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Student Handbook

Information relating to TP3's delivery and assessment of nationally recognised qualifications

Version 4.0 (November 2011)

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2.0	25/11/2010	Addition of qualification	TP3
3.0	05/01/2011	Update student information and qualification information	TP3
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Overview: The TP3 Student Handbook

Introduction	This Handbook is your essential guide to completing a qualification with TP3.
Handbook purpose	This Handbook will help you to make the most of completing a qualification. It provides you with information about each qualification, training attendance, rights and responsibilities, and assessment requirements and processes so you can make an informed choice about enrolling in and completing a qualification.
About TP3	TP3 was founded in 1983 and delivers quality training and assessment services to people from corporate and government organisations. TP3 is a Registered Training Organisation (NTIS number 1429) and has been delivering qualifications since 1996 in areas including business, government, information technology and education. Find out more about TP3 at: www.TP3.com.au
Qualifications we offer	<p>TP3 is registered to deliver and assess the following qualifications:</p> <p><u>Information and Communications Technology</u></p> <ul style="list-style-type: none">• ICA10105 Certificate I in Information Technology• ICA20105 Certificate II in Information Technology <p><u>Business Services</u></p> <ul style="list-style-type: none">• BSB31207 Certificate III in Frontline Management• BSB40807 Certificate IV in Frontline Management• BSB51107 Diploma of Management• BSB40207 Certificate IV in Business• BSB50207 Diploma of Business <p><u>Training and Education</u></p> <ul style="list-style-type: none">• TAA40104 Certificate IV in Training and Assessment (until 05/05/2011)• TAE40110 Certificate IV in Training and Assessment (commencing in 2011) <p><u>Public Sector</u></p> <ul style="list-style-type: none">• PSPGOV50104 Diploma of Government

General Information for Students

About Qualifications

Overview

This section provides information to assist you in understanding and completing a nationally recognised qualification with TP3.

Qualifications: where they come from

Qualifications are created by approved industry groups in consultation with enterprises, subject matter experts, and learning experts to ensure that they develop skills that are needed to succeed in Australia workplaces.

Training Packages set out the rules and requirements for offering and issuing qualifications in a range of subject areas. They contain the rules that RTOs must follow when delivering, assessing and issuing each nationally recognised qualification.

Packaging rules

Each qualification has packaging rules which define the units that can be used, and the combinations they can be used in, to comprise a qualification.

To ensure compliance with the packaging rules for the qualifications that TP3 offers, there are set courses or combinations of courses that you can complete to attain a qualification. More information about the combinations of units that you can complete for each qualification is provided later in this Handbook.

Employability skills

Employability skills are embedded in TP3's training and assessment of nationally recognised qualifications. They define the work and career-building skills that you will gain by completing a qualification.

For information on the employability skills relevant to your qualification, enter the national code for the qualification at: <http://employabilityskills.training.com.au>.

Guide to Completing a Qualification

Overview This section describes how to enrol in a TP3 qualification, acceptable student conduct, your rights and responsibilities, and how to access your student records.

Enrolling in a qualification Before enrolling in a qualification, you must complete a Pre-Enrolment Survey. The purpose of the Pre-Enrolment Survey is to:

- Confirm that the qualification is the right one to achieve your learning outcomes
- Gather information about your education and work history
- Identify any special learning needs you may have
- Confirm your choice of elective units of competency, where applicable
- Provide information about Recognition of Prior Learning (RPL), and
- Provide you with an opportunity to apply for RPL.

The Pre-Enrolment Survey can be found on homepage for each qualification at:

http://www.tp3.com.au/Training_and_Learning_Services/Qualifications/Pages/Qualifications.aspx

Resources you will receive Following enrolment, you will receive the following resources:

- TP3 Student Handbook
- Log-in details for any online material relating to your qualification
- Course workbooks for each unit within the qualification you are completing, and
- Assessment tasks, instructions, support tools and templates for each unit within the qualification you are completing.

Your conduct during the qualification We expect all students participating in our qualifications to behave professionally, respectfully, and in a manner that reflects excellence in education. In most cases, your participation in a qualification with TP3 is an extension of your employment. We ask that you behave with us as you do in your workplace each day.

OH&S in the learning environment TP3 has a duty of care for all students' safety and welfare during your participation in a nationally recognised qualification. If you identify a safety risk or hazard, or have any questions or issues regarding OH&S within the program, please speak with your Trainer or Assessor immediately.

Exclusion from course TP3 may exclude you from participating in training or assessment if you:

- Intentionally behave in a manner that bullies, harasses, or endangers the safety of your fellow students, trainer, assessor, or other TP3 staff members
- Are disruptive, abusive or violent during the conduct of a program
- Are believed to be impaired by any controlled or uncontrolled substance in the learning environment.

Continued on next page

Guide to Completing a Qualification, Continued

Exclusion from course: consequences

If you are excluded from a program, your Trainer will submit a report to the TP3 Training Team Leader and RTO Manager.

Our RTO Manager will send the report to the appropriate contact at your employer (e.g. HR or Training Manager) and you will both be invited to attend a meeting with the TP3 to discuss your completion of the qualification.

Your rights and responsibilities

You must ensure that you meet the course and/or qualification requirements, including any prerequisites, before enrolment.

You must also be able to undertake independent work to complete the required assessment tasks. An indication of the hours required to complete assessments for each qualification is in the 'Qualification Descriptions' section of this Handbook.

Accessing your student records

You may request access to your student records at any time. If you would like to access your student records or obtain a copy of a qualification you attained at TP3, please email your name, employer name, and the nature of your request to:

MyRecords@TP3.com.au

Student Support and Access to Education

Overview

This section describes TP3's commitment to and services available to ensure that the qualifications we provide are accessible to students with a range of backgrounds and abilities.

Access and equity in education

TP3 is committed to equal opportunity in education, employment and welfare for staff, students and prospective students. We are continuously developing our equal opportunity practices and abide by our policies to help eliminate discrimination, harassment, workplace bullying and victimisation.

Reasonable adjustment

To ensure flexibility and fairness in learning and assessment, TP3 makes reasonable adjustments to qualifications and units/courses to ensure that all students are accommodated and that no unnecessary barriers exist to your ability to demonstrate competence.

Special learning needs

We make training available to students who feel that they have a condition that impacts your learning, including those with partial sight or who require an interpreter. Our Trainers and Assessors are experienced in providing special learning support to ensure that you can successfully participate in and complete a qualification.

To discuss your learning support requirement:

- Complete and submit the relevant section of the qualification's Pre-Enrolment Survey, or
 - Contact us on 1300 658 388.
-

Language, literacy and numeracy

Language, literacy and numeracy (LLN) requirements in the assessment process match the language, literacy and numeracy requirements of the competency being assessed. If you think you will need support regarding language, literacy and numeracy, you can still successfully complete a qualification with TP3.

To discuss your LLN support options:

- Complete and submit the relevant section of the qualification's Pre-Enrolment Survey, or
 - Contact us on 1300 658 388.
-

Assessments: An Introduction

Overview This section describes what an assessment is and the meaning of assessment decisions.

What are assessments? Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. It seeks to confirm that a person can perform a task or skill in the workplace to the standard required by the qualification.

Completing assessments in a workplace Assessments are designed for you to complete in your workplace, mostly outside of course contact hours. If you cannot access a work environment where you can apply the necessary skills, contact the TP3 Assessment Team to make alternate arrangements.

Assessments must be your own work It is essential that the evidence you provide as your assessment is your own work. Both you and your workplace supervisor must authenticate that the work that you submit for an assessment is your own.

Plagiarism Plagiarism occurs when you present the work of another person as your own work. If you are found to have engaged in plagiarism in the preparation and submission of an assessment task to TP3, you may be issued a formal warning, asked to resubmit your assessment, or receive a Fail for the unit. The penalty imposed depends on the seriousness of the plagiarism, whether it was intentional or unintentional, and whether you have previously been found to have committed plagiarism.

Competent (C) and Not Yet Competent (NYC) Assessment results are reported in 2 ways:

- Competent (C)
- Not Yet Competent (NYC)

TP3 Assessors conduct assessments in accordance with the standards and requirements of each unit of competency within a qualification as outlined in the Training Package.

Assessment support You can contact us for support and guidance as you carry out assessment tasks. Please contact our Assessment Team:

Tel: 02 9262 3777

Email: Assessments@TP3.com.au

If you require substantial additional support, we can make mutually suitable arrangements. This may incur a fee, which we will discuss with you before commencing delivery of the services.

Recognition of Prior Learning

What is Recognition of Prior Learning (RPL)?

Students often have existing skills, knowledge and experience that may count towards the competencies required for a particular qualification outcome. To gain recognition for your skills, knowledge and experience, you can apply to TP3 for Recognition of Prior Learning. The RPL process takes into account relevant formal training (conducted by industry or educational institutions), work experience (including informal training) and other life experiences.

How does the RPL process work?

There are two pathways for you to achieve Recognition of Prior Learning:

- **Credit transfer (existing qualifications)** - Credit transfer applies to students who have completed part of their course, or a similar course, through another RTO
 - **Evidence of competency** - This form of RPL applies to students who have not completed formal qualifications but have evidence that they possess skills and knowledge that contribute to a unit of competency.
-

Recognising qualifications from other institutions

TP3 adheres to the principle of mutual recognition and accepts verified qualifications issued by RTOs and higher education institutions as evidence of a student's competence in a subject area.

A certified copy of your qualification (e.g. degree, diploma or certificate) and its academic transcript must be provided as evidence of completion of the qualification.

Applying for RPL

You can apply for RPL when you complete the qualification's Pre-Enrolment Survey, which is available on the homepage for each qualification at:

http://www.tp3.com.au/Training_and_Learning_Services/Qualifications/Pages/Qualifications.aspx

If you have already commenced your qualification, contact the Assessment Team at Assessments@TP3.com.au to discuss your RPL options.

Completing and Submitting Assessment Tasks

Overview

This section describes the resources, support services, deadlines and process for completing and submitting assessment tasks to TP3 for marking.

Assessment resources

Assessments are designed so that you can easily find and access most resources and equipment you need to complete the tasks in your workplace.

When completing an assessment, you should refer to:

- The assessment task
 - Any tools and/or templates provided with the assessment task
 - The relevant course materials (e.g. a course workbook), and
 - The TP3 Student Handbook.
-

Completion date

Assessments are due 3 months after the start date of the associated course. Please email the TP3 Assessment Team if you require an extension.

To be eligible for a vocational qualification, you must successfully complete the course requirements, including all assessment tasks, within 2 years from the first date of enrolment in the qualification.

Submitting completed assessments

Once you have completed an assessment, you must submit it for marking. Before submitting your assessment, please:

- Check your work for spelling
- Check that you have completed all of the tasks
- Ensure that you have completed and enclosed all documents.

Please compile your assessments in a simple A4 format without large folders.

Documents to include with your assessment

You must attach the following documents when submitting assessments:

- Assessment Coversheet
- Candidate Certification of Authenticity, and
- Supervisor Certification of Authenticity.

These documents are provided with each assessment task. **We cannot mark assessments without these documents attached.**

Address for submission

Please submit your assessments in hardcopy, and mail them to:

Assessment Team
TP3
Level 21, 580 George Street
SYDNEY NSW 2000

Confirming receipt

Once we receive your assessment, TP3 will send you an email confirming its receipt and allocation to an assessor for marking.

Assessment Results and Appeals

Overview This section explains the meaning of your assessment results, options of reassessment, and the process for lodging an assessment appeal.

When to expect your results A member of the TP3 Assessment Team will contact you within 20 business days of receiving your assessment and advise you of your assessment result.

Result = Competent If your assessment result is Competent, we will send you a Statement of Attainment for the relevant unit(s), which is recognition of the partial completion of a qualification. Once you have completed all required units, we will issue you with the relevant qualification (i.e. Certificate or Diploma) along with a transcript summarising the units of competency that you have completed.

Result = Not Yet Competent (NYC) If your assessment result is Not Yet Competent in any part of an assessment task, we will ask you to resubmit additional evidence of competency in that area only. A TP3 Assessor will guide you through this process. TP3 provides this initial reassessment free of charge.

Subsequent reassessments If your assessment resubmission (after an initial result of Not Yet Competent) does not fulfil the requirements of the unit of competency, your final assessment result will be finalised as Not Yet Competent. If you wish to submit further reassessments for that unit of competency, a fee between \$85 and \$250 applies. (Assessment fees vary for each qualification).

Appealing an assessment decision TP3 is committed to providing a quality assessment process that is valid, reliable, flexible and fair. If you are dissatisfied with the outcome of an assessment, we will attempt to resolve the issue and create an acceptable solution as soon as possible. Our procedure for dealing with an assessment appeal is as follows:

1. You raise the appeal in writing with our RTO Manager.
2. The RTO Manager, and the relevant TP3 Assessor, discusses the appeal.
3. The RTO Manager devises a solution and discusses it with you. The solution may involve a reassessment by another TP3 Assessor.
4. If your grievance still exists following reassessment, we recommend an independent assessment. If the grievance is proven and the independent assessor overturns the TP3 assessment, we will bear the cost of the independent assessment. If the independent assessor upholds our decision, you will bear the cost of the independent reassessment.
5. If the independent assessor affirms the TP3 assessment decision and you remain dissatisfied, we will advise you to appeal to VETAB (NSW), our registering body.

Our RTO Manager keeps records of all assessment appeals received.

Feedback, Compliments and Complaints

Overview This section advises students of what to do if they wish to provide feedback or make a complaint about the services that TP3 provides as an RTO.

Student feedback TP3 welcomes feedback from our students and their employers regarding the quality of the learning and assessment services we provide. We use both positive and negative feedback to continuously improve our services, processes and resources to deliver the best learning outcomes for students and their employers.

If you would like to provide feedback on your experience with us, please:

- Email info@tp3.com.au or
 - Contact your Client Manager or the RTO Manager on 1300 658 388.
-

Student complaints If you are dissatisfied with the service you receive from TP3 regarding a qualification, you can lodge a complaint. You can make the complaint in our course evaluation, by email, by letter, over the phone or face-to-face. We review and discuss all complaints quarterly as part of our continuous improvement and quality assurance processes.

If you make a complaint about our services, we take the following steps to seek a resolution:

1. The TP3 training consultant, Client Manager, Training Team Leader, RTO Manager or other staff member identifies or receives the complaint.
 2. The Training Team Leader, in consultation with the RTO Manager, considers the complaint. The RTO Manager completes a Complaint Resolution Form, recording all information relating to the complaint (including any attachments).
 3. Where appropriate, an immediate discussion takes place between you and the Training Team Leader. Any action to be taken by us is noted and undertaken.
 4. Once all necessary action has been taken, you must confirm that you are satisfied with the resolution of the complaint.
 5. The RTO Manager files the completed Complaint Resolution Form and sends you a copy.
-

Making a complaint about an RTO If you are dissatisfied with the service you receive from TP3 regarding a qualification, you should lodge a complaint with TP3 at first instance. If you continue to be dissatisfied after our attempts to resolve your complaint, you may contact VETAB (TP3's registering body) by completing their online complaint form (www.vetab.nsw.gov.au) and emailing it to vetab@det.nsw.edu.au.

Terms, Conditions and Fees

Overview This section provides information about TP3's Terms and Conditions, fees and charges for the delivery and assessment of nationally recognised qualifications.

Terms and conditions TP3's Terms and Conditions apply to the delivery and assessment of qualifications. You can view our Terms and Conditions online at:
http://www.tp3.com.au/Training_and_Learning_Services/Pages/Terms_and_Conditions.aspx

Fees, charges and refunds For fee details of the qualifications we offer, please contact TP3 on 1300 658 388. Course fees are inclusive of course notes and tuition. Assessment fees include the assessment task, marking, feedback, and one re-assessment if your initial assessment result is Not Yet Competent.

Fees paid by your employer In some cases, your employer may pay your course fees. We recommend that you consider your obligations to your employer regarding your completion of the qualification upon enrolment.

Change of employer If you change employer and wish to continue your qualification, please contact us on 1300 658 388 to discuss your options.

Transfer and cancellation of enrolment TP3's terms and conditions include information about the transfer and cancellation of enrolments. You can view our Terms and Conditions online at:
http://www.tp3.com.au/Training_and_Learning_Services/Pages/Terms_and_Conditions.aspx

Compliance with legislation TP3 undertakes to comply with relevant national, state and territory legislative and regulatory requirements, including those about:

- Vocational education and training
- Occupational health and safety
- Workplace harassment and bullying
- Anti-discrimination and equal employment opportunity, and
- Privacy and confidentiality.

To receive a copy of any of TP3's policies, please contact us on 1300 658 388.

Privacy and student records RTOs keep student records for a period of 30 years. TP3 stores all student records in a secure database, accessible only to authorised users. We maintain the information in the database to ensure our records are complete, accurate, secure and up-to-date. We regularly back-up and securely archive all student records. We do not sell our student or client information to third parties, and it is not disclosed without your express written consent.

Qualification Descriptions

ICA10105 Certificate I in Information Technology

Overview

The ICA10105 Certificate I in Information Technology qualification provides you with basic knowledge of the Microsoft Office suite. Designed for PC users, you will acquire skills to complete basic computing activities in the workplace.

Learning outcomes

Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Send and retrieve information using web browsers and email
 - Operate a personal computer
 - Operate a word processing application
 - Operate a spreadsheet application
 - Operate a database, and
 - Operate a presentation application.
-

Units of competency

The Certificate I in Information Technology qualification consists of 6 units of competency. To attain the qualification, students complete:

- 3 core units, and
- 3 elective units.

<i>Unit code and title</i>	<i>TP3 course name</i>
Core Units	
ICAU1128B Operate a personal computer	Computer Fundamentals
ICAU1133B Send and retrieve information using web browsers and email	Computer Fundamentals
ICAU1130B Operate a spreadsheet application	Excel Introduction
Elective Units	
ICAU1129B Operate a word processing application	Word Introduction
ICAU1132B Operate a presentation application	PowerPoint Introduction
ICAU1131B Operate a database application	Access Introduction

Learning options

You can complete the ICA10105 Certificate I in Information Technology in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organisation
 3. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Training attendance: 8 days
Assessments: 22.5 hours (3.75 hours per unit)

Assessment overview

The assessment tasks for this qualification are practical tasks that assess your ability to complete basic IT functions using a personal computer and to engage in fundamental online activities.

ICA20105 Certificate II in Information Technology

Overview

The ICA20105 Certificate II in Information Technology qualification provides foundation computing skills to be effective in an IT environment. It is specifically for those at a junior level, such as working at a help desk or an IT department.

Learning outcomes

Following the successful completion of the units of competency and all assessment tasks, students are able to:*

- Follow workplace safety procedures
- Design organisational documents using computer packages
- Operate computer hardware and computer packages
- Integrate commercial computer packages
- Use a computer operating system
- Work effectively in an IT environment
- Communicate in the workplace and interact with clients
- Create user documentation
- Work individually or as a team member to achieve organisational goals
- Access and use the Internet
- Use advanced features of computer applications.

* You can choose the elective units that best suit you, which will affect the learning outcomes.

Units of competency

Certificate II in Information Technology requires the completion of 14 units:

- 8 core units
- 6 elective units

8 core units:

- BSBCMN106A Follow workplace safety procedures
- ICAD2012B Design organisational documents using computing packages
- ICAU2005B Operate computing hardware
- CIAU2006B Operate computing packages
- ICAU2013B Integrate commercial computing packages
- ICAU2231B Use computer operating systems
- ICAW2001B Work effective in an IT environment
- ICAW2002B Communicate in the workplace

6 elective units:*

- ICAD3218B Create user documentation
- ICAS2009B Interact with clients
- ICAU2013B Integrate commercial computing packages
- ICAW2011B Work individually or as a team member to achieve organisational goals
- ICPMM263B Access and use the internet
- ICAU3126B Use advanced features of computer applications

* Because TP3 delivers this qualification as an in-house course, you can choose the elective units that best suit your organisation.

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ICA20105 Certificate II in Information Technology, Continued

Learning options

You can complete the ICA20105 Certificate II in Information Technology in 2 ways:

1. Participating in a group in-house course exclusive to your organisation
 2. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Training attendance: 14 days
Assessment: 52.5 hours (3.75 hours per unit)

Assessment

The assessments for this qualification are practical tasks that assess your fundamental IT skills and knowledge. Students are assessed on OH&S, computer hardware and software, the IT environment, customer service, and interpersonal skills.

BSB31207 Certificate III in Frontline Management

Overview	BSB31207 Certificate III in Frontline Management provides the foundation skills of supervision, preparing you to step into a supervisory role. You may be an expert in your field preparing to take on a people management role in the future.
Learning outcomes	<p>Following the successful completion of all units of competency and all assessment tasks, students are able to: *</p> <ul style="list-style-type: none">• Maintain workplace safety• Contribute to effective workplace relationships• Contribute to team effectiveness• Organise personal work priorities and development• Support continuous improvement• Deliver and monitor customer services. <p><i>* You can choose the elective units that best suit you, which will affect the learning outcomes.</i></p>
Units of competency	<p>BSB31207 Certificate III in Frontline Management consists of 6 units of competency. To attain this qualification, students complete:</p> <ul style="list-style-type: none">• 1 core unit, and• 5 elective units <p><u>1 core unit:</u></p> <ul style="list-style-type: none">• BSBCMN311B Maintain workplace safety <p><u>5 elective units:</u> *</p> <ul style="list-style-type: none">• BSBFLM303C Contribute to effective workplace relationships• BSBFLM312C Contribute to team effectiveness• BSBWOR301A Organise personal work priorities and development• BSBFLM309C Support continuous improvement systems and processes• BSBCUS301A Deliver and monitor a service to customers <p><i>* Because TP3 delivers this qualification as an in-house course, you can choose the elective units that best suit your organisation.</i></p>
Learning options	<p>You can complete the BSB31207 Certificate III in Frontline Management in 2 ways:</p> <ol style="list-style-type: none">1. Participating in a group in-house course exclusive to your organisation2. Having your prior learning and existing skills recognised through RPL.
Time required to complete	<p>Training attendance: 6 days Assessment: 39 hours (6.5 hours per unit)</p>
Assessment overview	<p>Many of the assessments for this qualification consist of work-based projects designed to transfer the skills learnt in class to real work situations. Students are assessed on skills such as time management, team participation, and customer service delivery.</p>

BSB40807 Certificate IV in Frontline Management

Overview BSB40807 Certificate IV in Frontline Management provides essential skills to be an effective frontline manager. You may have existing qualifications and technical skills yet require specific supervisory skills.

Learning outcomes Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Show leadership in the workplace
- Implement operational plans
- Monitor a safe workplace
- Promote team effectiveness
- Coordinate implementation of customer service strategies
- Promote innovation in a team environment
- Write complex documents
- Develop work priorities
- Establish effective workplace relationships.

* You can choose the elective units that best suit you, which will affect the learning outcomes.

Units of competency BSB40807 Certificate IV in Frontline Management consists of 10 units of competency. To attain this qualification, students complete:

- 4 core units, and
- 6 Group A elective units of your choice, OR
- 5 Group A elective units + 1 Group B elective unit of your choice.

<i>Unit code and title</i>	<i>TP3 course title</i>
Core Units	
BSBOHS407A Monitor a safe workplace	Safety in the Workplace
BSBMGT402A Implement operational plan	Operational Planning
BSBMGT401A Show leadership in the workplace	Leadership Essentials
BSBMGT402A Promote team effectiveness	Building High Performing Teams
Group A Elective Units	
BSBCMM401A Make a presentation	From Preparation to Presentation
BSBCUS401A Coordinate implementation of customer service strategies	Customer Service: Reaching for Remarkable
BSBINN301A Promote innovation in a team environment	Leading Workplace Innovation
BSBMGT403A Implement continuous improvement	Continuous Improvement
BSBPMG510A Manage projects	Project Management Fundamentals
BSBWOR401A Establish effective workplace relationships	Communication: Making Connections
BSBWOR403A Manage stress in the workplace	Power of Positive Perspective
BSBWOR404B Develop work priorities	Time Management
BSBWRT401A Write complex documents	Business Writing Skills

Continued on next page

BSB40807 Certificate IV in Frontline Management, Continued

Units of competency (continued)

<i>Unit code and title</i>	<i>TP3 course title</i>
FNSICGEN402B Participate in negotiations	Negotiation Skills
PSPGOV415A Provide workplace coaching	Performance Coaching
Group B Elective Units	
BSBFIM501A Manage budgets and financial plans	Finance for Non-Finance Managers
PSPGOV508A Manage conflict	Difficult Situations at Work
BSBMGT502B Manage people performance	Leadership: Managing People

Learning options

You can complete BSB40807 Certificate IV in Frontline Management in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organisation
 3. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Training attendance: 10-14 days (depending on electives chosen)
Assessment: 65 hours (6.5 hours per unit)

Assessment overview

Many of the assessments for this qualification consist of work-based projects designed to transfer the skills learnt in class to real work situations. Students are assessed on skills such as workplace safety, implementation of innovation and change, customer service policies, time management, and continuous improvement strategies.

BSB51107 Diploma of Management

Overview The BSB51107 Diploma of Management qualification provides industry-benchmarked skills for those required to manage the work of others, add value to or review management practices. It provides new and existing leaders with the opportunity to improve their management capability.

Learning outcomes Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Facilitate continuous improvement
- Manage quality customer service
- Manage budgets and financial plans
- Manage people performance
- Manage operational plans
- Manage projects
- Manage personal work priorities and professional development
- Persuade and influence opinion.

* You can choose the elective units that best suit you, which will affect the learning outcomes.

Units of competency BSB51107 Diploma of Management consists of 8 units of competency. To attain this qualification, students complete:

- 5 Group A elective units, and
- 3 Group B elective units of your choice.

<i>Unit code and title</i>	<i>TP3 course title</i>
Group A Elective Units	
BSBCUS501B Manage quality customer service	Customer Service: Reaching for Remarkable
BSBMGT502B Manage people performance	Leadership: Managing People
BSBMGT515A Manage operational plan	Operational Planning
BSBMGT516B Facilitate continuous improvement	Continuous Improvement
BSBFIM501A Manage budgets and financial plans	Finance for Non-Finance Managers
Group B Elective Units	
BSBPMG510A Manage projects	Project Management Fundamentals
BSBWOR501B Manage personal work priorities and professional development	Increasing Productivity using Outlook OR Time Management
BSBWOR502B Ensure team effectiveness	Building High Performing Teams
PSPGOV605A Persuade and influence opinion	Influencing Skills
PSPGOV508A Manage conflict	Difficult Situation at Work
BSBINN601A Manage organisational change	Leading Change

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BSB51107 Diploma of Management, Continued

Learning options

You can complete BSB51107 Diploma of Management in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organization
 3. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Training attendance: 10-12 days (depending on electives chosen)

Assessment: 52 hours (6.5 hours per unit)

Assessment overview

Many of the assessments for this qualification consist of work-based projects designed to apply the skills learnt in class to real work situations. Students are assessed on their ability to manage processes such as budgets and financial plans, continuous improvements strategies, workplace and team relationships, workplace safety, and quality customer service delivery.

BSB40207 Certificate IV in Business

Overview The BSB40207 Certificate IV in Business provides essential skills for business managers. The course develops knowledge, understanding and skills for those people who are seeking a qualification with a general business focus.

Learning outcomes Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Monitor a safe workplace
- Make a presentation
- Coordinate implementation of customer service strategies
- Promote innovation in a team environment
- Promote team effectiveness
- Implement operational plans
- Implement continuous improvement
- Manage projects
- Establish effective workplace relationships
- Manage stress in the workplace
- Develop work priorities
- Write complex documents
- Design and develop complex text documents
- Develop and use complex spreadsheets.

* You can choose the elective units that best suit you, which will affect the learning outcomes.

Units of competency BSB40207 Certificate IV in Business consists of 10 units of competency. To attain this qualification, students complete:

- 1 core unit, and
- 5 Group A elective units, and
- 4 Group B elective units of your choice.

<i>Unit code and title</i>	<i>TP3 course title</i>
Core Unit	
BSBOHS407A Monitor a safe workplace	Workplace Safety
Group A Elective Units	
BSBCMM401A Make a presentation	From Preparation to Presentation
BSBCUS401A Coordinate implementation of customer service strategies	Customer Service: Reaching for Remarkable
BSBINN301A Promote innovation in a team environment	Leading Workplace Innovation
BSBPMG510A Manage projects	Project Management Fundamentals
BSBWRT401A Write complex documents	Business Writing Skills

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BSB40207 Certificate IV in Business, Continued

Units of competency (continued)

<i>Unit code and title</i>	<i>TP3 course title</i>
Group B Elective Units	
BSBMGT402A Implement operational plan	Operational Planning
BSBMGT403A Implement continuous improvement	Continuous Improvement
BSBWOR401A Establish effective workplace relationships	Communication: Making Connections
BSBWOR403A Manage stress in the workplace	Power of Positive Perspective
BSBWOR404B Develop work priorities	Time Management
BSBWOR402A Promote team effectiveness	Building High Performing Teams

Learning options

You can complete the BSB40207 Certificate IV in Business in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organisation
 3. Having your prior learning and existing skills recognised through RPL.
-

Hours to complete

Training attendance: 10-13 days (depending on electives chosen)

Assessment: 65 hours (6.5 hours per unit)

Assessment overview

Many of the assessments for this qualification consist of work-based projects designed to apply skills learnt in class to real workplace situations. Students are assessed on skills such as project management, business writing, coaching and motivation, time management, and managing work priorities.

BSB50207 Diploma of Business

Overview The BSB50207 Diploma of Business qualification is designed for those with substantial experience who wish to further develop their skills across a wide range of business functions.

Learning outcomes Following the successful completion of all units of competency and all assessment tasks, students are able to: *

- Write persuasive copy
- Plan and manage conferences and meetings
- Manage business document design and development
- Manage programs that promote personal effectiveness
- Manage projects
- Manage risk
- Manage personal work priorities and professional development.

** You can choose the elective units that best suit your organisation, which will affect the learning outcomes.*

Units of competency BSB50207 Diploma of Business consists of 8 units of competency. To attain this qualification, students complete 8 elective units.

8 elective units: *

- BSBWRT501A Write persuasive copy
- BSBADM502B Manage meetings
- BSBADM503B Plan and manage conferences
- BSBADM506B Manage business document design and development
- BSBLED502A Manage programs that promote personal effectiveness
- BSBPMG510A Manage projects
- BSBRSK501A Manage risk
- BSBWOR501B Manage personal work priorities and professional development

** Because TP3 delivers this qualification as an in-house course, you can choose the elective units that best suit your organisation.*

Learning options You can complete the BSB50207 Diploma of Business in 2 ways:

1. Participating in a group in-house course exclusive to your organisation
2. Having your prior learning and existing skills recognised through RPL.

Time required to complete Training attendance: 9-13 days (depending on electives chosen)
Assessment: 52 hours (6.5 hours per unit)

Assessment Many of the assessments for this qualification consist of work-based projects designed to apply the skill learnt in class to real workplace situations. Students are assessed on their ability to manage processes such as budgets and financial plans, workplace and team relationships, conflict resolution, and risk management.

TAA40104 Certificate IV in Training and Assessment

Overview

TAA40104 Certificate IV in Training and Assessment is designed for people engaged in training and education environment. It is designed for those who deliver training and assess competence in a workplace context using a variety of learning methods.

Learning outcomes

Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Foster and promote an inclusive learning culture
- Ensure a healthy and safe learning environment
- Use Training Packages to meet client learning needs
- Design and develop learning programs
- Plan and organise group training delivery
- Facilitate group-based learning, work-based learning and individual learning
- Provide training through instruction and demonstration of work skills
- Plan and organise assessment
- Assess competence
- Develop and use assessment tools
- Plan and participate in assessment validation.

Units of competency

TAA40104 Certificate IV in Training and Assessment of 14 units of competency.

To attain this qualification, students complete:

- 12 core units, and
- 2 elective units.

<i>Unit code and title</i>	<i>TP3 course title</i>
Core Units	
TAAENV401B Work effectively in vocational education and training	Creating the Learning Environment
TAADES401B Use Training Packages to meet client needs	Creating the Learning Environment
TAAENV402B Foster and promote an inclusive learning culture	Creating the Learning Environment
TAAENV403B Ensure a healthy and safe learning environment	Creating the Learning Environment
TAADES402B Design and develop training programs	Learning Design
TAADEL401B Plan and organise group-based delivery	Delivering Effective Training
TAADEL403B Facilitate individual learning	Delivering Effective Training
TAADEL404B Facilitate work-based learning	Delivering Effective Training
TAAASS401C Plan and organise assessment	Assessment
TAAASS402C Assess competence	Assessment
TAAASS403B Develop assessment tools	Assessment
TAAASS404B Participate in assessment validation	Assessment

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TAA40104 Certificate IV in Training and Assessment, Continued

Units of competency (continued)

<i>Unit code and title</i>	<i>TP3 course title</i>
Elective Units	
TAADEL402B Facilitate group-based learning	Delivering Effective Training
TAADEL301C Provide training through instruction and demonstration of work skills	Delivering Effective Training

Learning options

You can complete the TAA40104 Certificate IV in Training and Assessment in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organisation
 3. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Pre-course online: 2 hours
Training attendance: 10 days
Assessment: 76.5 hours (5.5 hours per unit)

Assessment overview

The assessments for this qualification are practical tasks that assess your knowledge and ability to work in the VET sector, consult with clients to design learning solutions, prepare and deliver training, and carry out workplace assessment.

TAA40104 Certificate IV in Training and Assessment (Upgrade)

Overview TAA40104 Certificate IV in Training and Assessment (Upgrade) is for those who design, deliver or assess training as a substantial part of their job. This program is a special learning pathway combining:

- RPL of the BSZ40198 Certificate IV in Assessment and Workplace Training qualification, and
- Training attendance and assessment.

Evidence required to enrol To enrol in the Upgrade course, students must submit:

1. A certified copy of your BSZ40198 Certification IV in Assessment and Workplace Training qualification
2. A copy of your current job description and Curriculum Vitae, and
3. A letter from your supervisor/manager confirming you work in a training and/or assessment role.

Learning outcomes Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Work effectively in vocational education and training
- Foster and promote an inclusive learning environment
- Ensure a healthy and safe learning environment
- Use Training Packages to meet client needs
- Facilitate individual learning
- Facilitate work-based learning
- Develop assessment tools
- Participate in assessment validation.

Units of competency TAA40104 Certificate IV in Training and Assessment of 14 units of competency. To attain this qualification, students complete 12 core units and 2 elective units through a combination of RPL, training participation and assessment. These are outlined in the previous section of this Handbook.

Learning options You can complete the TAA40104 Certificate IV in Training and Assessment (upgrade) by:

1. Attending selected public courses and completing assessment tasks at work
2. Participating in a group in-house course exclusive to your organisation

Time required to complete

Pre-course online:	2 hours
Training attendance:	5 days
Assessment:	60 hours

Assessment overview The assessments for this qualification are practical tasks that assess a student's ability to work in the VET sector, prepare and deliver individual training sessions, and prepare and validate assessments.

TAE40110 Certificate IV in Training and Assessment

Overview

The TAE40110 Certificate IV in Training and Assessment qualification is for those engaged in training and education. It is designed for people who design and deliver training and assess competence at work using a variety of learning methods.

Learning outcomes

Following the successful completion of all units of competency and all assessment tasks, students are able to:

- Design and develop learning programs
- Use training packages and accredited courses to meet client needs
- Provide work skill instruction
- Plan, organise and deliver group-based learning
- Plan, organise and facilitate learning in the workplace
- Make a presentation
- Contribute to assessment
- Plan assessment activities and processes
- Assess competence
- Participant in assessment validation.

Units of competency

The Certificate IV in Training and Assessment qualification consists of 10 units of competency. To attain this qualification, students complete:

- 7 core units, and
- 3 elective units.

<i>Unit code and title</i>	<i>TP3 course title</i>
Core Units	
TAEDS401A Design and develop learning programs	Designing Effective Learning
TAEDS402A Use training packages and accredited courses to meet client needs	Designing Effective Learning
TAEDL401A Plan, organise and deliver group-based learning in the workplace	Delivering Dynamic Training
TAEDL402A Plan, organise and facilitate learning in the workplace	Delivering Dynamic Training
TAEAS401B Plan assessment activities and processes	Assessing Skills at Work
TAEAS402B Assess competence	Assessing Skills at Work
TAEAS403B Participate in assessment validation	Assessing Skills at Work
Elective Units	
TAEDL301B Provide work skill instruction	Delivering Dynamic Training
BSBCMM401A Make a presentation	Delivering Dynamic Training
TAEAS301A Contribute to assessment	Assessing Skills at Work

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TAE40110 Certificate IV in Training and Assessment, Continued

Learning options

You can complete the TAE40110 Certificate IV in Training and Assessment in 3 ways:

1. Attending selected public courses and completing assessment tasks in the workplace
 2. Participating in a group in-house course exclusive to your organisation
 3. Having your prior learning and existing skills recognised through RPL.
-

Time required to complete

Pre and post-course online:	2 hours
Training attendance:	10 days
Assessment:	91 hours (9 hours per unit)

Assessment overview

The assessments for this qualification are practical tasks that assess your ability to consult with clients to design learning solutions, prepare and deliver group based and individual training, and carry out competency-based assessments.

PSP50104 Diploma of Government

Overview PSP50104 Diploma of Government is for people working as a team leader or manager in the public sector, particularly those who have a range of responsibilities. You can formalise and enhance your existing skills and develop a new your understanding of government process, legislation, finance and management skills.

Learning outcomes Following the successful completion all units of competency and all assessment tasks, students are able to: *

- Promote the values and ethos of the public service
- Undertake research and analysis
- Promote diversity
- Use complex workplace communication strategies
- Promote compliance with legislation in the public sector
- Monitor and maintain workplace safety
- Manage performance.

** You can choose the elective units that best suit your organisation, which will affect the learning outcomes.*

Units of competency PSP50104 Diploma of Government consists of 11 units of competency. To attain this qualification, students complete:

- 6 core units, and
- 5 elective units.

6 core units:

- PSPETHC501B Promote the values and ethos of the public service
- PSPGOV504B Undertake research and analysis
- PSPGOV505A Promote diversity
- PSPGOV512A Use complex workplace communication strategies
- PSPLEGN501B Promote compliance with legislation in the public sector
- PSPOHS501A Monitor and maintain workplace safety

5 elective units: *

- PSPGOV507A Undertake negotiations
- PSPGOV508A Manage conflict
- PSPGOV511A Provide leadership
- PSPGOV514A Facilitate change
- PSPGOV519A Manage performance

** Because TP3 delivers this qualification as an in-house course, you can choose the elective units that best suit your organisation.*

Learning options You can complete the PSP50104 Diploma of Government in 2 ways:

1. Participating in a group in-house course exclusive to your organisation
2. Having your prior learning and existing skills recognised through RPL.

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PSP50104 Diploma of Government, Continued

**Time required
to complete**

Training attendance: 12 days (depending on elective chosen)
Assessment: 71.5 hours (6.5 hours per unit)

**Assessment
overview**

The assessments for this qualification consist of work-based projects designed to apply skills learnt in class to real work situations. Students are assessed on their ability to manage processes in the public sector such as research and analysis, complex business writing, conflict resolution, and performance management.

Your Key Contacts at TP3

Contact Details

Overview

This section lists the key contact details you will need when completing a nationally recognised qualification with TP3.

Assessment appeals

Email: RTOManager@TP3.com.au
Phone: 02 9262 3777 or 1300 658 388

Assessment enquiries

Email: Assessments@TP3.com.au
Phone: 02 9262 3777 or 1300 658 388

Assessment submission

Address: Assessment Team
TP3
Level 21, 580 George Street
SYDNEY NSW 2000

Feedback

Email: Info@TP3.com.au
Phone: 1300 658 388

RPL enquiries

Email: Assessments@TP3.com.au
Phone: 02 9262 3777 or 1300 658 388

Students support services

Email: Assessments@TP3.com.au
Phone: 02 9262 3777 or 1300 658 388

Student records

Email: MyRecords@TP3.com.au
Phone: 02 9262 3777 or 1300 658 388
