

BSB51918 Diploma of Leadership and Management Frequently Asked Questions

Is this course for me?

This course would be best suited to those who are in a supervisory or management position and wish to move into a more senior role. It would be expected students at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They would have high level communication skills and be problem solvers.

How long is my course?

Your course is conducted 2 days per month over an 11 month period and includes 22 face to face classes.

Where are the courses held?

Our classes are held at IRT Academy in Wollongong.

What are the study requirements?

For those studying in a classroom environment you will be expected to devote approximately 2 hours of home study per week, plus approximately 5 hours per assessment, in addition to your classroom sessions. A textbook will be provided and pre-reading is essential before attending classes.

What are the assessment methods?

IRT Academy will ensure that there are sufficient evidence gathering methods to meet the evidence requirements of the Training Package using different methods which may include the following:

- Face-to-face classroom sessions
- Group discussions
- Practical activities
- Workplace practice
- Short answers / Multiple choice / Matching questions
- Practical observations in classroom (role-play, simulation, competency conversation)
- Self-directed activities
- IRT mandatory training

Am I guaranteed a job at the completion of the course?

Unfortunately not. Whilst IRT Academy may organise for a representative of the IRT Group's Human Resources department to address the class about employment opportunities, employment is not guaranteed and all students seeking work will have to follow the normal procedures in regards to applying and interviewing for a position.

What are my rights and responsibilities as a student?

As a student of IRT Academy you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and any contract requirements of state funding bodies
- be informed about personal information that is collected about you and the right to review and correct that information
- access to IRT Academy's feedback and complaints handling process.

With rights come responsibilities and as a student with IRT Academy your responsibilities include:

- providing accurate and complete information to IRT Academy
- behaving in a responsible and ethical manner.

For more details on your rights and responsibilities please view the IRT Academy student handbook on our website https://www.irt.org.au/wp-content/uploads/2020/02/Student-Handbook_2020_v7.4.pdf or contact us to request a copy.

What are the payment terms and conditions?

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy Trainer/Assessor.

The payment terms and conditions are found in our Fees and Charges Schedule. This can be found at https://www.irt.org.au/wp-content/uploads/2020/02/Fees-and-Charges-Schedule_2020_v2.1.pdf or contact us to request a copy.

What is the refund policy?

Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

What support services are available to me?

All students are required to complete an online Language, Literacy and Numeracy test prior to the commencement of the course. If it is determined that you need support IRT Academy will direct you to the appropriate support provider.

STUDENT SUPPORT

To support this group, IRT and IRT Academy will facilitate the following:

- **Access to content in several delivery modes to suit different learning styles** **Universal Design for Learning principles** All students are given access to the text book, PowerPoint and list of relevant websites for each unit of competency at the beginning of the course.
- **Additional self paced learning activities** **Flipped learning** The principles of flipped learning are applied where students get the opportunity to research interest areas from home.
- **Additional educator time** Students will be given the opportunity to meet with the educator one-on-one outside the course hours for additional support.
- **Additional educator and administrative support** Students are given the opportunity to stay after class for further support.
- **Study skills** The students are given practical tips on what to expect during the course, how to study and researching answers for the assessments.
- **Employee Assistant Program (EAP)** All students and their immediate family have access to IRT EAP program for short term professional counselling.