INTRODUCTION
Smart City Vocational College is an established Registered Training Organisation (RTO) committed to providing a high standard of quality service. Our mission is to guide learners to discover and uncover their true potential, and empower them to achieve life goals to serve our society. We believe that education is the key to opportunity and can be a powerful tool in helping individuals achieve their goals.

QUALIFICATION INFORMATION:
Smart City Vocational College is currently offering BSB50215 Diploma of Business through Fee for Service and VET FEE-HELP arrangements.

This qualification reflects the role of individuals with substantial experience in a range of settings who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

During your course of study, you will need access to:
- A computer
- Internet
- Email, to communicate with and receive ongoing feedback from your trainer
- Software applications such as Microsoft Word, Microsoft Excel, Internet Browser (e.g. Internet Explorer), Microsoft Outlook.

ENTRY REQUIREMENTS
There are no specific entry requirements for the qualification, BSB50215 Diploma of Business.

In order to apply for a VET FEE-HELP student loan to cover your Diploma course fees, Smart City Vocational College must reasonably believe that you are academically suited and you must meet one of the following requirements:
- Provide a copy of your senior secondary certificate of education that has been awarded by an Australian authority or agency when you apply to enrol.

* BSB51107 Diploma of Management has now been superseded, learners are only permitted to teach out in this program
Or both

- Undertake a literacy and numeracy assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). Your Course Advisor will advise you how you may undertake this assessment; and
- Smart City Vocational College must be confident that you completed this test independently, with honesty and integrity and that you have the required skills to complete your study.

Smart City Vocational College will assess a learner’s competency at or above Exit Level 3 in ACSF via the Learner undertaking the Core Skills Profile for Adults (CSPA) test. This is an approved testing tool as specified in the VET Guidelines in both reading and numeracy. You will be provided with the links to this online tool at the time of enrolment.

For further information on entry requirements for the VET FEE-HELP program, please refer to the Student Entry Procedure on our website, www.smartcitycollege.edu.au

Learners enrolled into this qualification must also:

- have sufficient computer knowledge and skills to enable them to navigate the internet, conduct online research, write formal reports, communicate effectively to a diverse audience, manage budgets and take responsibility for their own professional development
- have access to a computer with internet access, webcam and audio capability and a minimum software requirement of Microsoft Office 2007

MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

Blended: This includes online delivery via the Hub, self paced study and Online learning and optional campus attendance, skype, phone or video conferencing sessions for further self paced study and tutoring.

DURATION

The current timeframe for the completion of this second Diploma qualification is 4 months from the date of commencement.
VET FEE-HELP INFORMATION

VET FEE-HELP is an Australian Government loan scheme that helps eligible Learners to pay their tuition fees for higher-level vocational education and training (VET) courses undertaken at approved providers. The loan will remain as a personal debt obligation until it is repaid to the Commonwealth.

You can choose to pay:

- all your tuition fees upfront to Smart City Vocational College;
- pay some of your tuition fees upfront and use the VET FEE-HELP loan for the rest, or;
- use a VET FEE-HELP loan for all your tuition fees (up to your FEE-HELP limit).

To be eligible for VET FEE-HELP you must:

- be an Australian citizen or permanent humanitarian visa holder (resident in Australia for the duration of the qualification); **AND**
- have not exceeded the FEE-HELP limit (see below); **AND**
- meet course requirements as follows:
  - are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider; **AND**
  - are enrolled with an approved provider in an eligible unit of study by the census date for that unit.

Applying

To apply for VET FEE-HELP you must submit a valid Request for VET FEE-HELP assistance form provided by Smart City Vocational College prior to the census date. This signed form applies to a loan for the **entire** qualification, charged on a unit by unit basis, unless you pay some of the tuition fees.

Census dates will apply to each of the VET units of study in which you enroll, with you taking out a loan for any tuition fees that remain unpaid at the end of each census date.

A census date is the date most important for you to know about. The census date is the last date you can:

- Submit form to access a VET FEE-HELP loan or
- Withdraw/cancel enrolment without incurring the cost or debt for that unit of study

Please refer to our website, [www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au) for a current copy of the VET Tuition Schedule (which outlines cost and census dates) and census date calculator.

Protection for learners under 18 years

Smart City Vocational College will not accept a Request for VET FEE-HELP loan form as a complete form from a learner under the age of 18 unless a parent or guardian (responsible parent) has co-signed the form.

Exceptions are permitted in limited circumstances where a learner under the age of 18 is receiving youth allowance (within the meaning of the Social Security Act 1991) on the basis that the person is independent. Learners seeking exemption will need to provide suitable evidence to Smart City Vocational College from Centrelink to this effect.
Two day cooling off period
From 1st January 2016, Smart City Vocational College will not accept a VET-FEE-HELP loan request (CAF) from a student until a two-day ‘cooling off’ period has elapsed after enrolment.

Cost
The table below displays the current fees for this qualification via VET FEE-HELP:

<table>
<thead>
<tr>
<th>Qualification Code</th>
<th>Qualification Title</th>
<th>Tuition Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB50215</td>
<td>Diploma of Business (second qualification)</td>
<td>$6 000.00</td>
</tr>
</tbody>
</table>

A 20% loan fee applies for VET FEE-HELP loans accessed by fee paying/fee for service students. The loan fee does not count towards your FEE-HELP limit. The VET FEE-HELP loan is subject to yearly CPI increases.

A VET FEE-HELP Invoice Notice will be issued to learners at least 14 days prior to all census dates. The Invoice Notice provides learners with course information including the unit of study tuition fees to be incurred. It will be delivered to the learners email or mailing address.

Important, please note:
- The VET FEE-HELP loan is subject to yearly CPI increases
- The VET FEE-HELP loan impacts on your credit rating

You may wish to seek independent financial advice prior to applying for a VET FEE-HELP loan.

Throughout your training, you will note reference to Units of Study (UOS). This is not a unit of competency or subject. A unit of study is a group of units of competency. You should work towards completing all units of competency within a unit of study before you progress to the next unit of study.

Commonwealth assistance notice
After each of your census dates, Smart City Vocational College will send you a Commonwealth Assistance Notice (CAN). The CAN includes important information about your enrolment, any HELP debt you have incurred or student contribution amounts you have paid, and any loan fee you may have incurred. The CAN will include information on:
- the tuition fees for your units of study;
- the units for which you have received FEE-HELP or VET FEE-HELP;
- any up-front payments you have made;
- any FEE-HELP loan fee incurred for undergraduate units of study; and
- any VET FEE-HELP loan fee incurred.

Minimum Units of Study (fee periods)
Any VET FEE-HELP qualifications offered by Smart City Vocational College will meet the Department of Education and Trainings requirement of a minimum of three units of study (fee periods). This minimum requirement ensures that your fee amount is evenly distributed over the period of your study.

Repaying the loan
You will need to start repaying your VET FEE-HELP debt through the taxation system once your income is above the compulsory repayment threshold, even if still studying. The compulsory repayment threshold is adjusted each year. The amount repaid each year is a percentage of repayment income. The percentage increases as income increases, so the more earned, the higher the repayment will be.
The loan will affect (by reducing) take-home (after-tax) wage or salary until the debt is repaid and may affect borrowing capacity until the debt is repaid to the Commonwealth. Currently, the repayment threshold is $54 126.00. Please refer to the Study Assist website for more detailed information, www.studyassist.gov.au

Extensions
As a Learner with Smart City Vocational College, you are responsible for your own academic progress in your course. If however, you do experience circumstances, or have concerns that impact on your ability to complete your course within the required timeframe, you must contact your Trainer or Student Support Officer as soon as possible. They will provide you with support and advice to plan and implement techniques to assist you in working towards completion.

Learners will be considered for a one (1), six (6) month only course extension without incurring any additional fees. However, subsequent requests for extensions will not be approved and will result in the need to re-enrol and thus incur a new VET FEE-HELP debt.

Withdrawal from VET FEE-HELP
It is important to correctly withdraw from your course or unit of study. If you do not withdraw properly or if the withdrawal deadline is missed, you will incur a HELP debt.

If you wish to withdraw from your qualification, please ensure you complete either of the following as soon as possible. You should ensure your withdrawal request is submitted prior to your census date/s to ensure you don’t incur any unnecessary debt.

- Contact Service Desk on 1800 BE SMART (1800 23 76278)
- Email - send an email to our Service Desk advising you wish to withdraw from your qualification, ensuring you include in your email:
  - your full name
  - address
  - USI
  - qualification name
- Website - Download withdrawal form from our website, complete and send to servicedesk@smartcitycollege.edu.au

A copy of Smart City Vocational College’s Withdrawal Policy is located in the policy section of our website, www.smartcitycollege.edu.au.

Successful withdrawal from VET FEE-HELP will result in you:
- not incurring a VET FEE-HELP debt for your enrolled Unit of Study; and/or
- receiving a refund for any up-front tuition fee payments made on or before the census date

Refund – VET FEE-HELP
Refund information specific to this program is found in the Learner Handbook or on our website. Adjustment of VET FEE-HELP tuition fees will also be made appropriately where a learner applies for and is successful in their application for RPL or Credit Transfer.
Expiry of enrolment
If you have not completed your course within the required timeframe (and an extension has not been approved), your enrolment will be recorded as expired. You will be unenrolled from the course and if you wish to continue, you must re-enrol and be liable for another VET FEE-HELP debt.

Course Re-Enrolment request
If you have been unable to complete your course within the specified timeframe (including with an approved extension), and you wish to continue, you will be required to re-enrol in the course and incur a new debt for the units of competency you have not previously completed. If you wish to re-enrol you must contact your Trainer or local Campus Manager.

Re-enrolment in a VET FEE-HELP course with Smart City Vocational College will:
• be granted at the discretion of Smart City Vocational College
• in respect of a superseded course, only be permitted to re-enrol until the prescribed ‘teach out’ date

ASSESSMENT
BSB50215 Diploma of Business is made up of 8 units of competency. To be awarded the qualification you need to be assessed as competent in each unit. A number of different types of assessment may be conducted throughout your course. The assessment methods used will be explained to you during your induction. You will be provided with specific information on how to compete the assessments as you go through your course.

• Recognition of your past experience/qualifications (RPL).
• Various methods of assessment may occur to cover a range of evidence gathering, for example:
  o written questions, project, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book.
• Your assessments will be marked; ‘satisfactory’ or unsatisfactory’. If your assessment is marked ‘unsatisfactory’ your assessor will give you feedback that identifies any areas needing improvement and you will be able to resubmit this piece of work. You need to be awarded ‘satisfactory’ in all assessment tasks therefore being deemed competent in each unit of competency in order to be awarded your qualification.
• You will be provided with due dates for your assessments. If you cannot meet the set due dates please contact your trainer before the due date to ask for an extension.
• Assessment can be modified where necessary.

At Smart City Vocational College we recognise there may be a need for reasonable adjustments to our assessment and learning plans. Any individual need that you have will be addressed as it arises. Please speak confidentially to your trainer and assessor about any concerns or individual needs you may have with regard to your assessments.
CREDIT TRANSFER/NATIONAL RECOGNITION
Credit transfer is where you may have completed units of competency or an accredited course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

CAMPUSES/STUDY HUBS
Smart City Vocational College’s extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity’s campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

SUPPORT SERVICES
If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff/Indigenous Student Support Officers, 5 days per week between the hours of 8.30am and 4.30pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

COMPLAINTS/APPEALS
Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with learners.
Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to your learner handbook for further information.
USI (UNIQUE STUDENT IDENTIFIER)
All students who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

APPLY FOR YOUR OWN USI
It is free and easy for you to create your own USI online. Visit the USI website at usi.gov.au and select the ‘Create a USI’ link and follow the steps.

ONCE YOU CREATE YOUR USI
Once you create your USI you will need to notify Smart City of your USI number and any other training organisation you study with so your training outcomes can be linked. You will be able to:

• View and update your details in your USI account;
• Give your training organisation permission to view and/or update your USI account;
• Give your training organisation view access to your transcript;
• Control access to your transcript from 2015; and
• View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

For more information you can:
• Watch the short information video from the Australian Government at https://www.youtube.com/watch?v=HRYaaF-B7Ho (or search Unique Student Identifier (USI) – Student Video on YouTube).
• Visit the website: www.usi.gov.au
• Visit our website www.smartcitycollege.edu.au and review our learner handbook

YOUR ROLE
As an enrolled learner of Smart City Vocational College you will need to be able to:

• Study independently
• Communicate with your trainer on a regular basis
• Follow written instructions. Your Assessment will outline all required assessment activities you are to undertake and the evidence you are required to gather
• Commit a suitable amount of time to your study and actively work to complete units in which you are enrolled
• Submit your assessments by the due date
• Balance your work, personal life and study priorities throughout the training
A Learner Responsibilities statement and Learner Code of Conduct are contained in the Smart City Vocational College Learner Handbook, this can be easily accessed from our website www.smartcitycollege.edu.au

8 elective units of competency are required to complete this qualification.
4 (four) units of competency will be credited from your previously completed Diploma of Management qualification.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Unit title and descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWOR501</td>
<td>Manage Personal Work Priorities and Professional Development</td>
</tr>
<tr>
<td></td>
<td>This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks. It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.</td>
</tr>
<tr>
<td>BSBCUS501</td>
<td>Manage Quality Customer Service</td>
</tr>
<tr>
<td></td>
<td>This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. It applies to individuals who supervise the provision of quality customer service within an organisation’s procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.</td>
</tr>
<tr>
<td>BSBPMG522</td>
<td>Undertake Project Work</td>
</tr>
<tr>
<td></td>
<td>This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.</td>
</tr>
<tr>
<td>BSBRSK501</td>
<td>Manage Risk</td>
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<td></td>
<td>This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.</td>
</tr>
<tr>
<td>BSBFIM501</td>
<td>Manage Budgets and Financial Plans</td>
</tr>
<tr>
<td></td>
<td>This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes. It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.</td>
</tr>
<tr>
<td>BSBMKG501</td>
<td>Identify and evaluate marketing opportunities</td>
</tr>
<tr>
<td></td>
<td>This unit describes the performance outcomes, skills and knowledge required to identify, evaluate and take advantage of marketing opportunities by analysing market data, distinguishing the characteristics of possible markets and assessing the viability of changes to operations</td>
</tr>
<tr>
<td>BSBHRM506</td>
<td>Manage Recruitment Selection and Induction Processes</td>
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<tr>
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<td>This unit describes the skills and knowledge required to manage all aspects of recruitment selection and induction processes in accordance with organisational policies and procedures. It applies to individuals or human resource personnel who take responsibility for managing aspects of selecting new staff and orientating those staff in their new positions. It is not assumed that the individual will be directly involved in the selection processes themselves, although this may well be the case.</td>
</tr>
<tr>
<td>BSBMKG510</td>
<td>Plan e-marketing communications</td>
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<tr>
<td></td>
<td>This unit describes the skills and knowledge required to research, prepare and evaluate an organisational e-marketing plan that integrates electronic communications and website marketing to support marketing objectives. It applies to managers working in advertising, public relations, marketing or promotional roles who plan electronic communications to effectively convey marketing communication messages and support achievement of marketing objectives.</td>
</tr>
</tbody>
</table>

For further information or to access our Learner Handbook, visit our website, [www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au)