

Student Selection criteria outlining assessment requirements to ensure aptitude of participants to course

Entry Requirements

Qualification	Entry Requirements
Diploma of Accounting (FNS50210)	<p>The entry requirement for this qualification is completion of the units which comprise the core from the Certificate IV in Accounting in the Financial Services Training Package FNS10.</p> <p>or</p> <p>Completion of the units which comprise the core from the Certificate IV in Accounting in the Financial Services Training Package FNS04.</p> <p>The entry requirement can be met by evidence of equivalent competency to either of the above through recognition of prior learning (RPL).</p> <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management,</p> <p>In particular:</p> <p>literacy skills:</p> <ul style="list-style-type: none"> • well-developed literacy skills for interpreting and analysing complex documentation including relevant legislation and producing accessible guidelines and reports • preparing clear written reports for organisations and business units in required formats including ad hoc reports • interpret and apply organisational policies and procedures and relevant accounting standards • interpret and comply with corporate governance requirements, organisational policies, financial delegations and accountabilities • categorise and organise information • assess information for relevance and accuracy • interpret written and oral information, complete documentation and report findings <p>numeracy skills:</p> <ul style="list-style-type: none"> • financial calculations and analysis, estimating and forecasting • accurately analyse, record and store data in accordance with organisational requirements
Diploma of Business (BSB50207)	<p>There are no academic entry requirements for this qualification.</p> <p>However, selection criteria for candidates considering this qualification include:</p> <ul style="list-style-type: none"> • BSB40207 Certificate IV in Business or other relevant qualification/s <p>OR</p> <ul style="list-style-type: none"> • Providing evidence of competency in the majority of units in the BSB40207 Certificate IV in Business or other relevant qualification/s

	<p>OR</p> <ul style="list-style-type: none"> • with vocational experience in a range of work environments in senior support roles but without a qualification. <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:</p> <ul style="list-style-type: none"> • literacy skills in regard to: <ul style="list-style-type: none"> ○ read, write and review a range of documentation ○ categorise and organise information ○ assess information for relevance and accuracy ○ identify and elaborate on key agenda items and source additional information ○ to read a variety of texts, to prepare general information and papers, and to write formal and informal letters according to target audience ○ review and select technological designs ○ consider aspects of context, purpose and audience when designing and formatting texts • numeracy skills in regard to: <ul style="list-style-type: none"> ○ to estimate and check calculations and outcomes to analyse data, and to compare time lines and promotional costs against budgets
<p>Diploma of Business Administration (BSB50407)</p>	<p>There are no academic entry requirements for this qualification.</p> <p>However, selection criteria for candidates considering this qualification include:</p> <ul style="list-style-type: none"> • BSB40507 Certificate IV in Business Administration or other relevant qualification/s <p>OR</p> <ul style="list-style-type: none"> • extensive vocational experience in a range of environments in senior support roles. <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:</p> <ul style="list-style-type: none"> • literacy skills to: <ul style="list-style-type: none"> ○ categorise and organise information ○ assess information for relevance and accuracy ○ identify and elaborate on key agenda items and source additional information ○ to read a variety of texts, to prepare general information and papers, and to write formal and informal letters according to target audience ○ review and select technological designs ○ consider aspects of context, purpose and audience when designing and formatting texts • numeracy skills to:

	<ul style="list-style-type: none"> • to estimate and check calculations and outcomes • technology literacy: <ul style="list-style-type: none"> ○ to have basic computer skills and knowledge of how to use the Internet
<p>Diploma of Customer Contact (BSB50311)</p>	<p>There are no academic entry requirements for this qualification. However, selection criteria for candidates considering this qualification include:</p> <ul style="list-style-type: none"> • BSB40312 Certificate IV in Customer Contact or other relevant qualifications <p>OR</p> <ul style="list-style-type: none"> • vocational experience assisting in a range of support roles without a formal business qualification. <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:</p> <ul style="list-style-type: none"> • literacy skills to: <ul style="list-style-type: none"> ○ develop reports that deal with complex ideas and concepts numeracy skills to: <ul style="list-style-type: none"> ○ carry out statistical analysis ○ manage budgetary resources • technology literacy to : <ul style="list-style-type: none"> ○ use electronic communication devices and processes to support team management, i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email
<p>Diploma of Franchising (BSB50507)</p>	<p>There are no academic entry requirements for this qualification. However, selection criteria for candidates considering this qualification include:</p> <ul style="list-style-type: none"> • after achieving the SIR5012 Diploma of Retail Management, BSB40407 Certificate IV in Small Business Management, the BSB40707 Certificate IV in Franchising or other relevant qualification/s; <p>OR</p> <ul style="list-style-type: none"> • providing evidence of competency in the majority of units required for the BSB40707 Certificate IV in Franchising, the BSB40407 Certificate IV in Small Business Management, or other relevant qualification/s;

	<p>OR</p> <ul style="list-style-type: none"> with vocational experience working in a business management role or a franchising environment, but without formal qualification. <p>Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:</p> <ul style="list-style-type: none"> Small Business Manager Franchisee. <p>This breadth of expertise would equate to the competencies required to undertake this qualification.</p> <p>This qualification requires a general command of spoken English, in particular:</p> <ul style="list-style-type: none"> Literacy skills to: <ul style="list-style-type: none"> edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation prepare general information and papers according to target audience read, understand, write and review a range of documentation adapt and communicate WHS policies that reflect WHS legislative requirements report on information gained and analysis on possible franchise site opening Numeracy skills to: <p>analyse data, and to compare time lines and promotional costs against budgets</p> Technology literacy: <ul style="list-style-type: none"> to have basic computer skills and knowledge of how to use the Internet
<p>Diploma of Management (BSB51107)</p>	<p>There are no academic entry requirements for this qualification.</p> <p>However, selection criteria for candidates considering this qualification include:</p> <p>BSB40812 Certificate IV in Frontline Management or other relevant qualification</p> <p>OR</p> <p>with vocational experience but without formal supervision or management qualification.</p> <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:</p> <p>Literacy skills to:</p> <ul style="list-style-type: none"> edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation prepare general information and papers according to target audience read and understand a variety of texts <p>Technology skills to</p>

	<ul style="list-style-type: none"> ○ select and use technology appropriate to a task
<p>Diploma of Work Health and Safety (BSB51312)</p>	<p>All core units in BSB41412 Certificate IV in Work Health and Safety or equivalent competencies:</p> <p>BSBWHS402A Assist with compliance with WHS laws BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation processes BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control BSBWHS405A Contribute to implementing and maintaining WHS management systems BSBWHS406A Assist with responding to incidents</p>
<p>Diploma of Property Services(Agency Management) (CPP50307)</p>	<p>There are no entry requirements for this qualification</p> <p>No Prior training or employment is needed as a prerequisite however it is recommended that a participant be employed in the property services industry and or have completed the:</p> <ul style="list-style-type: none"> ● CPP40307 Certificate IV in Property Services (Real Estate) <p>Or</p> <ul style="list-style-type: none"> ● CPP40611 Certificate IV in Property Services (Operations) <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular</p> <p>Literacy skills to:</p> <ul style="list-style-type: none"> ● read, write and understand a variety of texts ● edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information ● categorise and organise information ● assess information for relevance and accuracy ● consult and negotiate, to prepare communications ● interpret written and oral information, complete documentation and report findings <p>Numeracy skills to</p> <ul style="list-style-type: none"> ● read and understand a budget and to update a budget ● comprehend documentation, to interpret environmental and energy efficiency requirements, to create tools to measure and monitor improvements and to report outcomes <p>Technology literacy:</p> <ul style="list-style-type: none"> ● to have basic computer skills and knowledge of how to use the Internet
<p>Diploma of Travel& Tourism (SIT50112)</p>	<p>Entry to this qualification is open to individuals who are able to demonstrate tourism and travel industry knowledge, customer service and operational skills. The individual must</p>

either:

1. Be formally assessed through a training program or recognition process, against one of the unit clusters below.

OR

2. Have relevant tourism and travel industry employment experience. A job that has involved the application of skills described in one of the unit clusters would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

The unit clusters for different pathways are as follows:

Events pathway

SITTIND201 Source and use information on the tourism and travel industry

SITTTSL202 Access and interpret product information

SITTTSL306 Book supplier services

SITTTSL308 Use a computerised reservations or operations system

SITXCCS401 Enhance the customer service experience

SITXCOM201 Show social and cultural sensitivity

SITXEVT301 Access information on event operations

Guiding pathway

SITTGDE301 Work as a guide

SITTGDE303 Lead tour groups

SITTGDE304 Prepare and present tour commentaries or activities

SITTGDE305 Develop and maintain the general and regional knowledge required by guides

SITTIND201 Source and use information on the tourism and travel industry

SITXCCS401 Enhance the customer service experience

SITXCOM201 Show social and cultural sensitivity

SITXWHS301 Identify hazards, assess and control safety risks

Inbound tour wholesaling pathway

SITTIND201 Source and use information on the tourism and travel industry

SITTTSL202 Access and interpret product information

SITTTSL302 Provide advice on Australian destinations

SITTTSL303 Sell tourism products and services

SITTTSL304 Prepare quotations

SITTTSL306 Book supplier services

SITTTSL307 Process travel-related documentation

SITTTSL308 Use a computerised reservations or operations system

SITXCCS401 Enhance the customer service experience
 SITXCOM201 Show social and cultural sensitivity

Retail travel and outbound wholesaling pathway

SITTIND201 Source and use information on the tourism and travel industry
 SITTTSL202 Access and interpret product information
 SITTTSL301 Provide advice on international destinations
 SITTTSL302 Provide advice on Australian destinations
 SITTTSL303 Sell tourism products and services
 SITTTSL304 Prepare quotations
 SITTTSL306 Book supplier services
 SITTTSL307 Process travel-related documentation
 SITTTSL308 Use a computerised reservations or operations system
 SITTTSL310 Construct normal international airfares
 SITTTSL311 Construct promotional international airfares
 SITXCCS401 Enhance the customer service experience
 SITXCOM201 Show social and cultural sensitivity

Tourism operations (office-based pathway)

SITTIND201 Source and use information on the tourism and travel industry
 SITTTSL201 Operate an online information system
 SITTTSL202 Access and interpret product information
 SITTTSL306 Book supplier services
 SITTTSL307 Process travel-related documentation
 SITTTSL308 Use a computerised reservations or operations system
 SITXCCS401 Enhance the customer service experience
 SITXCOM201 Show social and cultural sensitivity

Visitor information services pathway

SITTIND201 Source and use information on the tourism and travel industry
 SITTTSL201 Operate an online information system
 SITTTSL202 Access and interpret product information
 SITTTSL302 Provide advice on Australian destinations
 SITTTSL303 Sell tourism products and services
 SITTTSL306 Book supplier services
 SITTTSL307 Process travel-related documentation
 SITXCCS201 Provide visitor information
 SITXCCS401 Enhance the customer service experience
 SITXCOM201 Show social and cultural sensitivity

This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:

- Language and literacy skills to:
 - write skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files.
 - read messages, notes, emails and faxes
 - Develop and maintain workplace documentation such as operational procedures, staff-related documentation or reports.
 - interpret complex information from varied sources and to develop documents that detail service standards, systems and procedures.
 - read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct
 - read and understand any workplace equal employment opportunity (EEO) and anti-discrimination policies and plain English information documents produced by government information agencies
 - interpret a wide range of business and financial documents, and to create accurate budget reporting and recommendations documentation
 - develop potentially complex roster documentation
 - write agendas, supporting notes and minutes, summarising and minute taking.
 - read and interpret complex business management materials, such as business plans, marketing plans and reports that relate to managing business risks; and write risk identification, assessment and control documents
 - to write hazard identification and risk assessment documents
 - interpret workplace policies, plans and procedures that relate to use of resources and the organisation's environmental sustainability practices

Numeracy skills to:

- to interpret and use budget figures in day-to-day work operations, and to develop budget estimates, scenarios for performance improvement and to manage budgets
- interpret and analyse financial information, including forecasts and previous performance data, and to develop financial estimates and scenarios
- to work with numerical aspects of industrial agreements

Technology literacy to:

- use the Internet, intranet, email to produce written correspondence and reports, and using technology to assist the management of Tourism information and to assist the Tourism management process

In Particular:

- assessing, selecting and applying technologies used in the tourism industry to support workplace operations and planning;

	<ul style="list-style-type: none"> ○ understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations; ○ supporting skill development required by new technologies ○ use of appropriate technology and software programs to create suitable support materials that relate to the delivery of presentations
<p>Advance Diploma of Management(BSB60407)</p>	<p>Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at advanced diploma level, including:</p> <ul style="list-style-type: none"> • after achieving the BSB51107 Diploma of Management or other relevant qualification/s <p>OR</p> <ul style="list-style-type: none"> • providing evidence of competency in the majority of units required for the BSB51107 Diploma of Management or other relevant qualification/s <p>OR</p> <ul style="list-style-type: none"> • with substantial vocational experience, in management but without a formal qualification <p>Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:</p> <ul style="list-style-type: none"> • Manager <p>This breadth of expertise would equate to the competencies required to undertake this qualification.</p> <p>This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:</p> <ul style="list-style-type: none"> • Literacy skills to: <ul style="list-style-type: none"> ○ read and evaluate complex and formal documents such as policy and legislation ○ categorise and organise information ○ assess information for relevance and accuracy ○ consult and negotiate, to prepare communications about risk management, and to encourage stakeholder involvement • Numeracy skills to: <ul style="list-style-type: none"> ○ to estimate and check calculations and outcomes ○ to analyse risk data, eg to compare time lines and promotional costs against budgets
<p>SIR50112 - Diploma of Retail Management</p>	<p>To undertake this qualification, individuals would be required to have retail management experience in roles, such as:</p> <ul style="list-style-type: none"> ▪ managing store presentation and pricing ▪ leading and managing people ▪ providing a safe working environment. <p>Examples of evidence of retail management experience may include:</p> <ul style="list-style-type: none"> ▪ job descriptions and references from current or past employers

- an entry interview to determine retail supervision experience.

This qualification requires a general command of spoken English, the capacity to read simple written instructions and the ability to write at the level needed to competently communicate with their teams and higher management, in particular:

Literacy skills to:

- research, read, analyse and communicate workplace information to team members and other managers
- write and present reports
- interpret business policy and procedures
- generate reports

Numeracy skills to:

- budget calculation and control
- using accounting systems

Technology literacy to:

- adapt to new business-related technology skill requirements
- select and use retail or other information and communications technology where relevant to support business operations and planning in the context of key business performance objectives and personal job role