

What you need to know in pre-enrolment



RTO Number: 45115;
CRICOS Provider Code: TBA


Course Brochure

BSB40520 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



Course Brochure – BSB40520 Certificate IV in Leadership and Management

Course details	
Provider Name	Xpert Solutions Pty Ltd
RTO Code	45115
CRICOS Code	TBA
Location of course	Section 1, Level 4, 169 Liverpool Street, Hobart TAS 7000
Delivery mode	Face to face (Classroom based)
Duration	52 weeks, including 44 study weeks and 8 weeks of holidays.
Study load	20 hours per week in the classroom
Estimated Self-Study Hours	5 hours per week <i>(may be more or less depending on learner's pre-existing skills and knowledge)</i>



NATIONALLY RECOGNISED
TRAINING

(CRICOS Course Code: TBA)

Total Course Fee: AUD 12,750

Tuition Fee: AUD 12,000

Material Fee: AUD 500

Application Fee: AUD 250 (non-refundable)

(Application fee is non-refundable under all circumstances. Please refer to Xpert Solutions' refund policy and procedure for further details)

All students need to bring own laptop during school attendance, so that could assess the campus online learning resource.

Description and Purpose

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

The purpose of this program is to prepare students to enter or continue their career within the leadership and management positions, and more specifically to students wishing to attain an Australian nationally



recognised qualification in leadership and management. The program provides learners with the necessary skills and knowledge to undertake activities in roles such as Coordinator (Business Operations), Warehouse Team Leader, Distribution Centre Supervisor, Supervisor, Line Manager, Leading Hand, Production Supervisor, Sales Team Manager, Team Leader, Frontline Sales Manager, Freight Administrative Supervisor.

Course Entry Requirements:

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

- Are at least at age of 18 on the date of course commencement.
- Have successfully completed Australian year 11 or equivalent.
- Meet one of the following English proficiency requirements:
 - Evidence of a valid IELTS score of 6.0 or other equivalents in English Language tests including Test of English as a Foreign Language (TOEFL iBT) Minimum Score: 64, OR Pearson Test of English (PTE) minimum score: 50; , OR Cambridge English (CAE) minimum score: 169.
 - Successfully complete the pathway with recognized ELICOS providers, as determined by Xpert Solutions via exit score of IELTS score of 6.0 equivalents.
 - Students meet the English waived condition if students is one of following:
 - i. Citizen of, and Passport issued by: United Kingdom / United States of America / Canada / New Zealand/ Republic of Ireland
OR
 - ii. Minimum 5 years of study in English in: Australia/ Canada/ New Zealand/ South Africa/ Republic of Ireland/ United Kingdom/ United States of America
- The LLN test will be conducted by a suitable Trainer and Assessor or the Director of Studies.

Pathways

Once students have successfully completed BSB40520 Certificate IV in Leadership and Management, they can apply for various roles across management positions that have responsibility for the work of other staff and lead teams.

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

- Business or related course in Diploma
- Business or related course in Bachelor

Course Structure

A total of 12 Units (5 Core and 7 electives) must be completed and deemed competent to achieve the qualification BSB40520 Certificate IV in Leadership and Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 12 units in the qualification. Students completing all the required units of competency will attain full qualification.

Code	Title	Core/ Elective
BSBLDR411	Demonstrate leadership in the workplace	Core

Code	Title	Core/ Elective
BSBLDR413	Lead effective workplace relationships	Core
BSBOPS402	Coordinate business operational plans	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBLDR412	Communicate effectively as a workplace leader	Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBSTR401	Promote innovation in team environments	Elective
BSBCRT412	Articulate, present and debate ideas	Elective
BSBPEF502	Develop and use emotional intelligence	Elective
BSBPMG430	Undertake project work	Elective

Assessment Arrangement

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency.
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions.
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report

Facilities and Resources

Equipment

For delivery of the training sessions, Xpert Solutions uses a facility that has chairs, tables, whiteboard and data projectors.

During classes, the following will be used as appropriate to the topic:

- Suitable training facilities
- General business and office equipment



- Laptop/computers (student to bring their own)
- Printers
- Wi-Fi/Internet Access
- Data projectors and/or Whiteboards

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

Training Materials

Xpert Solution provided the online library for students self-study included the research, the units learning material also assessable via students login portal. So **please bring your own Laptop with you during the school attendance.**

You will be provided with a Student Guide relevant to each unit in your course. Your Paid Material fee included the online purchased learning material, printed training and assessing material in class. Xpert Solutions also provide the physical textbooks for your borrow in campus, if you intend to purchase the book by your own, please refer to

The recommended textbook for this course is:

Management Theory and Practice, 7th Edition, Cole, Cengage Learning, 2016

Student support

All students will be provided with a range of learning support options and resources to help them achieve competency. Where additional support needs have been identified an *Individual Support Plan* will be developed which may include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support (as appropriate and wherever required for reference materials) and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Xpert Solutions will provide additional support for any students experiencing:

- Disability and access issues.
- Language barriers.
- Language, literacy and numeracy issues.
- Employment issues; and/or
- Any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network.

When support needs arise, the Director of Studies and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified. Support needs may include:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.



- Referral to Language, Literacy and Numeracy courses.
- Referral to an external agency (e.g., Department of Home Affairs)
- Creation of an Individual Training Plan.

Course Progress and Attendance Requirement

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register. Xpert Solutions monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

International students must have a minimum of 20 hours face-to-face scheduled course contact per week.

For the detail of Students Course progress requirement, attendance requirement, intervention strategies and reporting students please refer to the students handbook, or/ and Course Progress policy and procedure, Attendance monitoring policy and procedure via:

<https://xpert.edu.au/support/>

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

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

<https://xpert.edu.au/support/>

Refund Policy

Applicants must agree to the terms and conditions of enrolment as provided within the Written Agreement and pay the required fees upon signing the agreement prior to training commencing. Failure to pay tuition fee is a breach of the Written Agreement and may be subject to their enrolment being cancelled.

Student tuition fees collected prior to their course commencing will be held in a separate holding account and not transferred to the general account until the course commences.

The balance of the holding account at any time will represent:

1. Tuition and materials fees collected from applicants who have signed an agreement but not yet commenced, and
2. Tuition fees collected from students who have commenced their course but have yet to commence one or more study periods.

Tuition fees do not cover excursion activities. Students will be required to pay excursion costs in addition to tuition fees. Students must pay fees as agreed to in the enrolment contract.

All applicants that have paid a deposit are entitled to a 3-day cooling off period, with a full refund of initial deposit.



Procedure - Notification and Collection of Fees

Please note: Under ESOS legislations, Xpert Solutions will not collect in excess of 50% of the total tuition payable prior to commencement of the course. While Xpert Solutions cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

**Tuition fee is inclusive of non-refundable Enrolment fee of AUD 200.00.*

Procedure - Payment of fees

Fees are to be paid by cash or direct bank deposit or credit card. Xpert Solutions accepts VISA, MasterCard and AMEX credit cards only. A 2.5% credit card fee applies with credit card payments via VISA and MasterCard and 3.5% for the payments made via AMEX credit cards. Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled.

The Finance officer provides the CEO with monthly reports of outstanding tuition fees. The Finance officer contacts the students (or request the agent to make contact if the student has not commenced their course) and ascertains the reason for the outstanding debt. The Finance officer may:

1. Provide additional time for the student to pay where;
 - a. a student is experiencing hardship, OR
2. Cancel the student's enrolment if the fees are not paid within two weeks of signing the agreement.

Other Course Fees that may be incurred (Non-tuition):

RPL (Non – refundable)	\$250 per unit (subject)
Enrolment fee:	\$200
Re-enrolment Fee ¹	\$200
Administration Fee	Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser
Credit Transfer	No charge
Re-assessment Fees	<ul style="list-style-type: none"> • \$50.00 per class hour
Re-issue of a testamur (Certificate) or Statement of Attainment	\$150 per certificate or statement of attainment or Record of Results
Any fees paid by credit card will incur a credit card surcharge	<ul style="list-style-type: none"> • VISA and MasterCard – 2.5% • AMEX – 3.5%
Any fees not paid by the due date will incur a late payment fee, based on the amount overdue prorated over the period of time overdue.	18% of outstanding fees
Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees will be deducted from any refund.	Maximum Bank fee of \$40
Credit Transfer	Nil
Replacement of Student ID	\$10.00
Change of Course	\$100.00
Academic Document Re-issue	\$50.00



- ¹ Re-enrolment fee is charged in the case where student enrolment is cancelled because of student's actions. In case academic progress is not maintained by student and he/she need to extend his/her COE to complete the qualification, re-enrolment fee is charged in addition with re-assessment fees for the units to be completed.
- Re-assessment fee is charged when student is failed in any unit after 3 or more consecutive attempts. The Re-Assessment fee charges are also subjected to CEO's discretion.
- Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion. Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion.
- RPL Assessment fees and the fee to re-issue of a testamur (Certificate) or Statement of Attainment are paid on application.
- The Administration Fee is associated with withdrawal of enrolment prior to course commencement. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. The fee is deducted from the total tuition paid and the unused tuition fees for any future terms will be refunded.

Fee Protection

The following fee collection measures will be implemented:

- International students must pay the fees for the first study period's tuition plus material fees prior to the course commencing.
- All fees are to be deposited directly into Xpert Solutions's holding account. All tuition fees are to remain in this account until the student has commenced study with Xpert Solutions.
- On course commencement, Xpert Solutions will transfer enrolment fees from the holding account to the general account.
- All remaining enrolment fees paid prior to the commencement of each study period is paid directly into the general account.

Refund Policy Conditions and Processes

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

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

- Contacting Student Administration
- Accessing Xpert Solutions's website

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

Please note:

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



Full Refunds

Xpert Solutions will make a refund of course fees paid in the following circumstances:

1. Visa refused before commencement date

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

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

2. Xpert Solutions does not commence or ceases delivery of a course

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

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

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

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

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

Partial Refund

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

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

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

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

No Fee Refund

1. Student withdraws less 28 days before course commencement date

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

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



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

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

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

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

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

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

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

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

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary circumstances.

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

Refund Procedure

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

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

Payment of Refund

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

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing



refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Xpert Solutions will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

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

Summary of Refunds

Outline of Default Refund Arrangements (Enrolment Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Xpert Solutions is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Xpert Solutions is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund

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

RPL assessment	No refund
----------------	-----------

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

Late Payment of Fees

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

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

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

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

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

Privacy Policy

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

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

Learner’s personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Xpert Solutions



for statistical, administrative, regulatory and research purposes. Xpert Solutions may disclose your personal information for these purposes to:

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

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

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

Further Information

For all further details, please refer to International Student Handbook available on www.xpert.edu.au for all related policies and procedures and other important information related to international students including living cost, life and study in Hobart, etc.

Please contact the campus at admin@xpert.edu.au or at +61 (3) 7067 5810