



TACIS Qualifications Brochure

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It's all about your destination

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This qualification brochure has been prepared to provide all relevant information to students prior to enrolment in line with the requirements in National Code 2018 and Standards for RTOs 2015 to ensure students can make an informed decision about studying at TACIS.

[Disclaimer: This Qualification Brochure is the property of The Australian College for International Studies (hereby refers to as "TACIS"), a trading name of CHC Services Pty Ltd (RTO: 32463 CRICOS Provider No: 03396F). For any clarification in relation to this document, please contact 1300 891 598 or e-mail on admission@tacis.edu.au .

This Qualification Brochure is provided for guidance and while every effort is made to provide accurate, legal, and complete information, TACIS understands that any State or Federal legislation will prevail should there be any perceived conflicts.

Welcome Message

Thanks for your interest in the qualification(s) offered at The Australian College for International Studies (hereby refers to as "TACIS"), a trading name of CHC Services Pty Ltd (RTO: 32463 CRICOS Provider No: 03396F).

This qualification brochure has been prepared to ensure that you understand the qualification(s) that you plan to enrol at TACIS in accordance with the followings:

1. Education Services for Overseas Students Act 2000 <https://www.legislation.gov.au/Details/C2018C00210>
2. Standards for RTOs 2015 (<https://www.asqa.gov.au/standards>), and
3. National Code of Practice for Providers of Education and Training to Overseas Students 2018_ <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Please ensure that you read through this Qualification Brochure and understand the relevant entry requirement, course duration, delivery and assessment schedule and requirements, fees and charges, refund policy and etc.

You should also read this Qualification Brochure in conjunction with TACIS Student Handbook which contains other important information during your enrolment and study at TACIS.

If you have any question about anything as to the qualification(s), enrolment process, please kindly ask TACIS staff.
Looking forward to seeing you on TACIS campus(es).

Qingyang WEI

Principal Executive Officer

Marshall.wei@tacis.edu.au

Student Engagement Policy

In accordance with the National Code 2018 of the ESOS Act 2000, TIIS ensures that it provides all relevant information (in line with the requirements in National Code 2018) to students prior to their enrolments to ensure they make an informed decisions about studying with TACIS. TACIS ensures that students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

TACIS ensures that it will not accept tuition or non-tuition fees until the overseas student has signed or otherwise accepted the letter of offer as a binding agreement between TACIS and the student. For example, if an overseas student sends a signed written agreement with an accompanying payment or makes the payment in person to the registered provider with the signed agreement, this meets the requirements of the National Code 2018 and the ESOS Act 2020.

1. TACIS does not commit to securing migration or education assessment outcomes for overseas students.
2. TACIS does not recruit students if it conflicts with its obligations under Standard 7 (Overseas Student Transfers).
3. The following information is made available for all students prior to TACIS accepting to applications from prospective students.
 4. all requirements for acceptance into a course, including:
 1. the minimum level of English language proficiency,
 2. educational qualifications or work experience required and
 3. whether course credit may be applicable
 5. course content and duration, qualification types, modes of study and assessment methods.
 6. campus location(s) and a general description of facilities, equipment, and learning and library resources available to students.
 7. details of any arrangements (if any) with another registered provider, person or business to provide the course or part of the course.
 8. course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
 9. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
 10. a description of the ESOS framework made available electronically by DET
 11. relevant information on living in Australia, including:
 1. indicative costs of living
 2. accommodation options, and
 3. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

List of Qualifications

National Code	Qualification	CRICOS Code	Duration
BSB50820	Diploma of Project Management	104055J	52 Weeks
BSB60720	Advanced Diploma of Program Management	104448C	52 Weeks
CHC30121	Certificate III in Early Childhood Education and Care	106989B	52 weeks
CHC50121	Diploma of Early Childhood Education and Care	106990J	52 weeks
CPP41419	Certificate IV in Real Estate Practice	Australian Domestic Students ONLY.	
CPP51122	Diploma of Property (Agency Management)	Australian Domestic Students ONLY.	

Diploma of Project Management

Code and Title of Qualification	BSB50820 Diploma of Project Management		
Training Package	Business Services Training Package	Link to Training Package	https://training.gov.au/Training/Details/BSB50820
AQF Level	Level 5	Implementation Guide	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10
CRICOS Course Code	104055J	Duration	52 Weeks
Introduction to Qualification	<p>This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across a number of industry sectors. The job roles that relate to this qualification may include Project Manager and Project Team Leader.</p> <p>Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.</p>		
Entry Requirements	<p>There are no specific entry requirements for this qualification outlined in the qualification description. However, students must:</p> <ul style="list-style-type: none"> • Be 18 years old or above • have satisfactorily completed Year 12 of secondary education or its equivalent, or have appropriate and relevant experience, and; • complete a screening interview with the Academic Manager or his representative to assess suitability and capability in completing this qualification; 		
Qualification Pathway	Students who complete this qualification may continue to study BSB60720 Advanced Diploma of Program Management at TACIS or other education provider.		
Course Structure	A total number of 12 units including 8 core units PLUS 4 elective units is required for the award of this qualification.		
	Units of Competency	Core/Elective	
	1. BSBPMG530 Manage project scope	C	
	2. BSBPMG531 Manage project time	C	
	3. BSBPMG532 Manage project quality	C	
	4. BSBPMG533 Manage project cost	C	
	5. BSBPMG534 Manage project human resources	C	
	6. BSBPMG535 Manage project information and communication	C	
	7. BSBPMG536 Manage project risk	C	
	8. BSBPMG540 Manage project integration	C	
	9. BSBPMG537 Manage project procurement	E	
	10. BSBPMG538 Manage project stakeholder engagement	E	
	11. BSBCRT511 Develop critical thinking in others	E	
	12. BSBOPS501 Manage business resources	E	
Assessment arrangements	<p>A range of assessment and evidence gathering methods and techniques are used including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <p>A range of assessment and evidence gathering methods and techniques are used, including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <ul style="list-style-type: none"> • Assessment Task 1. Written Activity 		

	<ul style="list-style-type: none"> • Assessment Task 2. Case Study • Assessment Task 3. Observation/Demonstration • Assessment Task 4. Practical Activity • Assessment Task 5. Portfolio/Third Party Report
Volume of Learning	<p>The Approximate nominal hours required to complete qualification are approximately 900 hours.</p> <ol style="list-style-type: none"> 1. Guided learning & Self-studies 2. Completion of assessments 3. Work-related or simulated work practices
Learning Resources	<p>The resources provided to students for this qualification include the following:</p> <ul style="list-style-type: none"> • Unit Learner Guide • Unit Assessment Booklet • PowerPoint Preparation for each topic • Additional resources
Learner Educational and Support Services	<p>A range of support services are available to learners including but not limited to:</p> <ul style="list-style-type: none"> • <i>Counselling – general or personal, support and referrals</i> • <i>Study assistance as required</i> • <i>Language, literacy and numeracy support</i> • <i>Scheduled individual consultations</i>
Delivery Modes	<p>This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace.</p> <p>TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.</p> <p>Educational support mechanisms have been made available for maximising participants' completion of the course.</p>
Trainers/Assessors	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>

Advanced Diploma of Program Management

Code and Title of Qualification	BSB60720 Advanced Diploma of Program Management		
Training Package	Business Services Training Package	Link to Training Package	https://training.gov.au/Training/Details/BSB60720
AQF Level	Level 6	Implementation Guide	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10
CRICOS Course Code	104448C	Duration	52 Weeks
Introduction to Qualification	<p>This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts. The job roles that relate to this qualification include Program Manager. Individuals in these roles are responsible for managing or directing a program to achieve organisational objectives. A program is defined as a set of interrelated projects, each of which has a project manager.</p>		
Entry Requirements	<p>Entry to this qualification is limited to those who:</p> <ol style="list-style-type: none"> Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version). Or Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise. 		
Qualification Pathway	Students who complete this qualification may continue to study related higher education qualifications.		
Course Structure	A total number of units including 4 core units PLUS 8 elective units is required for the award of this qualification.		
	Units of Competency	Core/Elective	
	BSBPMG630 Enable program execution	Core	
	BSBPMG634 Facilitate stakeholder engagement	Core	
	BSBPMG635 Implement program governance	Core	
	BSBPMG636 Manage benefits	Core	
	BSBCRT611 Apply critical thinking for complex problem solving	Elective	
	BSBINN601 Lead and manage organisational change	Elective	
	BSBSTR601 Manage innovation and continuous improvement	Elective	
	BSBPEF502 Develop and use emotional intelligence	Elective	
	BSBFIN601 Manage organisational finances	Elective	
	BSBSTR602 Develop organisational strategies	Elective	
	BSBOPS601 Develop and implement business plans	Elective	
	BSBSUS601 Lead corporate social responsibility	Elective	
Volume of Learning	<p>The Approximate nominal hours required to complete qualification are approximately 900 hours.</p> <ol style="list-style-type: none"> Guided learning & Self-studies Completion of assessments <p>Work-related or simulated work practices</p>		
Learning Resources	<p>The resources provided to students for this qualification include the following:</p> <ul style="list-style-type: none"> Unit Learner Guide Unit Assessment Booklet PowerPoint Preparation for each topic 		

	Additional resources
Learner Educational and Support Services	<p>A range of support services are available to learners including but not limited to:</p> <ul style="list-style-type: none"> • Counselling – general or personal, support and referrals • Study assistance as required • Language, literacy and numeracy support <p>Scheduled individual consultations</p>
Delivery Modes	<p>This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace.</p> <p>TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.</p> <ol style="list-style-type: none"> 1. Educational support mechanisms have been made available for maximising participants' completion of the course.
Assessment Arrangement	<p>A range of assessment and evidence gathering methods and techniques are used including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <p>A range of assessment and evidence gathering methods and techniques are used, including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <ul style="list-style-type: none"> • Assessment Task 1. Written Activity • Assessment Task 2. Case Study • Assessment Task 3. Observation/Demonstration • Assessment Task 4. Practical Activity • Assessment Task 5. Portfolio/Third Party Report
Trainers/Assessors	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>

CHC30121 Certificate III in Early Childhood Education and Care

Code and Title of Qualification	CHC30121 Certificate III in Early Childhood Education and Care		
Training Package	Community Services 5.0	Link to Training Package	https://training.gov.au/Training/Details/CHC30121
AQF Level	Level 3	Companion Volume	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53
CRICOS Course Code	106989B	Duration	52 Weeks
Description of the Qualification	<p>This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.</p> <p>Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.</p>		
Workplace Requirements	<p>To achieve this qualification, the individual must have completed a total of least 160 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.</p> <p>Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.</p>		
License Outcome	No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.		
Qualification Packaging Rules	<p>A total number of 17 units must be selected for this qualification including: 15 core units and 2 elective units</p> <p>All electives have been chosen to be relevant to the work outcome, local industry requirements and Consistent with the qualification packaging rules, the units listed below have been selected to be delivered for this qualification. The Code and Title of each unit is provided as well as an indication of core (C), elective (E), pre-requisite (Pre) and licensing requirements (Lic), if required.</p>		
Entry Requirements	<p>There are no specific entry requirements for this qualification outlined in the qualification description. However, students must:</p> <ol style="list-style-type: none"> 1. Be 18 years old or above 2. have satisfactorily completed Year 12 of secondary education or its equivalent, or have appropriate and relevant experience, and; 3. be competent in English (a minimum of IELTS 5.5 or equivalent) or demonstrate vocational proficiency through an entry examination. Students must achieve at least 50 percent in the entry examinations before being accepted into the program); 4. and complete a screening interview with the Academic Manager of his representative to assess suitability and capability in completing this qualification; 5. If it is determined that the student need to complete a Language, Literacy and Numeracy (LLN) test, the student will be required to complete a LLN test to determine whether the student might be suitable for this qualification or any supporting services might be required during the student's enrolment at TACIS. 		
Units of Competency	A total number of 17 units including 15 core units PLUS 2 elective units is required for the award of this qualification.		

	CHCECE030 Support inclusion and diversity	Core
	CHCECE031 Support children's health, safety and wellbeing	Core
	CHCECE032 Nurture babies and toddlers	Core
	CHCECE033 Develop positive and respectful relationships with children	Core
	CHCECE034 Use an approved learning framework to guide practice	Core
	CHCECE035 Support the holistic learning and development of children	Core
	CHCECE036 Provide experiences to support children's play and learning	Core
	CHCECE037 Support children to connect with the natural environment	Core
	CHCECE038 Observe children to inform practice	Core
	CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	Core
	CHCECE055 Meet legal and ethical obligations in children's education and care	Core
	CHCECE056 Work effectively in children's education and care	Core
	CHCPRT001 Identify and respond to children and young people at risk	Core
	HLTAID012 Provide First Aid in an education and care setting	Core
	HLTWHS001 Participate in workplace health and safety	Core
	CHCDIV001 Work with diverse people	Elective
	CHCPRP003 Reflect on and improve own professional practice	Elective
Delivery modes	<p>This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace.</p> <p>TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.</p> <p>Educational support mechanisms have been made available for maximising participants' completion of the course.</p>	
Volume of Learning	<p>Approximate nominal hours required to complete qualification are 1200-2400 hours. Students enrolled in this qualification are expected to complete their studies over a period of 52 weeks including 4 x 10 weeks terms and 12 weeks holiday breaks. The breakdown will be as follows:</p> <ol style="list-style-type: none"> 6. Face-to-face and/or online tuition hours in total: 800 hours/40 weeks 7. Preparation and completion of assessments: 20 hours/unit x 17 units = 340 hrs 8. Delivery of this course will be via face-to-face classroom workshops for 2 days/week at TACIS premises for international students. 9. Recorded video sessions are available for students who are enrolled online and/or distance. 10. Scheduled tutorials are also available for students who are enrolled online and/or distance upon request. <p>In addition, students are encouraged to set aside a minimum of 15 hours in self-paced study for each unit.</p>	
Learning Resources	<p>The resources provided to students for this qualification include the following:</p> <ul style="list-style-type: none"> • Unit Learner Guide • Unit Assessment Booklet • Online Assessment Booklet • Workplace Assessment Booklet (Observation tools) • Additional resources (videos or PPTs etc.) 	

<p>Work Placement requirements</p>	<p>To achieve this qualification, the individual must have completed a total of least 160 hours of work in a regulated children’s education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.</p> <p>It has been our experience that most students will secure their work placement themselves typically close to home. Work placement can only be undertaken in an accredited early childhood education and care service. During the work placement, students will be supervised and assessed by CHC Services’ qualified trainers and assessors. The CHC Services trainer/assessor will visit each student on a minimum of 4 occasions although more frequent visits will be conducted if necessary. Satisfactory completion of this work placement is a mandatory part of the requirements for successful completion of this course.</p> <p><u>Work Placement Requirements</u></p> <p>National Criminal Record Check Prior to commencing work placement, students will be required to undertake a Criminal Record Check (CRC) to obtain a National Police Certificate. Students will need to meet the cost of this.</p> <p>Working with Children Check First Aid Certificate It is not a requirement to have a current first aid certificate to volunteer in the child care industry. Workplaces however do have the right to request that a student holds the HLTAID004 Provide First Aid certificate.</p>
<p>Trainers/Assessors</p>	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>
<p>Learner Educational and Support Services</p>	<p><i>A range of support services are available free of charge to Learners including as appropriate:</i></p> <ul style="list-style-type: none"> • <i>Counselling – general or personal, support and referrals</i> • <i>Study assistance as required</i> • <i>Language, literacy and numeracy support</i> • <i>Accommodating work and study</i> <p><i>Any identified support needs will be recorded on the Individual Training Plan.</i></p>

CHC50121 Diploma of Early Childhood Education and Care

Code and Title of Qualification	CHC50121 Diploma of Early Childhood Education and Care		
Training Package	Community Services 5.0	Link to Training Package	https://training.gov.au/Training/Details/CHC50121
AQF Level	Level 5	Companion Volume	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53
CRICOS Course Code	106990J	Duration	52 Weeks
Description of the Qualification	<p>This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service operations. They use specialised knowledge and analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators. Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.</p>		
License Outcome	No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.		
Entry Requirements	<p>Entry to this qualification is open to individuals who:</p> <ul style="list-style-type: none"> hold a CHC30121 Certificate III in Early Childhood Education and Care or CHC30113 Certificate III in Early Childhood Education and Care. <p>Individuals must be 18 years old or above</p>		
Qualification Packaging Rules	<p>A total number of 15 units must be selected for this qualification including: 12 core units and 3 elective units</p> <p>All electives have been chosen to be relevant to the work outcome, local industry requirements and Consistent with the qualification packaging rules, the units listed below have been selected to be delivered for this qualification.</p>		
Units of Competency	BSBTWK502 Manage team effectiveness		Core
	CHCECE041 Maintain a safe and healthy environment for children		Core
	CHCECE042 Foster holistic early childhood learning, development and wellbeing		Core
	CHCECE043 Nurture creativity in children		Core
	CHCECE044 Facilitate compliance in a children's education and care service		Core
	CHCECE045 Foster positive and respectful interactions and behaviour in children		Core
	CHCECE046 Implement strategies for the inclusion of all children		Core
	CHCECE047 Analyse information to inform children's learning		Core
	CHCECE048 Plan and implement children's education and care curriculum		Core
	CHCECE049 Embed environmental responsibility in service operations		Core
	CHCECE050 Work in partnership with children's families		Core
	CHCPRP003 Reflect on and improve own professional practice		Core
	BSBHRM413 Support the learning and development of teams and individuals		Elective
	CHCECE057 Use collaborative practices to uphold child protection principles		Elective
	CHCMGT003 Lead the work team		Elective
Course Duration	12 months/52 weeks, including 4 terms x 10 weeks tuition plus 12 weeks break in between terms.		

Delivery modes	<p>This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace.</p> <p>TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.</p> <p>Educational support mechanisms have been made available for maximising participants' completion of the course.</p>
Volume of Learning	<p>Approximate nominal hours required to complete qualification are 1200-2400 hours. Students enrolled in this qualification are expected to complete their studies over a period of 52 weeks including 4 x 10 weeks terms and 12 weeks holiday breaks. The breakdown will be as follows:</p> <ol style="list-style-type: none"> 11. Face-to-face and/or online tuition hours in total: 800 hours/40 weeks 12. Preparation and completion of assessments: 20 hours/unit x 15 units = 300hrs 13. Delivery of this course will be via face-to-face classroom workshops for 2 days/week at TACIS premises for international students. 14. Recorded delivery sessions are available for online and distance students. 15. Scheduled tutorials are available for online and distance students upon request. <p>In addition, students are encouraged to set aside a minimum of 15 hours in self-paced study for each unit.</p>
Pathways and articulation	<p>By completing this qualification, students have the option to continue in a related higher education qualification at different universities.</p>
Learning Resources	<p>The resources provided to students for this qualification include the following:</p> <ul style="list-style-type: none"> • Unit Learner Guide • Unit Assessment Booklet • Online Assessment Booklet • Workplace Assessment Booklet (Observation tools) • Additional resources (videos or PPTs etc.)
Assessment Arrangement	<p>A range of assessment and evidence gathering methods and techniques are used including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <ul style="list-style-type: none"> • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports <p>Learners may apply for Recognition of Prior Learning (RPL) for units of competence where they may have demonstrated competency. For detailed assessment tasks, please refer to the relevant assessment booklets of each particular unit.</p>
Workplace Supervisor Requirements	<p>During work placement at an approved Early Childhood Education and Care centre, the Learner will be supervised and guided by an assigned Workplace Supervisor/s who will have to be an individual currently employed in delivering early childhood education and care duties with relevant workplace experience and/or hold the Diploma of Early Childhood Education and Care qualification or higher. A Certificate III in Early Childhood Education and Care may be accepted in cases where and when the Learner will be “buddied-up” with a peer.</p> <p>The Trainer/Assessor will meet with the Supervisor and the Learner prior to the work placement to start to discuss requirements of the work placement and to ensure that all required resources are available in the workplace.</p>
Work Placement Requirements	<p>All learners enrolled in this course must undertake a minimum of 280 hours work placement in an accredited early childhood education and care service. Work placement must be successfully completed in order to gain this qualification.</p>

	<p>All learners must satisfy the Working with Children Check (WWCC) requirements prior to starting their work placement.</p> <p>It has been our experience that most learners will secure their work placement themselves typically close to home. Work placement can only be undertaken in an accredited early childhood education and care service.</p> <p>During the work placement, learners will be supervised and assessed by CHC's qualified trainers and assessors. The TACIS trainer/assessor will visit each student on a minimum of 2 occasions although more frequent visits will be conducted if necessary. Satisfactory completion of this work placement is a mandatory part of the requirements for successful completion of this course.</p> <p><u>Work Placement Requirements</u></p> <p>National Criminal Record Check</p> <p>Prior to commencing work placement, learners will be required to undertake a Criminal Record Check (CRC) to obtain a National Police Certificate. Learners will need to meet the cost of this.</p> <p>Working with Children Check</p> <p>First Aid Certificate</p> <p>It is not a requirement to have a current first aid certificate to volunteer in the child care industry. Workplaces however do have the right to request that a student holds the HLTAID004 Provide First Aid certificate.</p>
<p>Trainers/Assessors</p>	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>
<p>Learner Educational and Support Services</p>	<p><i>A range of support services are available free of charge to Learners including as appropriate:</i></p> <ul style="list-style-type: none"> • <i>Counselling – general or personal, support and referrals</i> • <i>Study assistance as required</i> • <i>Language, literacy and numeracy support</i> • <i>Scheduled tutorials etc.</i>

CPP41419 Certificate IV in Real Estate Practice

Code and Title of Qualification	CPP41419 Certificate IV in Real Estate Practice
Introduction	<p>This qualification reflects the role of real estate professionals who apply knowledge of real estate practice legal agency and compliance requirements, ethical standards and consumer preferences to conduct real estate functions.</p> <p>This qualification applies to people primarily working in residential property, with the core units relevant to commercial property, including business broking, and stock and station transactions.</p>
Occupation Outcome	<p>Students who complete the qualification may work as</p> <ul style="list-style-type: none"> • Auctioneer • Stock and Station Agent • Business Broker, Business Agent, Franchise Broker • Property Manager, Body Corporate Manager • Real Estate Agent • Real Estate Representative, Real Estate Salesperson, Real Estate Sub-agent,
Duties associated with this qualification.	<p>People with this qualification are commonly engaged with:</p> <ul style="list-style-type: none"> • analysing data, industry intelligence and leads to identify prospects • developing, building and maintaining relationships with lessors, tenants, vendors and buyers • providing advice to lessors, tenants, vendors and buyers on the sale, purchase or lease of commercial, residential, stock and station, and property real estate • implementing systems, forms and documents to ensure real estate agency transactions are compliant with regulatory requirements; managing risk to agency and agent, and demonstrating high standards of ethical practice • transacting, accessing, and preserving the integrity of trust accounts to minimise customer and agency risk • establishing, maintaining, executing and concluding contracts with lessors, tenants, vendors and buyers, including by auction • building and promoting the agency and individual brands.
Occupational licensing outcomes	<p>Occupational licensing outcomes are associated with some of the specializations packaged in this qualification. The units packaged in the specializations of this qualification have also been developed as Skill Sets: This qualification applies to people primarily working in residential property.</p>
Licensing, legislative, regulatory or certification requirements	<p>Licensing, legislative, regulatory or certification requirements apply to real estate practices in all states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.</p> <p>This qualification has been designed in line with the Licensing, legislative, regulatory or certification requirements of NSW and VIC.</p>
Qualification Packaging Rules	<p>To achieve this qualification, competency must be demonstrated in:</p> <ul style="list-style-type: none"> • 18 units of competency: <ul style="list-style-type: none"> • 5 core units • 13 elective units. <p>This qualification chooses all the elective units in any Groups A and D with the remaining elective units may be chosen from the general elective units with the detailed units of</p>

	competency listed as below.		
Entry Requirements	<p>There are no specific entry requirements for this qualification outlined in the qualification description. However, students must:</p> <ul style="list-style-type: none"> • Be 18 years old or above • have satisfactorily completed Year 12 of secondary education or its equivalent, or have appropriate and relevant experience, and; • complete a screening interview with the Academic Manager or his representative to assess suitability and capability in completing this qualification • If it is determined that the student needs to complete a Language, Literacy and Numeracy (LLN) test, the student will be required to complete a LLN test to determine whether the student might be suitable for this qualification, or any supporting services might be required during the student's enrolment at TACIS. 		
Qualification Pathway	Students who complete this qualification may continue to study CPP51122 - Diploma of Property (Agency Management).		
Unit Code	Unit Name	Nominal Hours	C/E
CPPREP4001	Prepare for professional practice in real estate	40	C
CPPREP4002	Access and interpret ethical practice in real estate	40	C
CPPREP4003	Access and interpret legislation in real estate	40	C
CPPREP4004	Establish marketing and communication profiles in real estate	40	C
CPPREP4005	Prepare to work with real estate trust accounts	40	C
Group A - Residential Property Sales			
CPPREP4101	Appraise property for sale or lease	40	E
CPPREP4102	Market property	60	E
CPPREP4103	Establish vendor relationships	40	E
CPPREP4104	Establish buyer relationships	60	E
CPPREP4105	Sell property	40	E
Other electives			
CPPREP4161	Undertake pre-auction processes	60	E
CPPREP4163	Complete post-auction processes and contract execution	40	E
CPPREP4201	Appraise commercial property	60	E
CPPREP4261	Appraise business for sale	40	E
CPPREP4504	Deliver presentations to clients in real estate	60	E
CPPREP5007	Develop a strategic business plan in the property industry	40	E
CPPREP5008	Market the property agency	40	E
CPPREP4162	Conduct and complete sale by auction	40	E
Volume of Learning	<p>The Approximate nominal hours required to complete qualification are approximately 900 hours.</p> <p>16. Guided learning & Self-studies 20 hours/unit x 18 units = 360 hrs</p> <p>17. Completion of assessments: 20 hours/unit x 18 units = 360 hrs</p> <p>18. Work-related or simulated work practices 10 hours per units = 180 hrs</p>		
Learning Resources	<p>The resources provided to students for this qualification include the following:</p> <ul style="list-style-type: none"> • Unit Learner Guide • Unit Assessment Booklet • PowerPoint Preparation for each topic • Additional resources 		
Learner Educational and Support Services	<p>A range of support services are available to learners including but not limited to:</p> <ul style="list-style-type: none"> • Counselling – general or personal, support and referrals • Study assistance as required 		

	<ul style="list-style-type: none"> • <i>Language, literacy and numeracy support</i> • <i>Scheduled individual consultations</i>
Delivery Modes	<p>This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace.</p> <p>TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.</p> <p>Educational support mechanisms have been made available for maximising participants' completion of the course.</p>
Assessment Arrangement	<p>A range of assessment and evidence gathering methods and techniques are used including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <ul style="list-style-type: none"> • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports <p>Learners may apply for Recognition of Prior Learning (RPL) for units of competence where they may have demonstrated competency. For detailed assessment tasks, please refer to the relevant assessment booklets of each particular unit.</p>
Trainers/Assessors	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>
Learner Educational and Support Services	<p>A range of support services are available free of charge to Learners including as appropriate:</p> <ul style="list-style-type: none"> • <i>Counselling – general or personal, support and referrals</i> • <i>Study assistance as required</i> • <i>Language, literacy and numeracy support</i> • <i>Scheduled tutorials etc.</i>

CPP51122 - Diploma of Property (Agency Management)

Code and Title of Qualification	CPP51122 - Diploma of Property (Agency Management)
Introduction	<p>This qualification reflects the role of property services principals who apply knowledge of property agency and compliance requirements, ethical standards and consumer preferences to establish and control property services functions.</p> <p>This qualification applies to residential or commercial practice in real estate sales, real estate property management, strata management, business broking, stock and station, or auctioneering. Depending on units selected in the qualification, the following occupational option may be awarded: Diploma of Property (Agency Management)</p>
Occupation Outcome	<p>Students who complete the qualification may work as</p> <ul style="list-style-type: none"> • Real Estate Agency Principal • Senior Strata Manager • Strata Management Principal • Agency Manager • Agency Director.
Duties associated with this qualification.	<p>People with this qualification are commonly engaged with:</p> <ul style="list-style-type: none"> • understanding business systems, structures, property agency practices and business entities • understanding legal and ethical frameworks for property agency operations • developing systems, procedures and protocols for managing property agency functions • establishing and controlling trust accounts and property agency business finances • coordinating ethics, risk and consumer protection systems to meet industry legal and customer expectations and requirements • developing and maintaining knowledge of industry trends • developing and maintaining relationships with lessors, tenants, vendors and buyers, buyers' agents, owners and owners' agents • establishing and implementing strategic business plans and operational plans • establishing and implementing agency and individual branding • leading and managing people, including recruitment, induction, coaching and mentoring for teams and individuals • managing work health and safety (WHS) risk to ensure a safe working environment in the property services industry.
Occupational licensing outcomes	Occupational licensing outcomes are associated with some of the specializations packaged in this qualification. The units packaged in the specializations of this qualification have also been developed as Skill Sets: This qualification applies to people primarily working in residential property.
Licensing, legislative, regulatory or certification requirements	Licensing, legislative, regulatory or certification requirements apply to real estate practices in all states and territories and may apply to strata community management in some states and territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

	This qualification has been designed in line with the Licensing, legislative, regulatory or certification requirements of NSW and VIC.		
Qualification Packaging Rules	To achieve this qualification, competency must be demonstrated in: 12 units of competency: <ul style="list-style-type: none"> 7 core units 5 elective units. 		
Entry Requirements	There are no specific entry requirements for this qualification outlined in the qualification description. However, students must: <ul style="list-style-type: none"> Be 18 years old or above have satisfactorily completed Cert IV in Real Estate. 		
Qualification Pathway	Students who complete this qualification may continue higher education in related field.		
Unit Code	Unit Name	Nominal Hours	C/E
CPPREP5001	Manage compliance in the property industry	40	C
CPPREP5002	Establish and monitor property industry trust account management practices	40	C
CPPREP5003	Manage ethical practice in the property industry	40	C
CPPREP5004	Manage a safe workplace in the property industry	40	C
CPPREP5005	Manage teams in the property industry	40	C
CPPREP5006	Manage operational finances in the property industry	40	C
CPPREP5007	Develop a strategic business plan in the property industry	40	C
BSBHRM524	Coordinate workforce plan implementation	40	E
BSBHRM528	Coordinate remuneration and employee benefits	60	E
BSBHRM612	Contribute to the development of employee and industrial relations strategies	40	E
BSBLDR522	Manage people performance	60	E
BSBLDR602	Provide leadership across the organization	40	E
Volume of Learning	The Approximate nominal hours required to complete qualification are approximately 700 hours. 19. Guided learning & Self-studies 20 hours/unit x 12 units = 240 hrs 20. Completion of assessments: 20 hours/unit x 18 units = 240 hrs 21. Work-related or simulated work practices 10 hours per units = 180 hrs		
Learning Resources	The resources provided to students for this qualification include the following: <ul style="list-style-type: none"> Unit Learner Guide Unit Assessment Booklet PowerPoint Preparation for each topic Additional resources 		
Learner Educational and Support Services	A range of support services are available free of charge to Learners including as appropriate: <ul style="list-style-type: none"> Counselling – general or personal, support and referrals Study assistance as required Language, literacy and numeracy support Any identified support needs will be recorded on the Individual Training Plan. 		
Delivery Modes	This qualification is delivered via Face-to-face on campus, and/or online and/or distance and/or blended mode and/or workplace. TACIS has managed to Contextualise the unit content or delivery methods to suit the enrolled learners.		

	Educational support mechanisms have been made available for maximising participants' completion of the course.
Assessment Arrangement	<p>A range of assessment and evidence gathering methods and techniques are used including 2 – 4 or more methods for each unit of competency. For this course, methods include:</p> <ul style="list-style-type: none"> • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports
Trainers/Assessors	<p>TACIS has qualified trainers/assessors with relevant vocational qualifications and experience. Existing trainers/assessors are required to have the current Certificate IV in Training and Assessment and relevant competencies for the areas in which they are delivering or assessing.</p> <p>All trainers and assessors will continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence (1.6-1.13), to support continuous improvement in the delivery and assessment of the competencies.</p> <p>Any trainers or assessors who are not meeting the relevant standards will be provided with supervision at TACIS including mentoring program or any other appropriate professional development opportunities.</p>
Learner Educational and Support Services	<p>A range of support services are available to learners including but not limited to:</p> <ul style="list-style-type: none"> • <i>Counselling – general or personal, support and referrals</i> • <i>Study assistance as required</i> • <i>Language, literacy and numeracy support</i> • <i>Scheduled individual consultations</i>

Fees & Charges

TACIS is entitled to charge fees for services provided to student s undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 10 days of receiving an invoice from TACIS. TACIS may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges are published within the

current schedule of fees and charges.

Schedule of Fees and Charges

The CEO is responsible for approving TACIS Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by TACIS to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing student s, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to student s who are deemed not yet competent on completion of training and assessment.

Fees and Charges

Qualification (s)	Total Fees
CHC30121 Certificate III in Early Childhood Education and Care	\$10,800 (includes administration fees, material fees and tuition fees)
CHC50121 Diploma of Early Childhood Education and Care	\$10,800 (includes administration fees, material fees and tuition fees)
BSB50820 Diploma of Project Management	\$12,800 (includes administration fees, material fees and tuition fees)
BSB60720 Advanced Diploma of Program Management	\$12,800 (includes administration fees, material fees and tuition fees)
CPP41419 Certificate IV in Real Estate Practice	\$3,800 (includes administration fees, material fees and tuition fees)
CPP51122 Certificate IV in Real Estate Practice	\$3,800 (includes administration fees, material fees and tuition fees)
Administration Fees (includes Enrolment)	\$300 (non-refundable)
Materials Fee (includes Textbooks, Student Guides...)	\$500 (non-refundable)
Other Fees and Charges (as required)	
Re-assessment if the student is deemed "Not Yet Competent" after 2 attempts	\$200/unit to be re-assessed (non-refundable)
Late Assessment Submission Fee	\$200/unit (non-refundable)
Recognition of Prior Learning (RPL) processing	\$250/unit (non-refundable)
Credit Transfer (per application - no limit of units)	\$200/application (non-refundable)
Re-issue of qualification/certificate	\$60 (non-refundable)

Re-issue of academic transcript or attendance letter	\$20 (non-refundable)
Re-issue of lost student card	\$20 (non-refundable)
Building access card	\$50 (refundable when card returned)
Overseas Student s Health Cover (for international student s only) – The cost of OSHC varies depending on the type of cover required and is in addition to the course and tuition fees. TACIS has an agreement with Allianz to ensure all student s benefit of the right cover. The average cost of minimum cover is as follows:	
3. Singles	\$437/12 months
4. Couples	\$1222/12 months
5. Single parents	\$1744/12 months
6. Family	\$2022/12 months

Protect prepaid fees by Students

TACIS acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by student s in advance of their training and assessment services being delivered. To meet our responsibilities TACIS may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, TACIS may require payment of additional fees in scheduled payments in advance from the student as shown above.

Refund Policy and Procedure

Refund Policy – Student’s Default

Any student who wishes to request a refund for whatever reason must complete an Application for Refund Form and addressed to the CEO, clearly stating the reason for the refund and/or cancellation.

Table below indicates a list of refund items:

Description of items	Refund status
Administration fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa rejection due to students’ actions including providing forged or fraudulent documents etc.	No refund
Visa cancellation due to student s actions	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of CHC’s policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider
If TACIS withdraws its offer to deliver the course prior to course commencement date	Full refund including enrolment and course material fee
If TACIS withdraws its offer to deliver the course after course commencement date	Refund of the unused tuition fee

If the student fails to commence with or without notifying the College, no refund will be available, except in special circumstances.

“Special circumstances” under which a full refund will be considered and which are beyond the student’s control:

6. In the case of serious illness – verified by a medical certificate
7. Family or personal tragedy
8. Acts of God
9. Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
10. Where a Student’s Visa has not been granted

If required / or if TACIS agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents). If a student withdraws from a course of study after commencing, for any reason outside those specified under "Special Circumstances", no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

TACIS agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, full payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

TACIS will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person (the Student) who enters into the contract with TACIS unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent or a family member. All refunds will be paid in Australian Dollars.

Note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. TACIS' dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refund – Provider Default

In the unlikely event that TACIS is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

Alternatively, the student may be offered enrolment in another course/qualification by TACIS at no extra cost to the student.

The student has the right to choose whether they would prefer a refund of unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification), or to accept a place in another course.

If the student chooses placement in another course, TACIS will ask the student to sign a document to indicate that they accept the placement.

Underpinned by the *Education Services for Overseas Students 2000* (the ESOS Act), the TPS framework protects international students on student visas when their provider defaults. That is, their provider closes, fails to start, or stops offering a course.

The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees. Please

refer to the website for further information: <https://www.dese.gov.au/tps/tuition-protection-international-providers>

Refund Procedure

The Student will fill in the Refund Request Form with supporting documents and provide a copy of the same to the Student Services Officer in person or via email at info@tacis.edu.au.

The Student Services Officer will forward this application to the CEO who will in coordination with the Finance Manager start processing the application.

The CEO will (based on the evidence provided), approve or reject the refund request. This decision will be conveyed to the Student Services Officer.

The Student Services Officer will then provide a written outcome to the earner regarding refund application within 28 days from date of receipt of the refund application.

Complaint and Appeal Policy and Procedure

TACIS ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students to appeal against such decisions, which affect the student's progress. There is no charge for the student to access the internal complaints and appeal process.

Every effort will be made by TACIS to resolve the student's complaints or concern. To this end, the CEO is the person to refer formal complaints/concerns. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the students.

Where complaint/concern cannot be resolved internally, TACIS will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.

Directive

11. All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Student Handbook).
12. All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
13. All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
14. Current students are provided with details of external authorities they can approach if they are not satisfied with college's decision.

15. All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
16. All complaints/concerns and appeals and outcomes will be documented in writing.
17. TACIS will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from the lodgement of Complaint or Appeal form
18. Any parties may be accompanied and assisted by a support person at relevant meetings.
19. If an international student chooses to access TACIS complaints and appeals processes, that TACIS will maintain the student's enrolment whilst the complaints and appeals process is ongoing.
20. If the internal or external complaint handling or appeal process results in a decision that supports the student, TACIS will immediately implement any decision and/or corrective and preventative action required.
21. Where an international student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting CHC Services, that they will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

Procedures

Students have a right to raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise during their course of study.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the student to contact the CEO or his representative before lodging a formal complaint, to discuss other avenues available to them.

Steps for Students

1. The student should firstly discuss the matter with their trainer/assessor. If they are still not satisfied, the student may then have the matter referred to the CEO or his representative for consideration.
2. The student must complete the Complaint and Appeal form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
3. The CEO or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.

4. The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings. (CRICOS Standard 8.1)
5. The CEO or his representative will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
6. The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
7. A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
8. A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, the RTO will take appropriate steps and will keep student informed about the course of action in this regard.
9. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with college decision, they may access external appeals at no cost to them for this referral' (refer to external agency section for more details regarding this in page 52). (CRICOS Standards 8.2 and 8.3)
10. If external appeal process results in an outcome that supports the student, the TACIS will take appropriate steps and will keep student informed about the course of action in this regard. (CRICOS Standard 8.5)
11. TACIS will maintain the student 's enrolment whilst the complaints and appeals process are ongoing. (CRICOS Standard 8.4)

Assessment related matters

If the student has been advised that they are Not Competent, but they believe that:

12. they genuinely do have the required degree of competency; and
13. that they have provided reasonable proof of this to CHC Services.
14. The process is quite simple and is allowed by the RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
15. The student should firstly discuss the matter with their appointed assessor. If they are still not satisfied, the student may then, have the matter referred to the CEO and/or Program Manager for consideration.
16. The student must complete the Complaint and Appeal form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.

17. The CEO and/or Program Manager will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.
18. The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
19. The CEO and/or Program Manager will discuss the circumstances with the trainer/assessor or any other staff member and make an informed decision.
20. The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
21. A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
22. A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
23. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, TACIS acknowledges the need for a student to go for external appeal process (refer to external agency section for more details regarding this).
24. If external appeal process results in an outcome that supports the student, TACIS will take appropriate steps and will keep student informed about the course of action in this regard.
25. TACIS will maintain the student 's enrolment whilst the complaints and appeals process is ongoing.

Note: TACIS will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

External Complaint and Appeal

If a student is not happy with internal appeal outcome the college will refer them to the Overseas Students Ombudsman (OSO). OSO helps international/overseas student s to OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

The table below provides more information about Ombudsman and its variety of service:

Description	Web link
About Overseas Students Ombudsman (OSO)	http://www.oso.gov.au/about-us/
Making a complaint	http://www.oso.gov.au/making-a-complaint/
More information regarding Overseas Students	http://www.oso.gov.au/overseas-student s/

More information regarding Private Education Providers	http://www.oso.gov.au/private-education-providers/
Frequently asked questions	http://www.oso.gov.au/frequently-asked-questions/
Description	Web link
Ombudsman contact us email	Email: ombudsman@ombudsman.gov.au
Phone	1300 362 072* within Australia Outside Australia call +61 2 6276 0111
Fax	02 6276 0123 within Australia Outside Australia +61 2 6276 0123
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	https://forms.business.gov.au/aba/ombudsman/overseas-students-ombudsman-complaint-form

Furthermore, external contacts provided below are a list of contacts that students may approach if they feel that TACIS has not handled or dealt with their complaint as per their expectations:

Description	Web link
NSW - Fair Trading	http://www.fairtrading.nsw.gov.au/
ACT – Office of Regulatory Services	http://www.ors.act.gov.au/
NT – Consumers Affairs	http://www.consumeraffairs.nt.gov.au/Pages/default.aspx
QLD – Office of Fair Trading	http://www.fairtrading.qld.gov.au/
SA – Consumer and Business Services	http://www.cbs.sa.gov.au/wcm/
TAS – Consumer Affairs and Fair Trading	http://www.consumer.tas.gov.au/
VIC – Consumer Affairs	http://www.consumer.vic.gov.au/
WA – Department of Commerce	http://www.commerce.wa.gov.au/consumerprotection/

Note:

1. If students want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450 or visit the following link <http://www.oso.gov.au/publications-and-media/brochures/>
2. There will be no cost to the student for this referral.
3. TACIS will maintain student's enrolment till internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.
4. ***The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.***

Disclaimer

Disclaimer

According to Clause 4.1 of **STANDARDS FOR RTOS 2015**, TACIS **does not guarantee** that:

a student will successfully complete a training product on its scope of registration, or

a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015 or

a student will obtain a particular employment outcome where this is outside the control of CHC Services.

For an electronic copy of the Standards for RTOs 2015, please visit ASQA website: www.asqa.gov.au

Under the **National Code 2018**, TACIS, as **a registered provider, must not:**

- *claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider*
- *guarantee a successful education assessment outcome for the student or intending student.*

To access the latest version of the National Code 2018, please follow this link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

***Note:** *The Qualification Brochure is accurate and correct at time of publication.*

TACIS endeavours to ensure that this brochure is updated in time of change. For accurate information, please always speak to one of our TACIS staff.

Student Qualification Brochure Acknowledgement Form

(This form must be signed and returned to TACIS before course commencement)

Name of Student:	
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I confirm that I have read and understood **TACIS Qualification Brochure**.

I acknowledge that this information is made available to me through TACIS website at www.tacis.edu.au and/or by email request.

Declaration:

I hereby declare that I have read and understood all pages of the **TACIS Qualification Brochure**.

(Version 4.3 March 2023.

I acknowledge that have been provided and explained in full the content of Brochure during the Orientation Day Program.

I declare that during my studies with TACIS, I will follow and abide by the rules, policies and procedures outlined in this Brochure.

Signature of Student:	
Date of Signature:	