

Course Aims and Vocational Outcomes:

Certificate IV in Business prepares you to develop a comprehensive business plan and the procedures to successfully set up, operate and/or manage an existing small businesses or a department in a larger organisation. The learning outcomes include: managing risks, motivation, leadership and coaching, managing your team and their professional development and monitoring the overall operation to achieve organisational objectives. You also learn how to address customer needs, successfully promote your business and make professional presentations.

Course Duration:

The course contains twelve units of competency and is delivered over 12 months on the Insight Foundation (Australian Institute of Ethical Business Studies) e-learning system. This is not a self-paced course therefore each unit must be completed within approximately a four-week period.

Three-month trial period guarantee:

The Insight Foundation offers an amazing three-month trial period for its courses.

All tuition fees are fully refunded should a student no longer wish to continue and provides written notice of withdrawal to the Insight Foundation within three months of commencement of the course!

Likewise, should the Insight Foundation feel a student is not suitable to continue the course within the first three months of study, all tuition fees will be fully refunded.

In either case, the \$285 non-refundable enrolment fee is retained.

Course Content:

Certificate IV in Business comprises the following units of competency:

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| 1. Undertake Business Planning | BSBSBM404A |
| 2. Identify Risk and Risk Management Processes | BCMN416A |
| 3. Monitor and Manage Business Operations | BSBSBM405A |
| 4. Develop Teams and Individuals | BSBCM404A |
| 5. Lead and Manage People | THHGLEO8A |
| 6. Manage Projects | THHGGAO9A |

These units are delivered through The Insight Foundation's ethical business faculty,
The Australian Institute of Ethical Business Studies.

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| 7. Make A Presentation | BSBMKG407A |
| 8. Promote Products & Services | BSBCM409A |
| 9. Address Customer Needs | BSBCM418A |
| 10. Coach Others In Job Skills | THHGTROIB |

These units are delivered through The Insight Foundation's life coaching faculty,
Global Coaching Academy.

From 2008, a wider compliment of Certificate IV units including Diploma and Advanced Diploma business units are to follow.

All of our units of study integrate The Insight Foundation's unique sustainable ethical business perspectives.

Summary of the units of competency:

1. Undertake Business Planning BSBSBM404A

This unit covers the research and development of an integrated business plan for achieving business goals and objectives. It is suitable for setting up or working with existing micro and small businesses or a department in a larger organisation. This unit provides the foundation to set up and build your business. This unit provides the vital framework to bring "ideas" to fruition.

2. Monitor and Manage Business Operations BSBSBM405A

This unit is concerned with implementing the business plan and the operation of the business. The strategies involve monitoring, managing and reviewing operational procedures to ensure its ongoing sustainability and success.

3. Identify Risk and Risk Management Processes BSBCMN416A

This unit specifies the outcomes required in identifying risks and how to apply established risk management processes to a subset of the organisation's operations that are within the person's own work responsibilities and area of operation. It addresses how to identify, analyse, evaluate and treat risks and how to monitor and review the effectiveness of risk treatment. Risk management may be applied to projects being undertaken individually, by a team, or to operations within a section of the organisation.

4. Develop Teams and Individuals BSBCMN404A

This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup. It dovetails with the *Coach others In Job Skills* unit.

5. Manage Projects THHGGA09A

This unit covers the management of a straightforward project or a section of a larger project. It focuses on the application of project management skills and the requirement to meet timelines, quality standards, budgetary limits and other specific project requirements. The unit also includes: the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project in order to identify lessons learnt for application to future projects.

6. Lead and Manage People THHGLE08A

This unit deals with the skills and knowledge required to lead and manage teams of people in the workplace. It focuses on leadership, motivation and teamwork.

7. Make a Presentation BSBMKG407A

This unit covers the preparation, delivery and review of a presentation to a target audience. It covers how to prepare, deliver and review a professional presentation.

8. Promote products and Services BSBCM409A

This unit covers the skills and knowledge required to coordinate and review the promotion of an organisation's products and/or services. It covers how to plan, co-ordinate, review and report on promotional activities.

9. Address Customer Needs BSBCM418A

This unit specifies the outcomes required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting the customer's needs and managing networks to ensure customer's needs are addressed on an ongoing basis and in changing business environments and markets.

10. Coach Others in Job Skills THHGTR01B

This unit deals with the skills and knowledge required to provide on-the-job coaching to colleagues. This unit has no parity with National Workplace Trainer standards, but reflects the situation in many workplaces where 'buddy' systems and on job coaching are extremely common.

Delivery mode

All courses are delivered on line through the website. You will require frequent computer access to World Wide Web and Windows Excel.

The Insight Foundation seeks to ensure the following:

- that everyone has equal and equitable access to all learning materials.
- courses are flexible and convenient.
- courses are relevant to our goals and mission statement
- that The Insight Foundation is reflective of the needs and desires of the participants and the community.
- ethics and integrity are always foremost with full accountability of and to individuals, students and facilitators.
- courses are in line with equal opportunities and anti-discrimination legislation.

Enrolment Process:

Download and complete the 'Student Enrolment' form and the 'Student Contract' form from the Insight Foundation website. Mail these forms to:

Insight Foundation - Enrolment
PO Box 600,
Quinns Rocks, WA
Australia 6030

Phone/Fax: 9407 4310

Payment must be included with submission of enrolment form and student contract.

These forms should be received at least one month prior to the intake starting date noted on the website. If it is close to the enrolment date, fax your form to the Insight Foundation Administration Office and send the original in the mail.

All applicants will be accepted for enrolment for a trial period subject to performance review for three months

The Insight Foundation will give confirmation of enrolment upon successful application and payment.

Course Fees and Charges:

There is a \$285 non-refundable enrolment fee.

In 2007, we are offering **Certificate IV in Business** at introductory rates:

\$1,985 - upfront payment, including \$285 enrolment fee.

Or \$2,085 to be paid in six instalments over 12 months:

first instalment \$585 – includes \$285 enrolment fee,

then 5 bi-monthly instalments of \$ 300

In 2008:

\$3, 485 - upfront payment, including \$285 enrolment fee.

Or \$3,685 to be paid in twelve instalments over 12 months:

first instalment \$572 - includes \$285 enrolment fee,

then 11 *monthly* instalments of \$283

The Insight Foundation will issue an official tax receipt at the time of receiving any monies or payments.

At the completion of a course or units of competency, to be eligible to receive final assessment results, certification or statements of attainment all associated tuition fees are to have been paid and received in full.

Tuition Fees are transferable.

Refund Policy:

If a student withdraws from study *after* the three-month trial period, there is a cancellation fee of \$357.50.

Student withdrawal within the first three months does not incur a cancellation fee and tuition fees are fully refunded.

Likewise, should the Insight Foundation deem a student is not suitable to continue a course within the first three months of study, all tuition fees will be fully refunded.

The \$285 enrolment fee is non-refundable.

For student withdrawal, the Insight Foundation requires from the student one month's written notice of withdrawal from study. Fees still apply and are charged over the month of withdrawal *unless* occurring in the first three months. Any training or course materials must be returned in pristine condition to The Insight Foundation within 5 days of the termination notice at cost to the student, and after the deduction of a \$357.50 cancellation fee, the Student Contract agreement will be cancelled and any surplus tuition fees will be refunded to the student.

In all instances, credit card charges (nominally 2%) or debit charges will not be refunded under any circumstances.

This refund policy also applies to students who have their study and student contract terminated by The Insight Foundation.

In the unlikely event of a course being cancelled you will be offered the opportunity to enrol in an alternative course, otherwise a refund of tuition fees will apply.

Credit Transfer Arrangements:

The Insight Foundation recognises nationally endorsed units of competency and qualifications within the AQF guidelines. All previously completed units shall be credited towards a student's qualification.

In the event a student does not complete a course, completed units will be recorded and statements of attainment issued for those units. Where appropriate, these units can be carried over to another course.

Recognition of Prior Learning (RPL):

The Insight Foundation will recognise the AQF qualifications and Statements of attainment issued by other registered training organisations based within Australia. All Insight Foundation staff are made aware of our mutual recognition obligations.

We strongly recommend taking all our units to gain a full understanding of how each unit fits within the whole course program and to realise the benefits of our unique course perspectives and delivery.

However, if you would like to apply for RPL, please contact our administration office for instructions regarding documentation required for your application. There will be \$330 administration fee per unit for the recognition of prior learning applications.

Induction and Orientation Procedures:

There will be a one-on-one telephone induction between each new student and a representative of their faculty within the first two weeks of commencing the course. This induction will review and answer questions in regards to the student handbook, student services, use and capabilities of the e-learning program and provide an opportunity to become acquainted.

Welfare and Guidance services:

We endeavour to provide welfare and guidance to all students. This includes (i) Occupational Health and Safety where applicable; (ii) review of payment schedules when requested (iii) learning pathways and possible RPL & RCC opportunities; (iv) provision for special learning needs; (v) provision for special cultural and religious needs; and (vi) provision for special dietary needs where applicable if ever face to face learning is used for training and assessment. Where necessary, we will source and refer our students to appropriate agencies.

Provision for Language, Literacy and Numeracy Assistance:

We provide for language, literacy and numeracy assistance on request, such as, buddy systems with peers and graduates, sourcing additional resources and providing additional personalised attention from course facilitators. Appropriate referrals are provided as required. We monitor the needs of our client's language, literacy and numeracy skills through our induction process, application and completed enrolment forms, ongoing course work and assignments.

Student Support:

Our students are on line external students and therefore very little external support is required. However, we offer RPL assessment; options in learning; guidance via our Heads of Faculty; one-on-one tutoring; pre-course interviews; training needs analysis; research facilities and counselling.

Flexible Learning and Assessment Procedures:

We offer flexible methods of learning and assessment procedures such as on line course material that can be printed or simply accessed from our e-learning site. Assessment Plans are provided to all candidates prior to their assessment. Assessments can be submitted via electronic mail or the e-learning site. We will always ensure that training and assessment methods suit the requirements of our students. Candidates may appeal if they believe the assessment has not been carried out in accordance with the Assessment Plan.

Disciplinary Procedures:

To ensure all students receive equal opportunities and gain the maximum from their studies with the Insight Foundation, these procedures apply to all our students and staff. Any person(s) whom display dysfunctional or disruptive behaviour may be asked to leave the course.

Dysfunctional behaviour may include, but is not limited to:

- Unethical behaviour- including plagiarism
- Consistent failure to participate in on-line learning activities and assessments
- Disrespect to other students and/or staff
- Harassment by using offensive language
- Sexual harassment

Any person who is asked to leave a session or course has the right of appeal through our appeals process. The Insight Foundation is committed to integrating Access and Equity principles within all our services. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our Core Business Values and this Code of Practice-- regardless of cultural background, gender, sexuality, disability or age. Students have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while they study with us. If, at any time, they feel that we are not abiding by our Code of Practice then they are encouraged to immediately report their complaints or grievance to the administration office.

Appeals Procedure:

Any decision of Not Yet Competent on a student's assessment task, RPL evidence or course outcomes can be discussed informally with the facilitator either by phone or email.

Assessment Appeals:

In the event of an appeal by the candidate the Assessment Plan will be a key source document. This process is communicated by the assessor prior to commencement of the assessment and is also documented in course advertising materials and on our web site.

A student has the ability to submit any assessment task 3 times. If they are not deemed competent they are required to re-take the unit.

If a student does not agree with the decision of Not Yet Competent, they must provide a written appeal to the faculty within 28 days from the result of assessment being advised if the following criteria are met:

- That student has been assessed as Not Yet Competent against specific competency standards
- That student feels they have sufficient grounds and evidence entitling them to be assessed as competent.
- That student must be able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units you're appealing against.

An appeal will be noted on the front cover of the student's original assessment kit. The appeal will detail the competencies / elements appealed. The Faculty Heads will then review the appeal and contact the student to discuss and may arrange a re-assessment.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to the Insight Foundation's Academic Board. Please detail your appeal in writing and submit to the Insight Foundation.

Recognition of Prior Learning (RPL) Appeals

A student must provide a written appeal to the faculty regarding a disputed decision of RPL within 28 days from the result of assessment being advised if:

- That student has sufficient grounds to believe they are entitled to be granted RPL
- That student can provide evidence to adequately demonstrate the skills and experience required as per the learning outcomes of units of competency RPL has been applied for.

Grievance and Complaints Procedure:

Some examples of grievances are:

- Bullying
- Sexual harassment
- Discrimination on the grounds of gender, sexual orientation or religion
- Unfair blame or disagreements on standards of performance
- Threats of physical violence

The Insight Foundation acknowledges that problems can arise which may cause a student to feel aggrieved. It is recommended to first discuss the issue informally either by phone or email. If the outcome is still unsatisfactory, a formal written complaint to Insight Foundation Ethics Committee can be lodged.