original enrolment.

## **Tuition Protection Service**

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian





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Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

## *Partial Refund*

- 1. Student withdraws more than 60 days before course commencement date or within cooling off period*

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, 75% of the initial pre-paid tuition fee is refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waiver the Administration fee for withdrawals within the 3-day cooling off period.

- 2. Student withdraws less than 60 days but more than 28 days before course commencement date*

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

## *No Fee Refund*

- 3. Student withdraws less 28 days before course commencement date*

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Workforce Education Institute will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by Workforce Education Institute to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with Workforce Education Institute' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Workforce Education Institute.



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In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

### *Extenuating Circumstances*

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 circumstances.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

### *Refund Procedure*

All applications for refund must be made in writing using 'Refund Application Form' and must be submitted to RTO Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Workforce Education Institute will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.

### *Payment of Refund*

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Workforce Education Institute will provide the student with a statement detailing the calculation of the refund.

### *Appealing Refund decisions*

All students have the right to appeal a refund decision made by Workforce Education Institute (Refer Complaints and Appeals Policy and procedure).



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## Summary of Refunds

<b>Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)</b>	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Workforce Education Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute <b>more than 60 days</b> prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute <b>less than 60 days and greater than 28 days</b> prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute <b>less than 28 days</b> prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Workforce Education Institute is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
	No refund



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## Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)

Student's extension of Visa is not granted.	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

\*\*\*\*\*Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser\*\*\*\*\*

### Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Workforce Education Institute will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Workforce Education Institute's Complaint and Appeal policy
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
  - Student name, contact detail and total fee that the student is indebted to RTO.
  - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.

Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared



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## Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Workforce Education Institute or that Workforce Education Institute collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

The student must be informed of their right to appeal any decision of this policy in line with Workforce Education Institute's Policy and Procedure - Complaints and Appeal policy.

## Privacy Policy

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Workforce Education Institute, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Workforce Education Institute is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Workforce Education Institute for statistical, administrative, regulatory and research purposes. Workforce Education Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

## Further Information

For all further details, please refer to International Student Handbook available on



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[www.workforce.edu.au](http://www.workforce.edu.au) for all related policies and procedures and other important information related to international students including Covid-19, living cost, life and study in Melbourne, etc.

Please contact the Administration Manager at [work4thedu@gmail.com](mailto:work4thedu@gmail.com) or at +61 (3) 8637 1718 for further information.

