TACIS Qualifications Brochure

V5.5 January 2026

It's all about your destination

Contents

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.

It's all about your destination

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, 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

Purpose

In accordance with the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**, TACIS is committed to ensuring that all prospective and enrolled students are provided with accurate, timely, and sufficient information to enable them to make informed decisions about studying with TACIS.

Policy Statement

TACIS ensures that:

- students receive clear and accurate information prior to enrolment, consistent with the National Code 2018;
- students' qualifications, experience, and English language proficiency are appropriate for the course for which enrolment is sought;
- no tuition or non-tuition fees are accepted until the student has formally accepted a **Letter of Offer**, creating a binding written agreement between TACIS and the student, in accordance with the ESOS Act 2000; and
- student recruitment and enrolment practices are ethical, transparent, and compliant with legislative and regulatory requirements.

Acceptance of a signed Letter of Offer, together with payment (whether submitted electronically or in person), constitutes a binding agreement under the ESOS Act 2000 and the National Code 2018.

Principles

TACIS:

1. **Does not guarantee** migration outcomes, employment outcomes, or education assessment outcomes for overseas students.
2. **Does not recruit or enrol students** in a manner that conflicts with its obligations under **Standard 7 – Overseas Student Transfers** of the National Code 2018.
3. Ensures recruitment practices support student success, academic integrity, and regulatory compliance.

Information Provided to Students Prior to Enrolment

Before accepting an application or enrolment, TACIS makes the following information available to prospective students:

1. Course Entry Requirements

Including:

- minimum English language proficiency requirements;
- required educational qualifications and/or work experience; and
- eligibility for Recognition of Prior Learning (RPL) or Credit Transfer, where applicable.

2. Course Information

Including:

- course content and structure;
- duration of the course;
- qualification type;
- modes of study (e.g. face-to-face, blended); and
- assessment methods.

3. Campus and Facilities

Including:

- campus location(s);
- a general description of facilities;
- learning resources, equipment, and library access.

4. Third-Party Arrangements

Details of any arrangements with another registered provider, organisation, or individual to deliver part or all of the course (if applicable).

5. Fees and Refunds

Including:
- tuition and non-tuition fees;
- advice that fees may change during the course of study; and
- applicable refund policies and conditions.

6. Enrolment Changes

Information on the grounds under which a student's enrolment may be:
- deferred, suspended, or cancelled.

7. ESOS Framework

A description of the ESOS framework, made available electronically through the Department of Education.

8. Living in Australia

Relevant information to assist overseas students, including:
- indicative costs of living.
- accommodation options; and
- where applicable, schooling obligations and options for school-aged dependants, including advice that school fees may apply.

List of Qualifications

National Code	Qualification	CRICOS Code	Duration	Location(s)
CHC30121	Certificate III in Early Childhood Education and Care (superseded)	106989B	52 weeks	Sydney
CHC50121	Diploma of Early Childhood Education and Care (superseded)	106990J	52 weeks	
CHC50125	Diploma of Early Childhood Education and Care	118896H	52 weeks	
CPP41419	Certificate IV in Real Estate Practice	Australian Domestic Students ONLY.		
CPP51122	Diploma of Property (Agency Management)	Australian Domestic Students ONLY.		
BSB50820	Diploma of Project Management	Australian Domestic Students ONLY.		
BSB60720	Advanced Diploma of Program Management	Australian Domestic Students ONLY.		
BSB80120	Graduate Diploma of Management (Learning)	Australian Domestic Students ONLY.		

ESSENTIAL CONTACT DETAILS

Principal Executive Officer: Marshall WEI

Phone 1300 891 598

E-mail: admission@tacis.edu.au and/or Marshall.Wei@tacis.edu.au

Sydney Campus Address: Ground Floor, 13-15 Smail Street, Ultimo NSW 2008 AUSTRALIA

CHC30121 - Certificate III in Early Childhood Education and Care

This qualification has been superseded by CHC30125 and TACIS is in contact with ASQA to have the new qualification added.

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	3		Duration	52 Weeks	CRICOS Course Code	106989B
Description of the Qualification	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. Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.					
Workplace Requirements	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. 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.					
License Outcome	No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.					
Qualification Packaging Rules	A total number of 17 units must be selected for this qualification including: 15 core units and 2 elective units 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.					
Entry Requirements	There are no specific entry requirements for this qualification outlined in the qualification description. However, students must: 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
	CHCECE031Support 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	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.	
Volume of Learning	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: 1. Face-to-face and/or online tuition hours in total: 800 hours/40 weeks 2. Preparation and completion of assessments: 20 hours/unit x 17 units = 340 hrs 3. Delivery of this course will be via face-to-face classroom workshops for 2 days/week at TACIS premises for international students. 4. Recorded video sessions are available for students who are enrolled online and/or distance. 5. Scheduled tutorials are also available for students who are enrolled online and/or distance upon request. In addition, students are encouraged to set aside a minimum of 15 hours in self-paced study for each unit.	
Learning Resources	The resources provided to students for this qualification include the following: • Unit Learner Guide • Unit Assessment Booklet • Online Assessment Booklet • Workplace Assessment Booklet (Observation tools) • Additional resources (videos or PPTs etc.)	
Work Placement requirements	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. 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. Work Placement Requirements 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. 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.
Trainers/Assessors	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. 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. 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.
Learner Educational and Support Services	*A range of support services are available free of charge to Learners including as appropriate:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Accommodating work and study* *Any identified support needs will be recorded on the Individual Training Plan.*

CHC50121 - Diploma of Early Childhood Education and Care
(This qualification has been superseded by CHC50125 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	5		Duration	52 Weeks	**CRICOS Course Code** 106990J
Description of the Qualification	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.				
License Outcome	No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.				
Entry Requirements	Entry to this qualification is open to individuals who: • hold a CHC30121 Certificate III in Early Childhood Education and Care or • CHC30113 Certificate III in Early Childhood Education and Care. Individuals must be 18 years old or above				
Qualification Packaging Rules	A total number of 15 units must be selected for this qualification including: 12 core units and 3 elective units 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.				

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	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.

Volume of Learning	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:
	   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 15 units = 300hrs
	   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 delivery sessions are available for online and distance students.
	   10. Scheduled tutorials are available for online and distance students upon request.
	In addition, students are encouraged to set aside a minimum of 15 hours in self-paced study for each unit.

Pathways and articulation	By completing this qualification, students have the option to continue in a related higher education qualification at different universities.
Learning Resources	The resources provided to students for this qualification include the following: • Unit Learner Guide • Unit Assessment Booklet • Online Assessment Booklet • Workplace Assessment Booklet (Observation tools) • Additional resources (videos or PPTs etc.)
Assessment Arrangement	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: • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports 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.
Workplace Supervisor Requirements	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. 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.
Work Placement Requirements	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. All learners must satisfy the Working with Children Check (WWCC) requirements prior to starting their work placement. 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. 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. **Work Placement Requirements** **National Criminal Record Check** 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. **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**.**
Trainers/Assessors	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. 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. 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.
Learner Educational and Support Services	*A range of support services are available free of charge to Learners including as appropriate:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Scheduled tutorials etc.*

CHC50125 Diploma of Early Childhood Education and Care)

Code and Title of Qualification	CHC50125 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	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.			
License Outcome	No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.			
Entry Requirements	Entry to this qualification is open to individuals who hold: • *CHC30121 Certificate III in Early Childhood Education and Care* *OR* • *CHC30113 Certificate III in Early Childhood Education and Care.* Alternatively, individuals may hold: • An Australian diploma in Early Childhood Education and Care OR • An Australian diploma or certificate III in Children's Services. AND • Demonstrate at least 12 months of cumulative employment (full-time equivalent) within the last 5 years in a regulated education and care service in Australia, supported by verifiable evidence. OR • Hold the *CHCSS00147 Entry into Diploma of Early Childhood Education and Care.* Individuals must be 18 years old or above			
Qualification Packaging Rules	A total number of 15 units must be selected for this qualification including: 12 core units and 3 elective units All electives have been chosen to be relevant to the work outcome, local industry requirements. The selection of electives chosen must be guided by the job outcome sought, local sector requirements and the complexity of skills appropriate to the AQF level of this qualification. Consistent with the qualification packaging rules, the units listed below have been selected to be delivered for this qualification.			
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

	CHCECE047Analyse 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	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.	
Volumeof Learning	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: - Face-to-face and/or online tuition hours in total: 800 hours/40 weeks - Preparation and completion of assessments: 20 hours/unit x 15 units = 300hrs - Delivery of this course will be via face-to-face classroom workshops for 2 days/week at TACIS premises for international students. - Recorded delivery sessions are available for online and distance students. - Scheduled tutorials are available for online and distance students upon request. In addition, students are encouraged to set aside a minimum of 15 hours in self-paced study for each unit.	
Pathways and articulation	By completing this qualification, students have the option to continue in a related higher education qualification at different universities.	
Learning Resources	The resources provided to students for this qualification include the following: - Unit Learner Guide - Unit Assessment Booklet - Online Assessment Booklet - Workplace Assessment Booklet (Observation tools) - Additional resources (videos or PPTs etc.)	
Assessment Arrangement	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: - Written questions and reflections - Practical demonstrations - Direct Observation - Projects, assignments and research tasks - Roleplays, simulations and presentations - Logbook and Third-Party Reports 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.	
Workplace Supervisor	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	

Requirements	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. 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.
Work Placement Requirements	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. All learners must satisfy the Working with Children Check (WWCC) requirements prior to starting their work placement. 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. 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. **Work Placement Requirements** **National Criminal Record Check** 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. **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**.**
Trainers/Assessors	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. 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. 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.
Learner Educational and Support Services	*A range of support services are available free of charge to Learners including as appropriate:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Scheduled tutorials etc.*

CPP41419 - Certificate IV in Real Estate Practice

Code and Title of Qualification	CPP41419 Certificate IV in Real Estate Practice
Introduction	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. 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.
Occupation Outcome	Students who complete the qualification may work as • 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.	People with this qualification are commonly engaged with: • 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	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. 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:
	• 18 units of competency:
	   • 5 core units
	    13 elective units.
	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

	competency listed as below.		
Entry Requirements	There are no specific entry requirements for this qualification outlined in the qualification description. However, students must: - 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 of his representative to assess suitability and capability in completing this qualification - 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.		
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	The Approximate nominal hours required to complete qualification are approximately 900 hours. 11. Guided learning & Self-studies 20 hours/unit x 18 units = 360 hrs 12. Completion of assessments: 20 hours/unit x 18 units = 360 hrs **13.** 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: - 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 to learners including but not limited to:* *Counselling – general or personal, support and referrals* *Study assistance as required*		

	• *Language, literacy and numeracy support* • *Scheduled individual consultations*
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	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: • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports 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.
Trainers/Assessors	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. 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. 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.
Learner Educational and Support Services	*A range of support services are available free of charge to Learners including as appropriate:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Scheduled tutorials etc.*

CPP51122 - Diploma of Property (Agency Management)

Code and Title of Qualification	CPP51122 - Diploma of Property (Agency Management)
Introduction	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. 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)
Occupation Outcome	Students who complete the qualification may work as • Real Estate Agency Principal • Senior Strata Manager • Strata Management Principal • Agency Manager • Agency Director.
Duties associated with this qualification.	People with this qualification are commonly engaged with: • 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: • 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: • 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. 14. Guided learning & Self-studies 20 hours/unit x 12 units = 240 hrs 15. Completion of assessments: 20 hours/unit x 18 units = 240 hrs **16.** 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: • 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:* • *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	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: • Written questions and reflections • Practical demonstrations • Direct Observation • Projects, assignments and research tasks • Roleplays, simulations and presentations • Logbook and Third-Party Reports
Trainers/Assessors	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. 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. 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.
Learner Educational and Support Services	*A range of support services are available to learners including but not limited to:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Scheduled individual consultations*

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ABN: 77 151209 264   RTO: 32463 CRICOS: 03396F

BSB50820 - 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
Australian Domestic Students ONLY.			
Introduction to Qualification	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. 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.		
Entry Requirements	There are no specific entry requirements for this qualification outlined in the qualification description. However, students must: • 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 of 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	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: 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: • Assessment Task 1. Written Activity • Assessment Task 2. Case Study • Assessment Task 3. Observation/Demonstration

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	• Assessment Task 4. Practical Activity • Assessment Task 5. Portfolio/Third Party Report

Volume of Learning	The Approximate nominal hours required to complete qualification are approximately 900 hours.
	   17. Guided learning & Self-studies
	   18. Completion of assessments
	   19. Work-related or simulated work practices

Learning Resources	The resources provided to students for this qualification include the following: • 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 to learners including but not limited to:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* • *Scheduled individual consultations*
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.
Trainers/Assessors	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. 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. 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.

BSB60720 - 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
Australian Domestic Students ONLY.			
Introduction to Qualification	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.		
Entry Requirements	Entry to this qualification is limited to those who: 1. Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version). Or 2. 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
BSBOPS601Develop and implement business plans	Elective
BSBSUS601 Lead corporate social responsibility	Elective

Volume of Learning	The Approximate nominal hours required to complete qualification are approximately 900 hours. 20. Guided learning & Self-studies 21. Completion of assessments Work-related or simulated work practices
Learning Resources	The resources provided to students for this qualification include the following: • 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 to learners including but not limited to:* • *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* *Scheduled individual consultations*
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. 1. Educational support mechanisms have been made available for maximising participants' completion of the course.
Assessment Arrangement	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: 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: • 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	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. 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. 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.

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BSB80120 Graduate Diploma of Management (Learning)

Code and Title of Qualification	BSB80120 Graduate Diploma of Management (Learning)		
Training Package	BSB Business Services Training Package Version 7.0.	**AQF Level**	Level 8
Australian Domestic Students ONLY.			
Introduction to Qualification	This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others. This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include CEOand RTO Director.		
Entry Requirements	Entry to this qualification is limited to those who: • Have completed at least a Diploma or Advanced Diploma qualification or equivalent; • Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise. • Individuals must be at least 18 years of age prior to enrolment.		
Qualification Pathway	Students who complete this qualification may continue to study related higher education qualifications.		
Course Structure	A total number of units including 3core units PLUS 5 elective units is required for the award of this qualification.		

Units of Competency	Core/Elective
BSBHRM613 Contribute to the development of learning and development strategies	Core
BSBLDR811 Lead strategic transformation	Core
TAELED803 Implement improved learning practice	Core
BSBCRT611 Apply critical thinking for complex problem solving	Elective
BSBFIN801 Lead financial strategy development	Elective
BSBSTR801 Lead innovative thinking and practice	Elective
TAELED804 Review enterprise e-learning systems and solutions implementation	Elective
BSBLDR812 Develop and cultivate collaborative partnerships and relationships	Elective

Volume of Learning	The Approximate nominal hours required to complete qualification are approximately 900 hours. 22. Guided learning & Self-studies 23. Completion of assessments Work-related or simulated work practices
Learning Resources	The resources provided to students for this qualification include the following: • Unit Learner Guide • Unit Assessment Booklet • PowerPoint Preparation for each topic Additional resources
Learner	*A range of support services are available to learners including but not limited to:*

Educational and Support Services	• *Counselling – general or personal, support and referrals* • *Study assistance as required* • *Language, literacy and numeracy support* *Scheduled individual consultations*
Delivery Modes	This qualification is delivered via 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. 2. Educational support mechanisms have been made available for maximising participants' completion of the course.
Assessment Arrangement	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: 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: • 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	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. 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. 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.

Fees & Charges

Authority to Charge Fees

The Australian College for International Studies (TACIS) is entitled to charge fees for services provided to students undertaking training and assessment that lead to a **nationally recognised outcome**.

These fees may include (but are not limited to):

- Tuition and training services
- Assessment services
- Course materials and textbooks
- Student services and administrative costs

Fees Payable

- Fees become payable once a student has received a Confirmation of Enrolment (CoE) or written enrolment confirmation.
- The initial payment must be made prior to commencement of training or within ten (10) days of invoice issue, whichever occurs first.
- TACIS reserves the right to suspend or discontinue training where fees are not paid in accordance with the agreed payment schedule.
- All current fees are published in the Schedule of Fees and Charges, which is available upon request or via Student Services.

Schedule of Fees and Charges

The Chief Executive Officer (CEO) is responsible for approving and maintaining the TACIS Schedule of Fees and Charges. The Schedule must clearly outline:

- The total amount of all fees, including tuition, administration, materials, and any additional charges;
- Payment terms, including due dates, instalment options, and any non-refundable deposits;
- The nature of TACIS's guarantee to deliver training and assessment services once a student has commenced study;
- Any discounts, fee reductions, or exemptions (e.g. multiple enrolments, continuing students, group bookings, concession holders);
- Fees for additional or optional services, including reassessment, replacement certification, and support services.

Qualification Fees

Qualification	Total Fees
CHC30121 Certificate III in Early Childhood Education and Care	$10,800 (inclusive of tuition, administration, and materials)
CHC50121 Diploma of Early Childhood Education and Care	$10,800 (inclusive of tuition, administration, and materials)
BSB50820 Diploma of Project Management	$3,800 (inclusive of tuition, administration, and materials)
BSB60720 Advanced Diploma of Program Management	$3,800 (inclusive of tuition, administration, and materials)
CPP41419 Certificate IV in Real Estate Practice	$3,800 (inclusive of tuition, administration, and materials)
CPP51122 Diploma of Real Estate Practice	$3,800 (inclusive of tuition, administration, and materials)

Administration and Materials Fees

Fee Type	Amount
Administration Fee (includes enrolment processing)	$300 (non-refundable)
Materials Fee (textbooks, student guides, resources)	$500 (non-refundable)

Other Fees and Charges (As Applicable)

Service	Fee
Re-assessment (after two unsuccessful attempts)	$200 per unit (non-refundable)
Late Assessment Submission	$200 per unit (non-refundable)
Recognition of Prior Learning (RPL)	$250 per unit (non-refundable)
Credit Transfer (per qualification application)	$200 (non-refundable)
Re-issue of qualification or certificate	$60 (non-refundable)
Re-issue of transcript or attendance letter	$20 (non-refundable)
Replacement student card	$20 (non-refundable)
Building access card	$50 (refundable upon return)

Overseas Student Health Cover (OSHC)

(International Students Only)

International students are required to maintain valid Overseas Student Health Cover (OSHC) for the duration of their student visa.

TACIS has an arrangement with Allianz OSHC to assist students in obtaining appropriate coverage. OSHC costs are additional to course fees and vary depending on the type of cover selected.

Approximate minimum annual costs:

- Single: $437 / 12 months
- Couple: $1,222 / 12 months
- Single Parent: $1,744 / 12 months
- Family: $2,022 / 12 months

Protection of Prepaid Student Fees

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, TACIS limits the amount of fees collected in advance of training and assessment delivery.

- TACIS will not collect more than $1,500 per student prior to course commencement.
- This limit applies regardless of whether payment is made directly by the student or via a third party.
- Following commencement, additional fees may be collected in scheduled instalments, as outlined in the agreed payment plan.

Fee Review and Transparency

- All fees are reviewed annually.
- Students will be notified in writing of any changes prior to implementation.
- TACIS ensures fees are transparent, reasonable, and aligned with regulatory requirements.

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Refund Policy & Procedure

1. Refunds – Student Default

1.1 Application for Refund

Any student who wishes to request a refund for any reason must:

- Complete an Application for Refund Form; and
- Address the application to the Chief Executive Officer (CEO); and
- Clearly state the reason for the refund and/or cancellation; and
- Provide supporting evidence where required.

Incomplete applications may delay processing.

1.2 Refund Entitlements (Student Default)

The following table outlines TACIS's refund arrangements in the event of student default:

Description	Refund Status
Administration (Enrolment) Fee	Non-refundable
Course Materials Fee	Non-refundable
Visa refused prior to course commencement	Full refund of tuition fees, less administration and course materials fees
Withdrawal prior to course commencement	30% refund of tuition fees, less administration and course materials fees
Withdrawal after course commencement	No refund
Visa refusal due to student actions (e.g. fraudulent or forged documents)	No refund
Visa cancellation due to student actions	No refund
Enrolment cancelled due to serious breach of TACIS policies and procedures	No refund
Overseas Student Health Cover (OSHC)	Refunds managed directly by OSHC provider
TACIS withdraws course prior to commencement	Full refund, including administration and materials fees
TACIS withdraws course after commencement	Refund of unused tuition fees only

1.3 Non-Commencement

If a student fails to commence their course with or without notifying TACIS, no refund will be provided, except in cases of approved *special circumstances* (see below).

1.4 Special Circumstances

A full or partial refund may be considered where circumstances are beyond the student's control, including:

- Serious illness (supported by a medical certificate);
- Family or personal tragedy;
- Acts of God (e.g. natural disasters);
- Acts of Government authorities preventing course commencement; or
- Where a student visa has not been granted.

Each case will be assessed individually based on documentary evidence.

1.5 Timing and Method of Refund

- Approved refunds will be processed within four (4) weeks of receiving a complete refund application.
- Refunds will include tuition fees paid, less:
  - o Administration fees;
  - o Course materials fees; and
  - o Fees paid to education agents (if applicable).

- All refunds will be:
  - Paid in Australian Dollars (AUD); and
  - Made to the student who entered into the contract, unless written authorisation is provided directing payment to another party.
- Refunds will not be paid to education agents or family members without written authorisation from the student.

TACIS will provide the student with a written statement detailing how the refund amount was calculated.

1.6 Student Withdrawal After Commencement
Where a student withdraws from a course after commencement for reasons other than approved special circumstances:
- No refund will be issued; and
- The student remains liable for any unpaid fees in accordance with their enrolment agreement.

1.7 Consumer Protection
This agreement, and the availability of TACIS's complaints and appeals processes, does not remove a student's right to pursue remedies under Australian Consumer Law. TACIS's internal dispute resolution processes do not limit access to external legal remedies.

2. Refunds – Provider Default
2.1 Provider Default
Provider default occurs when TACIS:
- Fails to commence a course on the agreed start date; or
- Ceases to provide a course after commencement; or
- Is unable to deliver the course in full.

2.2 Refund or Alternative Placement
In the event of provider default:
- TACIS will offer the student a refund of all unspent tuition fees, payable within two (2) weeks of the course ceasing; or
- Offer enrolment in an alternative course or qualification at no additional cost to the student.

The student has the right to choose between:
- A refund of the unused portion of tuition fees (calculated pro-rata); or
- Placement in another course.

If the student accepts an alternative placement, they must sign a written agreement confirming acceptance.

2.3 Tuition Protection Service (TPS)
In accordance with the Education Services for Overseas Students Act 2000, international students are protected under the Tuition Protection Service (TPS) framework.
If TACIS defaults, it has a legal obligation to:
- Place students with an alternative provider; or
- Provide a refund of unspent tuition fees.

Further information is available at: https://www.dese.gov.au/tps/tuition-protection-international-providers

3. Refund Procedure
1. The student completes the Refund Request Form and submits it with supporting documents to the Student Services Officer, either:
   - In person; or
   - Via email at info@tacis.edu.au
2. The Student Services Officer forwards the application to the CEO/RTO Manager.
3. The CEO/RTO Manager, in consultation with the Finance Manager, assesses the request.

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4. The CEO approves or rejects the refund request based on evidence provided.
5. The Student Services Officer notifies the student in writing of the outcome within 28 days of receipt of the completed application.

Compliant and Appeal Policy and Procedure

Purpose
TACIS is committed to providing all students with a fair, equitable, timely, and transparent process for resolving complaints, concerns, and appeals. This policy ensures that students have the right to raise issues and appeal decisions that affect their studies, academic progress, or wellbeing.
There is no cost to students for accessing TACIS's internal complaints and appeals process.

Scope
This policy applies to all current and prospective students of TACIS and covers complaints, concerns, and appeals relating to, but not limited to:
- Training and assessment processes
- Academic outcomes and progression
- Quality of teaching and learning
- Student services and facilities
- Discrimination, bullying, or sexual harassment
- Administrative decisions
- Attendance or course progress decisions

Principles
TACIS ensures that:
- All complaints and appeals are handled professionally, confidentially, and without bias
- All parties understand the steps involved in the process
- Students are treated fairly and equitably
- Complaints and appeals are resolved as efficiently as possible
- Written records are maintained for all complaints, appeals, and outcomes
- Students may be accompanied by a support person at any stage
- Students' enrolment is maintained while an internal or external appeal is ongoing (for international students)

Access to Information
- All prospective students receive a copy of this policy through the Student Handbook prior to enrolment
- The complaints and appeals process is explained during orientation
- Current students are informed of external authorities they may contact if dissatisfied with an internal decision

Timeframes
- TACIS will attempt to resolve complaints or appeals within 10 working days of receiving a completed Complaint or Appeal Form
- Students will be notified in writing of outcomes and reasons for decisions
- Students have 5 working days to respond to a formal decision

Internal Complaints and Appeals Procedure
Step 1: Informal Resolution (Where Appropriate)
Students are encouraged, where appropriate, to first raise the matter with:
- Their trainer/assessor; or
- The relevant staff member.

If the issue is not resolved satisfactorily, the student may proceed to a formal complaint or appeal.

Step 2: Lodgement of Formal Complaint or Appeal

The student must:

- Complete a Complaint and Appeal Form
- Provide full details including:
  - Nature of the complaint or appeal
  - Parties involved
  - Supporting evidence or witnesses (if applicable)

The completed form must be submitted to the CEO or their nominee.

Step 3: Acknowledgement and Meeting

- The CEO (or representative) will acknowledge receipt within 24 hours
- A formal meeting will be scheduled within 5 working days
- The student may bring a support person
- Accurate notes and meeting minutes will be recorded

Step 4: Investigation and Decision

- The CEO (or delegate) will:
  - Review all evidence
  - Consult relevant staff
  - Make an informed and impartial decision
- The outcome will be communicated to the student within 10 working days of lodgement

Step 5: Outcome and Documentation

- A written statement outlining:
  - The decision
  - Reasons for the decision
  - Any corrective actions

will be provided to the student.

- Records are securely stored in the student's administrative file.

If the outcome supports the student, TACIS will immediately implement corrective or preventative actions and keep the student informed.

External Complaints and Appeals

If a complaint or appeal cannot be resolved internally, or the student is dissatisfied with the outcome:

- TACIS will refer the student to an **external appeals body at no cost**
- TACIS will cooperate fully with the external process
- If the external decision supports the student, TACIS will **implement the outcome immediately**

International Students – PRISMS Reporting

For international students:

- TACIS will maintain enrolment while an internal or external appeal is in progress
- Where:
  - The student does not lodge an appeal within 20 working days; or
  - Withdraws from the appeal process; or
  - The appeal outcome supports TACIS

TACIS will notify the Secretary of DEWR through PRISMS as required.

Assessment-Related Appeals

Students may appeal an assessment outcome where they believe that:

1. They have achieved the required competency; and

2. They have provided reasonable evidence to support this claim.

Assessment Appeal Process

1. Student discusses the matter with the assessor
2. If unresolved, lodges a formal Complaint and Appeal Form
3. CEO and/or Program Manager:
   - Acknowledges receipt within 24 hours
   - Schedules a meeting within 5 working days
4. Investigation and decision completed within 10 working days
5. Written outcome provided to the student
6. External appeal available if the student remains dissatisfied

Note: Appeals against assessment decisions must be lodged within two (2) months of the assessment decision date.

10. Record Keeping

All complaints, appeals, meetings, decisions, and outcomes are:

- Documented in writing
- Stored securely
- Managed in accordance with TACIS's privacy and records management policies

External Complaint and Appeal

If a student is not satisfied with the outcome of TACIS's internal complaints or appeals process, they may access an external complaints body at no cost.

For International Students – Commonwealth Ombudsman

International students may lodge a complaint with the Office of the Commonwealth Ombudsman, which investigates complaints about private education and training providers in Australia.

Website: https://www.ombudsman.gov.au/How-we-can-help/overseas-students

The Ombudsman's service is free and supports:

- Future, current, and former international students
- Complaints where a provider may not have followed rules or acted fairly

The Commonwealth Ombudsman can assist with complaints about:

- Admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by the provider
- Incorrect advice provided by an education agent

They also publish information and fact sheets on topics such as:

- Attendance and course progress
- Fees and refunds
- Transfers between providers

- Written agreements

- Overseas Student Health Cover (OSHC)

- Grades and assessment processes

For concerns about the **quality of VET or English language courses**, students should contact the **Australian Skills Quality Authority (ASQA)**.

For Domestic Students – ASQA Complaints

Domestic students who are not satisfied with TACIS's internal complaints or appeals outcome may submit a complaint to **ASQA**.

ASQA Complaints Information: https://www.asqa.gov.au/complaints

Before lodging a complaint with ASQA, students must:

- First complete TACIS's internal complaints and appeals process

- Provide evidence showing:

  o The complaint or appeal was lodged with TACIS, and

  o TACIS's written response or outcome

  o Note: ASQA requires students to identify themselves when lodging a complaint, but students may request that their identity remains confidential during any investigation.

State and Territory Consumer Protection Agencies

Students may also seek advice or assistance from consumer protection agencies in their state or territory:

State / Territory	Agency	Website
NSW	NSW Fair Trading	http://www.fairtrading.nsw.gov.au
ACT	Office of Regulatory Services	http://www.ors.act.gov.au
NT	Consumer Affairs	http://www.consumeraffairs.nt.gov.au
QLD	Office of Fair Trading	http://www.fairtrading.qld.gov.au
SA	Consumer and Business Services	http://www.cbs.sa.gov.au
TAS	Consumer Affairs and Fair Trading	http://www.consumer.tas.gov.au
VIC	Consumer Affairs Victoria	http://www.consumer.vic.gov.au
WA	Consumer Protection	http://www.commerce.wa.gov.au/consumerprotection

Additional Information

- Students may access free interpreting services through the Translating and Interpreting Service (TIS) on 131 450

- There is no cost to students for accessing external complaints bodies

- TACIS will maintain a student's enrolment while an internal or external appeal is in progress

- Students are encouraged to continue attending classes and meeting course progress requirements during this time

  - **Access to complaints and appeals processes does not limit a student's rights under Australian consumer protection laws**

Record Keeping

TACIS maintains secure records of all complaints and appeals in accordance with regulatory requirements:

- Complaints Compliance Folder & Appeals Compliance Folder

Disclaimer

Important Regulatory Disclaimers

In accordance with **Clause 4.1 of the Standards for RTOs 2015**, TACIS does **not guarantee** that:

- a student will successfully complete a qualification or unit of competency;
- a training product can be completed in a way that does not meet the requirements of **Clauses 1.1 and 1.2** of the Standards for RTOs 2015; or
- a student will achieve a specific employment outcome, where such outcomes are outside the control of TACIS or CHC Services Pty Ltd.

An electronic copy of the **Standards for RTOs 2015** is available on the **ASQA website**:
👉 www.asqa.gov.au

National Code 2018 – Student Visa and Migration Outcomes

Under the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**, TACIS must not:

- claim or imply that completing a course will lead to a **migration outcome**; or
- guarantee a **successful academic outcome** for any student or intending student.

The latest version of the **National Code 2018** can be accessed here:
👉 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets.aspx

Issuance of AQF Certification

In accordance with **Clause 3.1 of the Standards for RTOs 2015**, TACIS issues **AQF certification documentation** only to students who have been **formally assessed as meeting all requirements** of the relevant training package or VET-accredited course.

Accuracy of Information

The information contained in the Handbook is correct at the time of publication. TACIS endeavours to update this information as required. For the most current and accurate advice, students are encouraged to speak directly with TACIS staff.

Student's TACIS Qualification Brochure Acknowledgement

TACIS Qualification Brochure Acknowledgement Declaration

Student Name: _____

Student ID: _____

Course / Qualification: _____

Commencement Date: _____

Student Declaration

I acknowledge that I have received access to the **Qualification Brochure** and confirm that I have read, understood, and agree to comply with the policies, procedures, rules, and guidelines contained within it.

I understand that it is my responsibility to familiarise myself with the contents of the Handbook and to seek clarification from TACIS staff if I do not understand any part of the information provided.
I acknowledge that TACIS policies and procedures may be updated from time to time to ensure compliance with regulatory requirements, and that I am responsible for remaining informed of any changes as advised by TACIS. For international students, I understand that certain policies outlined in the Student Handbook may affect my student visa conditions, and that I am responsible for complying with all applicable visa requirements.

Student Consent

I consent to TACIS collecting, using, and disclosing my personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and TACIS' Privacy Policy, for purposes related to my enrolment, training, assessment, and regulatory reporting obligations.

Declaration

I declare that the information provided by me is true and correct. I understand that failure to comply with TACIS policies and procedures may result in disciplinary action, including suspension or cancellation of enrolment, in accordance with TACIS policies.

Student Signature: _____

Date: ____ / ____ / _____