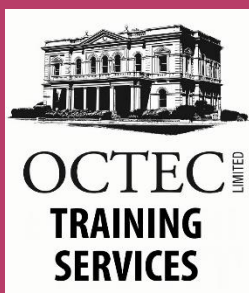




# BSB42015 Certificate IV in Leadership and Management



## INFORMATION BOOKLET

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## About OCTEC

OCTEC is a leader in assisting people and their communities to provide early pathways to employment and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of their existence.

The training, support and employment spheres in which OCTEC operates are becoming increasingly competitive. They are becoming increasingly dominated by large providers from both the public and private sectors. As a medium-sized provider from the community sector, OCTEC has been able to differentiate what it does, specialising in key areas of training and support, while maintaining a network of customised services across NSW.

## OCTEC Training Services

OCTEC Ltd is a Registered Training Organisation (RTO) that delivers a variety of accredited qualifications including the BSB42015 Certificate IV in Leadership and Management.

OCTEC Ltd delivers qualifications throughout Australia.

**RTO ID:** 90142

**ABN:** 91 336 868 595

### Contact details

If you have any questions or enquiries about this course, we can be contacted through the following methods:

**Telephone:** 02 6362 7973 (9.00am – 5pm AEST)

**Email:** [training@octec.org.au](mailto:training@octec.org.au)

**Web Site:** [www.octec.org.au](http://www.octec.org.au)

### Head Office

247 Anson Street

Orange NSW 2800

# Course Overview

## Qualification

### **BSB42015 Certificate IV in Leadership and Management**

This course is accredited through the Australian Skills Quality Authority (ASQA) and is nationally recognised. This course has been developed to enable learners to satisfy the requirements for the BSB42015 Certificate IV in Leadership and Management, requiring twelve (12) units. This consists of four (4) core units and eight (8) elective units of competency. Learners must complete 12 units of competency to achieve the Qualification.

## About the qualification

This course is aimed at existing workers who are seeking to develop skills in leadership and management to enhance their existing workplace role, or to prepare for a move into a leadership position.

The course provides essential leadership and management and customer service skills, and provides skills in the delivery of training programs within the workplace.

## Delivery mode

This qualification program is delivered in a blended format, combining self-paced online delivery and monthly workshops delivered face-to-face or online through Zoom.

The bulk of the learning and assessment within this program is delivered through self-paced distance delivery.

The workshops in this program are designed to help guide learning and to conduct some assessment activities. Workshop attendance is a compulsory part of this program. Students who do not attend will need to complete assessment independently, which will usually involve finding others to participate in role plays or group activities that are video recorded and sent to the assessor.

Due to the COVID-19 situation, the first two units of this program will be delivered through a self-paced online mode. Students will have access to a trainer/assessor for support during this period, however no group workshops will be conducted for these units.

From July 2020 we will commence face to face and online group workshops.

## Workshop dates

Workshops will be held on the **first Tuesday of every month**. Scheduled dates:

- 7 July 2020
- 4 August 2020
- 1 September 2020
- 6 October 2020
- 3 November 2020
- 1 December 2020
- 2 February 2021
- 2 March 2021
- 6 April 2021
- 4 May 2021
- 8 June 2021
- 7 July 2021

Online students will attend workshops via Zoom. Central West students can attend face to face at the Orange HO Boardroom.

*Please note, workshop dates have been scheduled based upon NSW Government statements at the time of writing this document. Schedules may change as the COVID-19 situation unfolds, and will depend on OCTEC COVID-19 policies at that time.*

## Duration and amount of training

This program is delivered over a period of **15 months**

Students considering this program should be able to commit to **up to 8 hours of course work each week, as well as workshop programs**. In total, students should expect to participate in 550 hours of study.

## Delivery locations

Face to face workshops for this program are delivered at OCTEC Orange Head Office.

Students participating in the program online will use *Zoom* to attend the workshops remotely.

## Assessment methods

Assessment activities are based on Eduworks assessment kits (contextualised and adjusted where required), and comprise:

**Written questions (all units):** The student is required to respond to a range written questions that assess the knowledge of a student. The student may research their answers from the learning materials, available references, libraries/data bases and the internet.

**Case Studies:** The student is required to demonstrate skills by completing case studies that require the student to respond to realistic workplace problems, tasks and activities.

**Projects:** The student is required to demonstrate skills by completing a project that may include team-based activities, writing reports, conducting research, developing presentations, proposals and/or plans or evaluating performance of tasks.

**Presentations:** The student is required to present information, ideas or proposals to the assessor and other class members. Presentations generally include collecting feedback from the audience and assessor so that an evaluation of the presentation can take place. Presentations are also assessed through observation of the participants demonstration of skills

**Observations and role plays:** The student is required to participate in a simulated workplace or workplace scenario to demonstrate how they apply skills. Role plays may include other classmates or the assessor. Role Plays are recorded and assessed through observation of participants demonstration of skills. During the program, there will be one workplace observation that involves the assessor visiting the students workplace to observe a team meeting. In some cases, this may be assessed as a simulated role play activity.



## Overview of course program

	Delivery mode	Unit	Learning	Assessment
Month 1	Online (Learning Vault)	BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements	<ul style="list-style-type: none"> <li>Online learning using Learning Vault</li> <li>One-one-one trainers support available by appointment (Tue-Fri)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge test</li> <li>2 x Case Study Projects</li> <li>Supervisor Report</li> </ul>
Month 2	Online (Learning Vault)	BSBWOR404 Develop work priorities	<ul style="list-style-type: none"> <li>Online learning using Learning Vault</li> <li>One-one-one trainers support available by appointment (Tue-Fri)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge test</li> <li>2 x Project</li> <li>Supervisor Report</li> </ul>
Month 3	Workshop 1 7 July	BSBCMM401 Make a presentation	<ul style="list-style-type: none"> <li>Training session (6 hours)</li> </ul>	
	Self-Paced	BSBCMM401 Make a presentation	<ul style="list-style-type: none"> <li>Read learner text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 – Plan a presentation - Plan and develop a presentation and presentation evaluation tools (drafts to be sent to assessor to gather feedback before plan is finalised)</li> </ul>
Month 4	Workshop 2 4 August	BSBCMM401 Make a presentation		<ul style="list-style-type: none"> <li>AT3 – Deliver a presentation (3.5 hours) <ul style="list-style-type: none"> <li>Deliver the planned presentation, and collect evaluation feedback from audience (other students)</li> </ul> </li> </ul>
		BSBLDR401 Communicate effectively as a workplace leader	<ul style="list-style-type: none"> <li>Training session (3.5 hours)</li> </ul>	
	Self-Paced	BSBCMM401 Make a presentation		<ul style="list-style-type: none"> <li>AT4 – Evaluate presentation and report on findings</li> </ul>
		BSBLDR401 Communicate effectively as a workplace leader	<ul style="list-style-type: none"> <li>Read learner text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 (Part A) – Prepare a presentation</li> <li>AT2 (Part B) – Prepare a report on presentation</li> </ul>

Month 5	Workshop 3 1 September	BSBLDR401 Communicate effectively as a workplace leader		o AT3 (Part A) – Presentation (observation) (3.5 hours)
		BSBLDR402 Lead effective workplace relationships	• Training Session (3.5 hours)	
	Self-Paced	BSBLDR401 Communicate effectively as a workplace leader		o AT3 (Part B) – Debrief meetings (one on one with trainer via Zoom)
		BSBLDR402 Lead effective workplace relationships	• Read learner text	o AT1 – Written questions – Answer written questions o AT3 – 2 x Case Studies
Month 6	Workshop 4 6 October	BSBLDR402 Lead effective workplace relationships		o AT2 – Part A Role Plays (3.5 hours) o AT2 – Part B Conflict Resolution Plan
		BSBINN301 Promote innovation in a team environment	• Training Session (3.5 hours)	o AT2 - Part A Establish the team and develop a plan of action (1 hour)
	Self-paced	BSBLDR402 Lead effective workplace relationships		o AT2 – Part B Conflict Resolution Plan (if not yet complete)
		BSBINN301 Promote innovation in a team environment	• Review learning text	o AT1 – Written questions – Answer written questions o AT2 – Part B Develop and deliver the presentation (presentation will be delivered at next workshop). Meet with group via Zoom – invite assessor to observe your team discussions and planning
Month 7	Workshop 5 3 November	BSBINN301 Promote innovation in a team environment		o AT2 – Part B Develop and deliver the presentation – Deliver team presentation in workshop o AT2 – Part C Evaluate team innovation – debriefing meeting with team
		BSBMGT401 Show leadership in the workplace	• Training Session (3.5 hours)	
	Self-paced	BSBMGT401 Show leadership in the workplace	• Review learning text	o AT1 – Written questions – Answer written questions o AT2 Case study o AT4 –Case Study
Month 8	Workshop 6 1 December	BSBMGT401 Show leadership in the workplace		o AT3 Role Plays
		BSBMGT402 Implement operational plan	• Training Session (3.5 hours)	



	Self-paced	BSBMGT402 Implement operational plan	<ul style="list-style-type: none"> <li>Review learning text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 – Case Study</li> </ul>
<b>Month 9 (Jan)</b>	Self-paced	BSBMGT402 Implement operational plan		<ul style="list-style-type: none"> <li>AT3 – Role Play (schedule Zoom session with Assessor)</li> <li>AT4 – Portfolio or Supervisor Report</li> </ul>
<b>Month 10</b>	Workshop 7 2 February 2021	TAEDEL301 Provide work skill instruction	<ul style="list-style-type: none"> <li>Training Session (7 hours)</li> </ul>	
	Self-paced	TAEDEL301 Provide work skill instruction	<ul style="list-style-type: none"> <li>Review learning text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 – Plan, deliver and evaluate a training session (Video record training session OR deliver Zoom based training that your assessor can attend) – Note additional Zoom sessions may be set up to facilitate this assessment task</li> </ul>
<b>Month 11</b>	Workshop 8 2 March 2021	BSBLDR403 Lead team effectiveness	<ul style="list-style-type: none"> <li>Training Session (5 hours)</li> </ul>	<ul style="list-style-type: none"> <li>AT2 Part A Project (Prepare a team work plan) – 2 hours</li> </ul>
	Self-paced	TAEDEL301 Provide work skill instruction		<ul style="list-style-type: none"> <li>AT3 – Portfolio (involves planning, delivering and evaluating least 2 training sessions) – Complete at least one session this month</li> </ul>
		BSBLDR403 Lead team effectiveness	<ul style="list-style-type: none"> <li>Review learning text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 Part B – Presentation of work plan (also continue to work on work plan project)</li> </ul>
<b>Month 12</b>	Workshop 9 6 April 2021	BSBLDR403 Lead team effectiveness		<ul style="list-style-type: none"> <li>AT3 – Team meeting to discuss progress of plan (1 hour)</li> </ul>
		BSBCUS401 Coordinate implementation of customer service strategies	<ul style="list-style-type: none"> <li>Training Session (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>AT2 Case Study (to be contextualised/adjusted to OCTEC – group work) – 2 hours</li> </ul>
		TAEDEL301 Provide work skill instruction		<ul style="list-style-type: none"> <li>AT3 – Portfolio (involves planning, delivering and evaluating least 2 training sessions) – Complete second training session</li> </ul>
		BSBLDR403 Lead team effectiveness		<ul style="list-style-type: none"> <li>AT2 – Part C Report on progress with the plan</li> </ul>

		BSBCUS401 Coordinate implementation of customer service strategies	<ul style="list-style-type: none"> <li>Review learning text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> <li>AT2 Case Study – complete (if not finalised in class)</li> </ul>
<b>Month 13</b>	Workshop 10 4 May	BSBCUS401 Coordinate implementation of customer service strategies		<ul style="list-style-type: none"> <li>AT3 Project – Part A - (group work)</li> <li>AT3 Project – Part B – design survey</li> </ul>
		BSBREL401 Build client relationships and business networks	<ul style="list-style-type: none"> <li>Training Session (3.5 hours)</li> </ul>	
	Self-paced	BSBCUS401 Coordinate implementation of customer service strategies		<ul style="list-style-type: none"> <li>AT3 Project – Part B – Conduct survey and complete report</li> </ul>
		BSBREL401 Build client relationships and business networks	<ul style="list-style-type: none"> <li>Review learning text</li> </ul>	<ul style="list-style-type: none"> <li>AT1 – Written questions – Answer written questions</li> </ul>
<b>Month 14</b>	Workshop 11 8 June 2021	BSBCUS401 Coordinate implementation of customer service strategies		<ul style="list-style-type: none"> <li>AT4 Part A – Role Play (contextualise to OCTEC) – present findings of survey to class)</li> </ul>
		BSBREL401 Build client relationships and business networks		<ul style="list-style-type: none"> <li>AT2 Project – Group work</li> </ul>
	Self-paced	BSBREL401 Build client relationships and business networks		<ul style="list-style-type: none"> <li>AT3 Project (1-4)</li> </ul>
<b>Month 15</b>	Workshop 12 7 July 2021	BSBREL401 Build client relationships and business networks	<ul style="list-style-type: none"> <li>General debrief</li> <li>Feedback session</li> </ul>	<ul style="list-style-type: none"> <li>AT3 – Project (5 – 8) – Simulation - gather and analyse feedback, and develop customer service improvement plan</li> <li>AT4 Role plays</li> </ul>
	Self – paced		<ul style="list-style-type: none"> <li>Catching up on any learning not completed</li> </ul>	<ul style="list-style-type: none"> <li>Catch up assessments</li> </ul>

## Course Content

This qualification is made up of 12 Units of Competency. The following information provides a summary of the units that will be covered as part of this qualification program.

### Summary Units (in order of delivery)

#### **BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements**

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

It applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's WHS policies, procedures and programs in a work area. These individuals have a broad knowledge of WHS policies and contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

#### **ELEMENTS**

1. Provide information to the work team about WHS policies and procedures
2. Implement and monitor participation arrangements for managing WHS
3. Implement and monitor organisational procedures for providing WHS training
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
5. Implement and monitor organisational procedures for maintaining WHS records for the team

#### **BSBWOR404 Develop work priorities**

This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.

This unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

#### **ELEMENTS**

1. Plan and complete own work schedule
2. Monitor own work performance
3. Co-ordinate professional development

### **BSBCMM401 Make a presentation**

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

#### **ELEMENTS**

1. Prepare a presentation
2. Deliver a presentation
3. Review a presentation

### **BSBLDR401 Communicate effectively as a workplace leader**

This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

This unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace.

Communication skills cover a range of methods and contexts within principally structured environments.

#### **ELEMENTS**

1. Identify context for communication
2. Clarify message and engage communication
3. Take follow-up actions

### **BSBLDR402 Lead effective workplace relationships**

This unit defines skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

This unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context.

At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning and evaluation and leadership and guidance of others.

#### **ELEMENTS**

1. Collect, analyse and communicate information and ideas
2. Develop trust and confidence as a leader
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

### **BSBINN301 Promote innovation in a team environment**

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

#### **ELEMENTS**

1. Create opportunities to maximise innovation within a team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

### **BSBMGT401 Show leadership in the workplace**

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

It applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation.

#### **ELEMENTS**

1. Model high standards of management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

### **BSBMGT402 Implement operational plan**

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

#### **ELEMENTS**

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

### **TAEDEL301 Provide work skill instruction**

This unit describes the skills and knowledge required to conduct individual and group instruction, demonstrate work skills and assess the success of training and one's own training performance, using existing learning resources in a safe and comfortable learning environment.

It emphasises the training as being driven by the work process and context, and applies to a person working under supervision as a work skill instructor in a wide range of settings not restricted to training organisations,

#### **ELEMENTS**

1. Organise instruction and demonstration
2. Conduct instruction and demonstration
3. Check training performance
4. Review personal training performance

### **BSBLDR403 Lead team effectiveness**

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion. It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

#### **ELEMENTS**

1. Plan and achieve team outcomes
2. Lead team to develop cohesion
3. Participate in and facilitate work team
4. Liaise with management

### **BSBCUS401 - Coordinate implementation of customer service strategies**

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

It applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems, and who may provide guidance or delegate work related tasks to others.

#### **ELEMENTS**

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service



## **BSBREL402 Build client relationships and business networks**

This unit describes the skills and knowledge required to establish, maintain and improve client relationships and to actively participate in networks to support attainment of key business outcomes.

It applies to individuals such as marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes but may also apply to other individuals working in any industry.

### **ELEMENTS**

1. Initiate interpersonal communication with clients
2. Establish client relationship management strategies
3. Maintain and improve ongoing relationships with clients
4. Build and maintain networks

## Recognition Processes

OCTEC Limited offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact our administration department to discuss your options.

### Credit Transfer

OCTEC Limited recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our administration department on 02 6362 7973.

## Student Support Services

As part of your enrolment, OCTEC will conduct an assessment to help determine your individual needs. If you require any additional supports, we will develop an action plan with you to provide assistance to address your individual needs.

We can provide a variety of support services. Below is a summary of some of the services we can offer you.

### If you have a disability or literacy difficulties

If you have a disability or literacy difficulties, OCTEC Ltd will work with you to develop an action plan to support your needs. This may include making changes or any 'reasonable adjustments' necessary for you to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need, according to individual circumstances.

Reasonable adjustment may include, but is not restricted to:

- More time to complete assessments
- Demonstration of skills (where possible)
- Education support (one-on-one sessions with trainer/assessor)
- Use of visual aids
- Use of adaptive technology
- Additional activities to develop your LLN skills

If you require additional support, please advise your trainer or one of our Student Support Workers.

### Student support for Aboriginal or Torres Strait Islander people.

OCTEC Ltd is able to provide student support services to Aboriginal and Torres Strait Islander students to help ensure the success of students. Services we can offer include:

- Verbal assessment rather than written assessments
- One-on-one sessions with trainer/assessor
- Additional time to complete assessments

## Support with basic computer or IT skills

If you are concerned about your level of computer or IT skills, OCTEC Ltd can provide support to assist you in developing basic computer literacy and use of these skills to assist you through your studies and your future employment.

We can guide you to free online tutorials to assist you to develop your IT skills at your own pace. Online tutorials can be accessed in the workplace or you can work through a tutorial at home.

If you would like some assistance in learning 'computer basics', please speak to your trainer or one of our staff. We can arrange a time to show you how the tutorials work and get you started on developing your IT skills.

If you are keen to get started immediately, we highly recommend the GFC Learn Free, who provide an excellent Computer Basics tutorial on the following internet site:

<http://www.gcflearnfree.org/computers/computerbasics>

## Course requirements

### Entry requirements

There are no formal entry requirements for this qualification, however:

- Students must have sufficient literacy and language English skills and will be required to complete a Language, Literacy and Numeracy assessment prior to undertaking training to ensure they have the required skills to undertake training at this level.
- You need to be employed in the waste management sector, as this course is delivered in the workplace.

### Pre - course assessment

All applicants for this course need to participate in a pre-course assessment prior to acceptance into this course. The pre-course assessment will include:

- Completing a questionnaire to help us identify your individual needs
- Completing a Language Literacy and Numeracy Assessment

### USI requirements

From 1 January 2015, it is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised Course, will require a unique student identifier (USI) number before any Certificates can be issued.

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers, including all completed training units and qualifications.

As part of the enrolment process with OCTEC Ltd, you will be required to provide us with your USI number. If you do not have a USI number, you can register for your USI Number by visiting [www.usi.gov.au](http://www.usi.gov.au). If you need assistance, an OCTEC staff member can help you to register for a USI.

On enrolment your USI Number will be verified by OCTEC.

## Identification and evidence requirements

When enrolling in an OCTEC training program, you will be asked to provide identification so that we can confirm your identity and check your eligibility for Smart and Skilled subsidies, concessions or exemptions.

### Evidence of residency in NSW:

- Drivers Licence or Proof of Aged Card, or
- Utilities Bill

### Evidence of citizenship, residence or visa status

- Australian or New Zealand Passport or
- Australian or New Zealand Birth Certificate
- Green Medicare Card or
- Visa or residency documentation

## Specific course requirements for this program

- You must have the support of your upline manager to participate in this program
- You must be able to commit to attending all workshops (face to face or online)
- If you are unable to attend a workshop, you must advise the trainer ASAP. In many cases we will attempt to reschedule the workshop to avoid any students missing out.
- You must be employed by OCTEC Ltd

## Eligibility for Smart and Skilled funded programs

To be eligible for Smart and Skilled funded training programs, excluding traineeships, the student must meet the following eligibility requirements:

- Be an Australian Citizen, a permanent Australian resident, a New Zealand citizen or be a humanitarian visa holder, and
- Be 15 years or older, and
- live or work in New South Wales, and
- no longer be at school (except for school-based trainees and students being home-schooled).



## Course Fees

All students in this program are OCTEC employees, so fees for this program will be paid by the organisation. The following information is for general interest only.

### Smart and Skilled Courses – Course Fees

Where your course is funded through NSW Smart and Skilled, the following fees apply:

First qualification: **\$1,580**

Subsequent qualification **\$1,850**

For more information about Smart and Skilled Fees, please speak to one of our RTO staff members. You can also visit the following link for information on Smart and Skilled Fees:

<https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost>

<b>First qualification</b>	<p>This fee applies to standard students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the students do not already hold post-school qualifications.</p> <p>Please note, on completion of this qualification, students will need to pay the 'Subsequent qualification' fee for future Smart and Skilled funded qualifications.</p>
<b>Subsequent qualification</b>	<p>This fee applies to standard students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the student already holds a previous post-school qualification.</p>