



Government of **Western Australia**
North Metropolitan **TAFE**



Centre for Business Solutions



CBS

Course Guide 2017

The Centre for Business Solutions (CBS) is the corporate training section of the Enterprise Portfolio at North Metropolitan TAFE. We have been providing highly successful training services to both public and corporate clients since 1998.

Our comprehensive training products include accredited, nationally recognised qualifications and Recognition of Prior Learning (RPL). We also have an array of non-accredited, customised corporate and public courses available. We work with the Portfolio's Workforce Development Team to offer Work-based Training and Traineeships. Our services are provided by professional Learning and Development Consultants and can be tailored to meet the specific requirements of your organisation.

E | cbs@nmtafe.wa.edu.au

P | 1300 300 822

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Nationally recognised units and qualifications

As part of a registered training organisation (Code 1988), CBS offers courses comprising clustered individual units, Training Package skill sets or whole qualifications that are nationally recognised. Any part of a nationally recognised qualification can be assessed through Recognition of Prior Learning (RPL). All nationally accredited courses require you to demonstrate competency, your skills and knowledge will be assessed using a variety of assessment methods.

Public training courses

CBS has developed a suite of short, intensive programs for both accredited qualifications and non-accredited vocational courses that are delivered on site for interested parties to attend. These courses are attended by a multitude of professionals looking for the opportunity to develop new skills, to fill gaps in their knowledge and skills, to reinforce good practice, or to further their opportunities for employment. These courses are delivered by our Learning and Development Consultants who have extensive experience in their respective fields.

Other services and capabilities

CBS through its highly skilled Learning and Development Consultant Team is able to partner with your organisation to add value in the following areas;

- Management training
- Strategic planning
- Coaching and mentoring
- Change management
- Team effectiveness and facilitation
- Performance management

CBS can also customise and contextualise its training to meet organisational needs and can engage in relevant training needs analysis. CBS will provide professional feedback reports to all client and organisations.

Nationally accredited courses

BSB41515 Certificate IV in Project Management Practice

Purpose

This course aims to provide project management with the latest techniques in application of successful project practice. This program incorporates the competencies from BSB41515 Certificate IV in Project Management Practice.

Requirements

Participants could be operating as a communications liaison contracts officer, estimator and scheduler, project administrator, project analyst, project assistant, project coordinator, project officer, project records officer, project support / team member, quality officer or a small business operator.

Participants should have project involvement and project team roles and are responsible for achieving project objectives. Participants should possess a sound theoretical knowledge base and use a range of specialised, technical and integrated competencies to initiate, plan, execute and evaluate their own work and/or the work of others within the team / stakeholders.

For all assessment pathways (RPL, training and then assessment or a combination of both) participants will require the following broad skills before undertaking the Certificate IV in Project Management Practice. The context for how the skills are applied in the qualification has been provided.

Required skills

Literacy and language skills

You will be required to source, sort, categorise, interpret and analyse information, write reports, create documents using templates, explain key points, understand and use specialised vocabulary, use correct referencing procedures and conduct learning and assessments in English.

Planning skills

You will be required to plan and develop a range of materials for assessment purposes that may include (but are not limited to); reports, forms, presentations, action plans, flow charts and registers. You must be able to plan for and carry out assessments and manage your time appropriately to submit your assessments by the due date(s).

Research skills

You will be required to identify, and use appropriate resources to develop learning and assessment strategies and complete assessments.

Technological skills

Technology is something that any trainer and assessor must be familiar with these days. You will be required to use a computer or an iPad to create and format documents, create resources for learning and conduct internet searches to complete assessments. A working knowledge of the Microsoft Office suite is required prior to attending.

Units of competency

- BSBPMG409 Apply project scope management techniques
- BSBPMG410 Apply project time management techniques

- BSBPMG411 Apply project quality management techniques
- BSBPMG412 Apply project cost management techniques
- BSBPMG413 Apply project human resources management approaches
- BSBPMG414 Apply project information management and communication techniques
- BSBPMG415 Apply project risk management techniques
- BSBPMG417 Apply project life cycle management processes
- BSBPMG418 Apply project stakeholder engagement techniques

Delivery and assessment information

Please note the delivery of this qualification is conducted in an intensive training format. There is an assessment component associated with each unit. As part of your assessment component there will be tasks that are required to be completed during your training sessions and also within your own personal time. Detailed information will be provided to you during the training session.

CBS delivers the BSB41515 Certificate IV in Project Management Practice course to fee for service and public. This course is delivered face to face over a period of 4 non consecutive days where in class assessment tasks will be embedded to demonstrate skills and knowledge of project related work. Based on the average weekly session of 3 hours, this is equivalent to 8 weeks of face to face contact.

Students are then required to undertake self-directed learning tasks to be able to complete the assessment requirements. This self-directed learning will vary from student to student. However, it is anticipated that this would equate to approximately 6 hours per unit or 54 hours of self-directed learning. This is equivalent to 18 weeks class based learning. This brings the equivalent course duration to 26 weeks (not including allocated assessment time).

Investment

\$2800 (GST free) per person, includes course material and assessments

Intakes, duration and times

Intakes

One: 14, 15, 20 & 21 February 2017

Two: 1, 2, 7 & 8 August 2017

Duration

4 days

Session times

9.00am to 4.30pm

BSB51415 Diploma of Project Management

Purpose

This course aims to provide managers with the latest techniques in application of successful management. This program incorporates the competencies from BSB51415 Diploma of Project Management

Requirements

Participants wishing to enter the Diploma of Project Management should be in a position to undertake skills recognition or show competency for the units listed in the Certificate IV in Project Management. Participants could be operating in a project manager (generic), project manager (industry specific), project leader, project team leader, project contract manager or a project vendor

manager. Participants should have project leadership and management roles and are responsible for achieving project objectives. Participants should 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.

For all assessment pathways (RPL, training and then assessment or a combination of both) participants will require the following broad skills before undertaking the Diploma of Project Management. The context for how the skills are applied in the qualification has been provided.

Required skills

Literacy and language skills

You will be required to source, sort, categorize, interpret and analyse information, write reports, create documents using templates, explain key points, understand and use specialised vocabulary, use correct referencing procedures and conduct learning and assessments in English.

Planning skills

You will be required to plan and develop a range of materials for assessment purposes that may include (but are not limited to); reports, forms, presentations, action plans, flow charts and registers. You must be able to plan for and carry out assessments and manage your time appropriately to submit your assessments by the due date(s).

Research skills

You will be required to identify, and use appropriate resources to develop learning and assessment strategies and complete assessments.

Technological skills

Technology is something that any trainer and assessor must be familiar with these days. You will be required to use a computer or an iPad to create and format documents, create resources for learning and conduct internet searches to compete assessments. A working knowledge of the Microsoft Office Suite is required prior to attending.

Units of competency

- BSBPMG511 Manage project scope
- BSBPMG512 Manage project time
- BSBPMG513 Manage project quality
- BSBPMG514 Manage project cost
- BSBPMG515 Manage project human resources
- BSBPMG516 Manage project information and communication
- BSBPMG517 Manage project risk
- BSBPMG521 Manage project integration
- BSBPMG518 Manage project procurement
- BSBPMG519 Manage project stakeholder engagement
- BSBPMG520 Manage project governance
- BSBWOR502 Ensure team effectiveness

Delivery and assessment information

Please note the delivery of this qualification is conducted in an intensive training format. There is an assessment component associated with each unit. As part of your assessment component there will be tasks that are required to be completed during your training sessions and also within your own personal time. Detailed information will be provided to you during the training session.

CBS delivers the BSB51415 Diploma of Project Management course to Fee for Service and Public. This course is delivered face to face over a period of 5 days broken down into 3 days and 2 days with a two week break in between to allow for time for learning to be embedded into, critical reflection of new knowledge and skills, completion of work related assessment tasks and the opportunity for individual support if required. Based on the average weekly session of 3 hours, this is equivalent to 8 weeks of face to face contact.

Students are then required to undertake self-directed learning tasks to be able to complete the assessment requirements. This self-directed learning will vary from student to student. However, it is anticipated that this would equate to approximately 6 hours per unit or 72 hours of self-directed learning.

Investment

\$3400 (GST free) per person, includes course material and assessments

Intakes, duration and times

Intakes

One: 20, 21, 22, 28 & 29 March 2017

Two: 6, 7, 13, 14 & 15 June 2017

Three: 28, 29, 30 August & 4, 5 September 2017

Four: 16, 17, 18, 23 & 24 October 2017

Duration

5 days

Session times

9.00am until 4.30pm

BSB51915 Diploma of Leadership and Management

Purpose

The Diploma of Leadership & Management reflects the role of individuals engaged by organisations to manage the work of others or to add value to or review management practices. The preference for the intensive course format is that participants are operating currently in a leadership role or acting in a management position, with considerable experience in managing the work of others and sound knowledge of management practices and processes.

Typically, people in these roles have considerable experience in their respective sectors, industries or vocational areas and will couple an informed perspective of the specific work requirements with their managerial approaches. At this level, managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

Assessment will require application of significant management knowledge and skills, so participants will benefit most if they are in a Team Leadership or Management position.

Requirements

For all assessment pathways (RPL, training and then assessment or a combination of both) participants will require the following broad skills before undertaking the Diploma of Leadership & Management. The context for how the skills are applied in the qualification has been provided.

Required skills:

Literacy and language skills

You will be required to source, sort, categorise, interpret and analyse information, write reports, create documents using templates, follow style guides, spell and grammar check and proof read documentation. You will be required to explain key points, understand and use specialised vocabulary, use correct referencing procedures and conduct learning and assessments in English.

Planning skills

You will be required to plan and develop a range of materials for assessment purposes that may include (but are not limited to); reports, forms, presentations, action plans, flow charts and registers that show your understanding of the context and framework of Frontline Management and associated tools. You must be able to plan for and carry out assessments and manage your time appropriately to submit your assessments by the due date(s).

Research and analytical skills

You will be required to identify, and use appropriate resources to develop materials to complete assessments. You will require access to, and knowledge on how to use Internet based search engines. You will be required to determine the importance and veracity of information sources and reference appropriately.

Technological skills

Technology is key tool in effective Management. You will be required to use a computer to create and format documents, research information, develop and maintain registers and conduct Internet searches in the workplace and to complete assessments. A working knowledge of word processing, spreadsheets and presentation programs is required prior to attending.

Units of competency

- BSBLDR501 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness
- BSBLDR504 Implement diversity in the workplace
- BSBPMG522 Undertake project work
- BSBRSK501 Manage Risk
- BSBWOR501 Manage personal work and professional development
- BSBCUS501 Manage quality customer service
- BSBLDR503 Communicate with influence
- BSBMGT502 Manage people performance
- BSBMGT516 Facilitate continuous improvement

Delivery and assessment information

It has been advised previously that CBS conducts Diploma delivery, including assessment, in an intensive training format delivered face-to-face within the training blocks detailed above. Participants should be able to allocate time and energy to complete the course and assessments on time.

Students are also required to undertake self-directed pre-reading to interpret and understand the pre-course material supplied. This time will vary between students; a guideline estimate is 3-4 hours per unit, or about 30 hours of self-directed pre-reading.

Part of the assessment component includes assessment tasks for completion both during training sessions and within participants' own personal time. The self-directed learning time required for this will also vary from student to student (depending on individual Management knowledge, skills and experience and ability to grasp and apply new concepts). As a guideline, it will be approximately 7 hours (about 1 day) per unit, or 84 hours, for completion in full of the course assessment requirements. This time is additional to class session attendance, though includes time to prepare, draft, check, finalise and print all of the required assessment documents.

Investment

\$3400 (GST free) per person, includes course material and assessments

Intakes, duration and times

Intakes

One: 8, 9, 10, 15, 16 & 17 May 2017

Two: 9, 10, 11, 14, 15 & 16 August 2017

Three: 1, 2, 3, 7, 8 & 9 November 2017

Duration

6 days

Self-directed reading: Approximately 30 hours

Self-directed assessment: Approximately 84 hours

Session times

9.00am until 4.30pm

Qualification and unit information

For detailed information on qualifications or units of competency please refer to this website

<http://training.gov.au/Home/Tga>

Note: in the search criteria you may search by qualification (i.e. BSB41515) or by unit of competency (i.e. BSBPMG418). When you get to the appropriate page you will need to download the most recent version of the word or pdf document located in the release history section of the web page.

Non-accredited short courses

North Metropolitan TAFE runs a range of one (1) day non-accredited short courses at our convenient Northbridge location.

Survival Skills for New Supervisors and Managers

Purpose

This course is designed for people who recently took up a Supervisory or Management role. The program will help participants gain an understanding of such roles, and help them develop the necessary skills to lead their teams effectively.

Learning outcomes

Participants will understand, and be able to respond to, the effects of changing workplace expectations, and how these impact new leaders. They will have practical awareness of improved communication skills, personal and team building and leadership skills, delegation and time management skills, awareness of conflict management and how to lead meetings effectively.

Content

- Delegation, self-management, prioritising work and time management
- Giving and receiving feedback
- Decision making
- Leading meetings
- Team leadership
- Communication skills
- Managing conflict

Intakes, duration and times

Intakes

22 February 2017

20 June 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Performance Appraisal

Purpose

This broad course is designed to develop best-practice performance appraisal skills for Team Leaders, Supervisors or Managers in any organisation. The course examines reasons for performance appraisal, and reviews why its effective implementation will lead to significant organisational advantage.

Learning outcomes

Participants will enjoy greater understanding, from the use of contextually-related examples, of the principles and benefits of superior performance appraisal, and its value as a tool to create resource-effective operations, and as a technique of significant value in “future proofing” organisations.

Content

- Understanding the context of performance appraisal
- Awareness of the principles of performance appraisal
- Implementing best-practice performance appraisal
- Communication strategies to assist effective performance appraisal
- Developing win/win performance appraisal strategies
- Understanding the career-relevance of reliable performance appraisal
- Applying strategies to build from performance appraisal to the implementation of resource-effective and future-proofed organisations

Intakes, duration and times

Intakes

2 March 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Mentoring and Coaching

Purpose

This useful course is designed to differentiate clearly between the often-confused terms and techniques of mentoring and coaching. It will give participants practical tools and skills to develop and apply best-practices for each technique, be their role one of Team Leader, Supervisor or Manager. Both terms will be critically reviewed in a range of contextualised organisational examples.

Learning outcomes

By course-end, participants will understand the differences between mentoring and coaching, be able to apply the appropriate technique contextually into a range of organization-types, appreciate the critical requirement for effective feedback as the basis for meaningful implementation of both techniques effectively, and an awareness of counselling as a more specialised third interaction option.

Content

- About coaching
- About mentoring
- Differentiating between the two techniques
- Structuring for coaching and mentoring (including choosing role-holders)
- Implementing coaching and mentoring in a range of contexts
- Generating meaningful feedback
- Training and coaching and mentoring
- Counselling, and how it links with and differs from, coaching and mentoring

Intakes, duration and times

Intakes

26 April 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Customer Service

Purpose

This handy course is designed for people who have recently started work in customer service, most likely, though not exclusively, in a Supervisory role. It is aimed at helping anyone in customer-facing employment to gain an understanding of, and skill sets to deliver, quality service, including how to

respond positively to challenging clients. It delivers a platform for building further skills and experience.

Learning outcomes

Participants will be able to understand the principles and benefits of superior customer service and apply skills to craft, develop and deliver quality customer performance.

Content

- Know the customer “audience”
- Understanding the principles and values of quality customer service
- Developing a win/win attitude and staying energized
- Effective communication strategies to maintain relationships
- Developing win/win strategies
- Effective strategies for managing challenging, angry, aggressive or frustrated customers
- Understanding problem solving strategies
- Applying strategies to build customer relationships, solve challenging concerns and exceed the customer’s expectations
- Building a complaints log for continuous improvement

Intakes, duration and times

Intakes

22 May 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Managing Meetings

Learning outcomes

This course has been designed for people who want to learn about managing meetings and have the confidence to prepare successfully for meetings.

Content

- Understand the different types of meetings
- Effective meeting preparation
- Developing agendas and meeting structure
- Facilitation of meetings
- Following up after meetings

Intakes, duration and times

Intakes

21 August 2017

10 October 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Dealing with Difficult People

Learning outcomes

Participants will be able to understand the principals of conflict management and apply the skills to manage conflict constructively and positively in the work situation in different situations.

Content

- The basis of conflict
- Identify major factors contributing to conflict situations
- Stages of conflict resolution
- Roles of values, beliefs and self-awareness in conflict and conflict resolutions
- Personality types
- Styles of conflict management
- Strategies and skills for managing conflict
- Models of conflict resolution including mediation, conciliation and facilitated negotiation
- Active listening and questioning techniques
- Building win/win solutions to conflict solutions
- Leading conflict resolution situations

Intakes, duration and times

Intakes

26 June 2017

14 November 2017

Duration

1 day

Session times

9.00am to 4.30pm

Investment

\$440.00 (GST inclusive) per person includes course material

Enrolments

To enrol in a course, please complete a *2017 CBS Registration Form Accredited/Non-Accredited Courses*. The form can be found in the back of this guide, or by contacting our administration on 1300 300 822 or cbs@nmtafe.wa.edu.au

Further information

For further information on CBS, our appeals and complaints policy and procedures please review the participant induction, access information on the north metropolitan TAFE website or consult with the course coordinator.

Course timetable

Nationally Accredited Courses

BSB41515 Certificate IV in Project Management Practice

Intake 1 2017: 14, 15, 20 & 21 February 2017

Intake 2 2017: 1, 2, 7 & 8 August 2017

BSB51415 Diploma of Project Management

Intake 1 2017: 20, 21, 22, 28 & 29 March 2017

Intake 2 2017: 6, 7, 13, 14 & 15 June 2017

Intake 3 2017: 28, 29 & 30 August, 4 & 5 September 2017

Intake 4 2017: 16, 17, 18, 23 & 24 October 2017

BSB51915 Diploma of Leadership & Management

Intake 1 2017: 8, 9, 10, 15, 16, 17 May 2017

Intake 2 2017: 9, 10, 11, 14, 15 & 16 August 2017

Intake 3 2017: 1, 2, 3, 7, 8 & 9 November 2017

Non Accredited Short Courses

Survival Skills for New Supervisors and Managers

22 February 2017

20 June 2017

Performance Appraisal

2 March 2017

Mentoring and Coaching

26 April 2017

Customer Service

22 May 2017

Managing Meetings

21 August 2017

10 October 2017

Dealing with Difficult People

26 June 2017

14 November 2017

2017 CBS Registration Form Accredited Courses



Personal details					
Student ID (if known)	Title	Last name	First name	Middle name	
Gender	Date of birth	Unique student identifier	Residency status <input type="checkbox"/> Australian Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Other		
Residential address			Suburb	Postcode	
Postal address <input type="checkbox"/> as above			Suburb	Postcode	
Home phone		Work phone		Mobile	
Email			Emergency contact	Emergency number	

Employer details (if applicable)		
Employer company name	Employer contact name	
Employer address	Suburb	Postcode
Employer email address	Employer phone	

Support requirements
Do you have any support requirements, disability, impairment or long-term medical condition, which may affect your studies? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please indicate the type of disability that applies (optional) <input type="checkbox"/> Hearing <input type="checkbox"/> Learning <input type="checkbox"/> Mobility <input type="checkbox"/> Vision <input type="checkbox"/> Medical <input type="checkbox"/> Other
Provide details below

Enrolment		
Course	Commencement	Cost
<input type="checkbox"/> Certificate IV in Project Management Practice Intensive Intake 1	14 th February 2017	\$2 800.00
<input type="checkbox"/> Certificate IV in Project Management Practice Intensive Intake 2	1 st August 2017	\$2 800.00
<input type="checkbox"/> Diploma of Project Management Intensive Intake 1	20 th March 2017	\$3 400.00
<input type="checkbox"/> Diploma of Project Management Intensive Intake 2	6 th June 2017	\$3 400.00
<input type="checkbox"/> Diploma of Project Management Intensive Intake 3	28 th August 2017	\$3 400.00
<input type="checkbox"/> Diploma of Project Management Intensive Intake 4	16 th October 2017	\$3 400.00
<input type="checkbox"/> Diploma of Leadership and Management Intensive Intake 1	8 th May 2017	\$3 400.00
<input type="checkbox"/> Diploma of Leadership and Management Intensive Intake 2	9 th August 2017	\$3 400.00
<input type="checkbox"/> Diploma of Leadership and Management Intensive Intake 3	1 st November 2017	\$3 400.00
Total cost		

Conditions of enrolment**Payment**

Payment is due upon confirmation of the course, which will occur approximately 5-7 working days before the training commencement date. If your employer is funding your training please include either credit card details, a cheque, or a purchase order to secure your place. Your employer can also complete an Employer Invoice Authorisation to confirm your place.

Cancellation and Refund Policy

If you cancel your registration 10 or more working days prior to the course commencing, no cancellation fee will apply. If a cancellation is made less than 10 working days prior to the course commencement the full course fee will be charged. Refunds can only be considered if you have genuine reasons that will prevent you from attending the course (e.g. medical condition or exceptional circumstances). All refund requests must be made in writing. CBS reserves the right to make a decision regarding refunds on a case by case basis.

A \$50 fee per participant will apply to any request for a transfer of course dates. Transfers will only apply to the current training year.

CBS reserves the right to cancel the course up to two days before date of training – you will receive a full refund in this situation.

Payment method *Payment will be processed upon course confirmation

<input type="checkbox"/> Credit card payment in full – complete details below	<input type="checkbox"/> In person
<input type="checkbox"/> Cheque – made out to North Metropolitan TAFE	<input type="checkbox"/> Third party payment Invoice

Credit card payment Please note all credit card details will be kept confidential. Payments will be processed in January 2017

Name on credit card	Card type <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa
Credit card number	Expiry date
Signature of card holder	By signing you authorise North Metropolitan TAFE to debit your credit card for the amount indicated above

Enrolment acceptance

By completing and signing this form I agree to the conditions of enrolment as outlined above and agree for the provided information to be used for the purpose of my enrolment. Information may be provided to my lecturer and other staff at North Metropolitan TAFE to assist with my enrolment and study.

Signature	Date
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Forward enrolment form and payment details to:

Creative Industries and Enterprise Course and Workplace Support

P | 1300 300 822

E | cbs@nmtafe.wa.edu.au

A | 25 Aberdeen Street NORTHBRIDGE 6001 / Locked Bag 6 NORTHBRIDGE 6865

2017 CBS Registration Form Non-Accredited Courses



Personal details					
Student ID (if known)	Title	Last name	First name	Middle name	
Gender	Date of birth	Unique student identifier	Residency status <input type="checkbox"/> Australian Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Other		
Residential address			Suburb	Postcode	
Postal address <input type="checkbox"/> as above			Suburb	Postcode	
Home phone		Work phone		Mobile	
Email			Emergency contact	Emergency number	

Employer details (if applicable)		
Employer company name	Employer contact name	
Employer address	Suburb	Postcode
Employer email address	Employer phone	

Support requirements
Do you have any support requirements, disability, impairment or long-term medical condition, which may affect your studies? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please indicate the type of disability that applies (optional) <input type="checkbox"/> Hearing <input type="checkbox"/> Learning <input type="checkbox"/> Mobility <input type="checkbox"/> Vision <input type="checkbox"/> Medical <input type="checkbox"/> Other
Provide details below

Enrolment		
Course	Commencement	Cost
<input type="checkbox"/> Survival Skills for New Supervisors and Managers Intake 1	22 nd February 2017	\$440.00
<input type="checkbox"/> Survival Skills for New Supervisors and Managers Intake 2	20 th June 2017	\$440.00
<input type="checkbox"/> Performance Appraisal	2 nd March 2017	\$440.00
<input type="checkbox"/> Mentoring and Coaching	26 th April 2017	\$440.00
<input type="checkbox"/> Customer Service	22 nd May 2017	\$440.00
<input type="checkbox"/> Managing Meetings Intake 1	21 st August 2017	\$440.00
<input type="checkbox"/> Managing Meetings Intake 2	10 th October 2017	\$440.00
<input type="checkbox"/> Dealing with Difficult People Intake 1	26 th June 2017	\$440.00
<input type="checkbox"/> Dealing with Difficult People Intake 2	14 th November 2017	\$440.00
Total cost		

Conditions of enrolment
<p>Payment Payment is due upon confirmation of the course, which will occur approximately 5-7 working days before the training commencement date. If your employer is funding your training please include either credit card details, a cheque, or a purchase order to secure your place. Your employer can also complete an Employer Invoice Authorisation to confirm your place.</p> <p>Cancellation and Refund Policy If you cancel your registration 10 or more working days prior to the course commencing, no cancellation fee will apply. If a cancellation is made less than 10 working days prior to the course commencement the full course fee will be charged. Refunds can only be considered if you have genuine reasons that will prevent you from attending the course (e.g. medical condition or exceptional circumstances). All refund requests must be made in writing. CBS reserves the right to make a decision regarding refunds on a case by case basis. A \$50 fee per participant will apply to any request for a transfer of course dates. Transfers will only apply to the current training year. CBS reserves the right to cancel the course up to two days before date of training – you will receive a full refund in this situation.</p>

Payment method *Payment will be processed upon course confirmation
<input type="checkbox"/> Credit card payment in full – complete details below <input type="checkbox"/> In person
<input type="checkbox"/> Cheque – made out to North Metropolitan TAFE <input type="checkbox"/> Third party payment Invoice

Credit card payment Please note all credit card details will be kept confidential. Payments will be processed in January 2017	
Name on credit card	Card type <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa
Credit card number	Expiry date
Signature of card holder	By signing you authorise North Metropolitan TAFE to debit your credit card for the amount indicated above

Enrolment acceptance	
By completing and signing this form I agree to the conditions of enrolment as outlined above and agree for the provided information to be used for the purpose of my enrolment. Information may be provided to my lecturer and other staff at North Metropolitan TAFE to assist with my enrolment and study.	
Signature	Date

Forward enrolment form and payment details to:
 Creative Industries and Enterprise Course and Workplace Support
 P | 1300 300 822
 E | cbs@nmtafe.wa.edu.au
 A | 25 Aberdeen Street NORTHBRIDGE 6001 / Locked Bag 6 NORTHBRIDGE 6865