Welcome to

Study @ your own pace
@ your own place

Can’t make it to class at your local TAFE college? Work irregular hours? Have family commitments or is travel too difficult?

Then studying with the Open Training and Education Network (OTEN) may be the answer for you. Whether you’re looking for your first job, a promotion, a career change or you just need extra knowledge and skills, OTEN can help.

OTEN is TAFE NSW - Western Sydney Institute’s specialist distance learning centre with over 100 years’ experience in delivering quality distance education. Offering around 220 qualifications and courses, with advanced approaches to delivery and the flexibility to fit study around your life, OTEN brings the classroom to you. You also benefit from the strength and reputation of TAFE NSW, the largest provider of vocational education and training in Australia and one of the largest providers in the world.

Our world class training and educational services give you the opportunity to study and grow in a supportive learning environment to reach your personal and vocational goals.

OTEN… more than you imagine!

Did you know… you can mix and match your study between class based learning at any TAFE NSW college and distance learning with OTEN? You can study some of the units in your course @ your own pace @ your own place. You can accelerate your studies or achieve more flexibility with your timetable or unit choices.
“It’s not the study that’s the challenge - it’s finding time!”

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OTEN Course Information

W: www.oten.edu.au
E: oten.courseinfo@tafensw.edu.au
T: 1300 362 346 or 02 9715 8333

Monday to Friday 8:30am – 5:00pm AEST
(Australian Eastern Standard Time)

OTEN welcomes course enquiries from people who are deaf, or hearing or speech impaired through the National Relay Service (NRS). Contact the NRS on 1300 555 727. See page 11 for more about the NRS.

Disclaimer

The material contained in this document is intended to provide students with general information on Open Training and Education Network (OTEN) courses and should be used as a guide only. Whilst every reasonable effort has been made to ensure that the information contained in this document was accurate and current at the time of publication, no warranty is given that the information contained herein is free from error or omission. Course costs may be subject to change without notice and some changes may occur as courses are updated, added or replaced. No person should rely exclusively on the content of this document.

For the most up to date information on courses, fees and enrolment information visit our website www.oten.edu.au or phone Course Information on 1300 362 346. It is the responsibility of the prospective student to check program entry requirements and selection methods prior to making any arrangement to apply for enrolment at TAFE NSW.

To the extent permissible by law TAFE NSW and the State of New South Wales by its Department of Education and Communities exclude all liability for any loss or damage (including indirect, special or consequential loss or damage) arising from the use of, or reliance on, the information contained in this document.
Highly motivated self-starters find OTEN a great place to study. You don’t need to wait for the beginning of a new year or new semester. OTEN accepts enrolments year round (while places are available). This means you start studying when it suits you. At OTEN, you are given the opportunity to accelerate your learning, to gain the qualification you need sooner.

For those who are time poor, you may need to fit your study around your life and work commitments. OTEN gives you that flexibility. If you’d like to mix and match your OTEN studies with class based learning, talk to your teacher, visit the OTEN website www.oten.edu.au or call 1300 362 346.

It’s all about you!

Make a study plan and get going!

This Course and Career Guide gives you general information about applying and enrolling with OTEN, a brief description of our qualifications and courses, and the support services we offer to help you succeed in your studies.

Not sure?

If you aren’t sure which course is right for you, speak to our Counselling and Careers Development Service. We also publish on our website a Career Pathways brochure, which provides general advice about career planning – whether you have just finished school, want to upgrade your skills or make a complete career shift. The brochure includes a list of helpful websites and shows you how to progress towards the career you want.

When you think you have found the course that best suits your needs, read the Course Information Leaflet (CIL) for more information. CILs are available:

W: www.oten.edu.au
T: 1300 362 346 or 02 9715 8333
Visit: 51 Wentworth Road, Strathfield NSW 2135

Course Information Leaflets outline entry requirements, learning outcomes, the qualification or award you will gain, any prerequisites and other requirements for studying the course. It is important to be sure that the course is what you need to meet your personal and vocational goals.

Some courses have specific entry requirements. If you have the equivalent skills and knowledge gained from work or other life experiences, you may be considered for special admission. In some cases, you may be able to meet these requirements while you study in your chosen qualification. Contact us for more information or help.
How do I enrol?

A step-by-step guide to completing your enrolment application

Step 1
Check to see if you need to complete additional forms such as a Course Application, Selection Application, Resource Checklist or Practical Application.

If you do – ensure you meet the entry requirements and include these additional forms or documentation when you submit your enrolment application otherwise your enrolment may be delayed.

Are you re-enrolling into the same course?
You can re-enrol quickly and easily online via Student e-Services. See Step 4.

Step 2
You may be eligible for credit for any previous study undertaken or relevant work experience. You are encouraged to apply for this when you enrol (although you can apply at any time during your enrolment). There is a check box on your OTEN Enrolment Application form (or enrolment screen, if you are enrolling online) to request that any relevant previous study at TAFE NSW is credited towards the course in which you are applying to enrol.

Step 3
To complete your enrolment application, you need to:
• complete all sections, including the student statistics page, and sign the OTEN Enrolment Application form (or indicate your acknowledgement if enrolling online). Complete any other forms needed for your course.
• include your credit card details or attach the appropriate payment. Please do not send cash. If you are applying for the TAFE NSW Concession fee or an exemption from the TAFE NSW fee (see page 5), you need to provide your Centrelink CRN (Customer Reference Number) or appropriate documentation to support your application.

Please note: If OTEN has difficulties delivering your learning materials, the phone number you provide may be used by OTEN’s mailing agent to provide secure delivery of your learning materials.

Students living overseas must provide a contact phone number with country and area codes which will be displayed on all postal items. This is an overseas postal service requirement.

If you are an Australian citizen or Australian permanent resident living overseas, you must provide certified* proof of your Australian citizenship or residency status when applying to enrol. International Students see page 6.
* A certified document is a photocopy of an original document that is then examined and signed by an authorised officer as a true representation of the original. Documents can only be certified by an authorised officer at the official records department of the institution that originally issued the documents, an Australian diplomatic post, a registered agent of TAFE NSW, or a public notary.
Translations are required for all documents in languages other than English which are submitted with an application. Translations can only be made by an official translator registered with a government body.

Step 4
To submit your enrolment application, you can:
• go online www.oten.edu.au (available for some courses if you are paying by credit card)
• fax to 02 9715 8411 if you are paying by credit card
• mail to OTEN Student Services – Enrolments, Locked Bag 2012, Strathfield NSW 2135
• visit OTEN Course Information (between Monday and Friday 8.30am – 5.00pm) at 51 Wentworth Road, Strathfield.

If you are re-enrolling into the same course,
• re-enrol through Student e-Services at www.afenew.edu.au. Log on using your DET Portal ID and password and follow the prompts
• you may also call the OTEN Re-enrolment Hotline Monday to Friday 8:30am – 5:00pm on 1300 881 114.

TAFE NSW does not accept cash payments.
We accept payment by:
• credit card - Visa and MasterCard
• personal or bank cheque, or money order, payable to OTEN
• EFTPOS, in person at the OTEN Course Information counter.
What fees and charges do I need to pay?

Each year, TAFE NSW sets a schedule of affordable fees across the range of its qualifications and courses – from Statements of Attainment to Advanced Diplomas.

Fees and charges may be:
- the TAFE NSW fee
- the OTEN Student Materials and Handling Charge
- additional enrolment related charges including:
  - protective clothing and materials charges
  - licence fees
- the WSI PLUS fee – for commercial courses that do not attract a government subsidy (shown for relevant courses within this Guide)
- tuition fees, including tuition fees for international students and some temporary visa holders

Fees and charges specific to your course are listed on the Course Information Leaflet.

### 2012 TAFE NSW FEES

<table>
<thead>
<tr>
<th>Qualification Level</th>
<th>Annual Fee $ AU</th>
<th>Fee for 1 Semester or less</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Diploma</td>
<td>1570</td>
<td>785</td>
</tr>
<tr>
<td>Diploma</td>
<td>1308</td>
<td>654</td>
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<tr>
<td>Certificate IV</td>
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<td>Certificate III</td>
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<td>Certificate I</td>
<td>462</td>
<td>231</td>
</tr>
<tr>
<td>Statements / Short Courses</td>
<td>462</td>
<td>231</td>
</tr>
<tr>
<td>Apprentices and Trainees</td>
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<td>218</td>
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<td>Government benefit recipients</td>
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</tr>
<tr>
<td>Aboriginal and Torres Strait Islander students</td>
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<td>0</td>
</tr>
<tr>
<td>Students with a Disability (first course per year)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Special Access Courses</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Other course and enrolment-related charges may apply.

Please note: Fees for WSI PLUS courses, international students and temporary visa holders differ from the fees above.

### Instalments

You may choose to pay the TAFE NSW fee in two instalments. The first instalment and the OTEN Student Materials and Handling Charge are paid on enrolment. TAFE NSW will send you an invoice for payment of the second instalment.

If you do not finish the course within 12 months and want to complete the course, you will need to re-enrol and pay the TAFE NSW fee and the OTEN Student Materials and Handling charge again.
OTEN Student Materials and Handling Charge

This annual charge partially offsets the costs of developing your distance learning resources, postage and handling, written correspondence, exams and tests. This charge must be paid when you submit your enrolment application, even if you are applying for a Concession fee or for an exemption from the TAFE NSW fee. This charge is included in the advertised WSI PLUS course fee. You do not pay this charge again if you are enrolling in a WSI PLUS course.

OTEN Student Materials and Handling Charge

|$50| per enrolment application per year if you live in Australia

|$120| per enrolment application per year if you live overseas

Course related charges

Some courses may have additional charges which cover the costs of practicals, consumables, services or basic tools used by the student. Check your Course Information Leaflet carefully.

Trainees and apprentices

Trainees and apprentices pay a capped annual fee for their enrolment at TAFE NSW. You will need to provide a copy of your apprenticeship/traineeship approved letter of registration with your enrolment application.

Temporary Visa Holders (TVH)

If you hold a temporary visa, subject to certain conditions, you may be eligible to apply to enrol with OTEN. Depending on the type of visa sub-class you hold, you may also need to pay tuition fees. When you apply to enrol you must declare your TVH status and provide a certified copy* of your passport showing your visa sub-class or documentation from the Department of Immigration and Citizenship (DIAC).

Your enrolment application will not be accepted if you cannot complete your studies before your visa expires. OTEN is not responsible for the non-completion of your course if you are required to leave Australia.

*Certified means that your original documents have been sighted, and a copy signed by a teacher or Course Information Officer at OTEN or another TAFE NSW staff member, or by a Justice of the Peace (JP) or any Officer of the Court. The original signed certified copy must be provided.

Concessions and exemptions from the TAFE NSW fee

TAFE NSW Concession fee

The TAFE NSW Concession fee applies only to courses where the TAFE NSW fee is payable and if you live in NSW. If you receive a Commonwealth benefit or allowance, you may be eligible to pay the annual TAFE NSW Concession fee, rather than the full TAFE NSW fee. Instalment payments are not available for the Concession fee. You must also pay the annual OTEN Student Materials and Handling Charge.

To find out whether you are eligible for a Concession fee, check:

W: www.oten.edu.au or refer to the OTEN Enrolment Application form

If you are applying for a concession because you receive a Centrelink payment, please make sure you can provide your CRN (Customer Reference Number) or a recent letter from Centrelink.

Exemptions from the TAFE NSW fee – Applies only to courses where the TAFE NSW fee is payable for the following students:

- Aboriginal and Torres Strait Islander students are exempt from paying the TAFE NSW fee. You pay only the OTEN Student Materials and Handling Charge, plus any other course related charges.

- Students receiving a disability support pension from Centrelink or the Department of Veterans’ Affairs are entitled to receive one full fee exemption from the TAFE NSW fee for one course per year and are eligible for the TAFE NSW Concession fee for subsequent enrolments during the year.

- If you are applying for an exemption because you receive a Centrelink disability payment, please make sure you can provide your CRN (Customer Reference Number).

- Students who are clients of a Teacher/Consultant for students with a disability, and who are not eligible for an exemption under any other category, are entitled to receive one full fee exemption from the TAFE NSW fee for one course per year and are eligible for the TAFE NSW Concession fee for subsequent enrolments during the year.

- Students in Special Access Courses – For some Access and Preparation courses, there is no TAFE NSW fee. To enrol in these, you pay only the OTEN Student Materials and Handling Charge. These courses include programs in literacy, numeracy, career opportunities, employment skills and work readiness.
There are no concessions and fee exemptions for WSI PLUS commercial courses.

WSI PLUS fees
These charges generally cover the cost of your tuition, practicals, consumables, services or basic tools used by a student.

Financial assistance to study
Financial assistance to study may be available through Centrelink for eligible students. For more information, you need to contact Centrelink.

W: www.centrelink.gov.au
T: 132 490 for Youth Allowance, Austudy or Pensioner Education Supplement
132 317 for ABSTUDY

International students
- living in Australia on an International Student Visa (sub-class 570 to 576) you can study a range of TAFE NSW courses or units with OTEN, in addition to your main course of study with your provider. If you are a TAFE NSW international student, discuss any application to enrol at OTEN with your College International Student Coordinator first.
- living overseas – you can study by distance from anywhere in the world. Different fees apply.

VET FEE-HELP
Want to study now but can’t afford the upfront tuition fees? VET FEE-HELP is a loan scheme administered by the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) and is available for students who enrol in selected high level qualifications of Diploma or above which are offered on a fee-for-service basis.

VET FEE-HELP assists eligible, full fee-paying students in these courses to pay all or part of their tuition fees. Students repay the debt through the tax system once they reach the minimum income threshold. Courses eligible for a VET FEE-HELP student loan are marked in this Guide. To find out more about VET FEE-HELP contact Course Information on 1300 362 346.
Refunds

Refund of the TAFE NSW fee or Concession fee
A refund of the TAFE NSW fee or Concession fee may be given in the following exceptional circumstances:
• you have overpaid the TAFE NSW fee
• you enrolled in a course that has been cancelled by OTEN
• you have paid the TAFE NSW fee but now receive an eligible Commonwealth benefit or allowance commencing within two weeks of your enrolment date or the dispatch of your learning materials
• you are offered and accept a place in a course at University or at the same/another TAFE NSW campus within the first three weeks of enrolment
• you enrol in a course only to repeat a failed unit but are then granted a pass in that unit by the result review process
• you apply within four weeks from your enrolment date and have not actively participated in your studies (see Active Participation section for more information)
• you made a full year payment of the TAFE NSW fee and withdrew or completed your course within 6 months of your enrolment. In this case you may be eligible for a refund of half of the TAFE NSW fee. There are no half refunds of the TAFE NSW Concession fee.
• the campus delegate is of the opinion that you would be unreasonably disadvantaged if you are not granted a refund. For example, if you meet with a serious misadventure and you are unable to continue with your enrolment.

Your request for a refund must be in writing, addressed to the OTEN Refunds Committee.
M: OTEN Student Services – Enrolments
Locked Bag 2012, Strathfield NSW 2135
E: oten.studentservices@tafensw.edu.au

There is no refund of the OTEN Student Materials and Handling Charge.

Refund of course related charges
A refund of course related charges may be given:
• if OTEN cancels a practical or workshop
• if you paid for a practical or workshop and notify OTEN within a minimum of seven working days, prior to the practical or workshop, of your inability to attend. If OTEN outlays payment for services which are non-refundable, the student will incur the cost and only a refund of any remaining monies will be issued
• in exceptional circumstances. You need to support your request, in writing, to the Head Teacher.

A refund will not be paid:
• if materials, equipment or resources received remain the property of the student
• if you do not attend or do not give adequate prior notification that you cannot attend a practical session or workshop
• if you have actively participated in a course.

Active participation is:
• submitting an application for recognition of prior learning (RPL)
• accessing activities and unit support pages on the Online Learning Support (OLS) website
• submitting assessments
• attending practical sessions, if applicable
• attending exams or tests
• completing units or making satisfactory progress in learner support
• contacting your teaching section for support and assistance.

WSI PLUS fee
There are no refunds once you are enrolled in a WSI PLUS course. However, a substitute delegate may participate. If OTEN cancels a course your fee will be refunded.
You need to advise the WSI Business Unit - OTEN on phone 02 9715 8089 if you wish to nominate an alternative customer.
Credit Pathways

Did you know that you may be given credit for all your previous Australian Qualifications Framework (AQF) study relevant to your course? This means you can gain credit for any relevant previous study at TAFE NSW or at other educational providers.

You should also seek recognition of prior learning (RPL) if you have relevant and current work experience. It’s best if you apply for credit at the same time as applying to enrol so it can be assessed as soon as you are enrolled.

Credit may be given for one or more units, up to a full qualification.

Credit for previous studies or work experience reduces the time you need to study and you may gain your qualification faster or gain entry to a higher level qualification.

For information on applying for credit:
- W: www.oten.edu.au under Find a course or qualification and search for the course in which you are interested
- E: oten.recognitionhelp@tafensw.edu.au
- T: 1300 362 165 or (+61 2) 9715 8486

For advice on having the qualifications you gained overseas recognised by TAFE NSW, contact the OTEN Multicultural Education and Support Unit.
- E: oten.multicultural@tafensw.edu.au
- T: 1800 637 535 or (+61 2) 9715 8676
- F: (+61 2) 9715 8549

Mix and match your learning options

Want to accelerate your studies or achieve more flexibility with your timetable or units of study? Mix and match your study at a TAFE NSW college with OTEN.

Matthew enrolled in a hospitality course at his local college. He attended class full-time during the day. With only three units to complete he was offered a full-time job with a prestigious restaurant. As the job was a great opportunity he accepted it, but wanted to complete his training. Unfortunately, his college only offered two of the three units at the times when he could attend. One of his friends suggested that he contact OTEN because he might be able to complete the remaining unit with them. He was overjoyed to learn that the unit he wanted to study was available by distance education at OTEN.

For more information talk to a teacher or contact OTEN Course Information.
- W: www.oten.edu.au
- E: oten.recognitionhelp@tafensw.edu.au
- T: 1300 362 346 or 02 9715 8333 Monday to Friday 8:30am – 5:00pm AEST (Australian Eastern Standard Time)
What happens when I am enrolled?

After your enrolment has been approved you will receive a Tax invoice/Receipt and a letter or email confirming your enrolment. Your Confirmation of Enrolment includes your TAFE NSW Username and Password so you can access online learning materials and online services. You will then receive email correspondence from your teachers about course work requirements. Your learning materials will either be mailed to you, or for online study, information on how to access your online account will be emailed to you. Your OTEN Student Guide, which provides comprehensive information about our support services, online services such as submitting assessments, and general enrolment and study conditions, will be available via the Online Learning Support website.

Can I use facilities at other TAFE NSW colleges?
You will need a TAFECard to visit and use the facilities of TAFE NSW colleges, borrow from their libraries and sit for an exam or a test.
You can obtain your TAFECard from any TAFE NSW college. You will need to show proof of your enrolment at OTEN.

How long will it take to complete a course?
You are encouraged to start studying as soon as you receive your online access and learning materials. Although studying with OTEN is self-paced, a course time frame does apply (see the Course Information Leaflet). If you apply for credit, you may not need to study some units in your course and you may finish your course earlier. If your course has practicals, workshops or exams, these will be on set dates. Check course assessment schedules for these dates.

Will my study involve assessment?
Most courses involve assessments, which may include written or online activities, tests, assessment tasks, exams or practicals. When you begin your studies with OTEN, you will be given detailed information about how you will be assessed and how your results will be recorded and reported.
At OTEN, not all of your assessments will have fixed dates. To study by distance and complete your course within the time frame or earlier you will need to plan a schedule for submitting your work and meeting your study goals.

If your course has tests or exams you may apply to sit for these at a TAFE NSW college.
If you live interstate or overseas, you may sit tests or exams with private supervision. Private supervisors are reviewed by OTEN for their suitability to conduct test or exam supervision. Exams are scheduled by TAFE NSW. You will be required to attend one of these sitting dates and times for each exam. Tests may also be taken on a day and at a time that has been agreed to by a TAFE NSW college and you. Any charge for private supervision is your responsibility.

Transferring your studies and co-enrolment
If you are enrolled at another TAFE NSW college and OTEN offers the same course or units, you can apply to transfer to OTEN.
In some cases, you may also mix and match your study and be enrolled at another college and OTEN at the same time. You do not have to pay the TAFE NSW fee (or Concession fee) for a co-enrolment but you must pay the OTEN Student Materials and Handling Charge and may need to pay any relevant course related charges.
Note: You cannot be enrolled in the same unit at OTEN and a TAFE NSW college at the same time.

For more information about co-enrolment and/or transferring your course enrolment to OTEN, visit www.oten.edu.au. These services do not apply to WSI PLUS courses or the Selected Study Program.
Your rights and responsibilities

It is a condition of enrolment with OTEN that you actively participate in your studies. Active participation means submitting an application for recognition of prior learning (RPL), accessing activities and unit support pages on the Online Learning Support (OLS) website, submitting assessments, attending practical sessions, if applicable, attending exams or tests and completing units or making satisfactory progress in learner support and any other student interactions for the unit. If you do not participate, future enrolment applications may be declined.

OTEN will do its best to ensure that you have the opportunity to complete your course within the time frame, subject to satisfactory participation. However, OTEN is required to comply with changes and updates to national qualifications and reserves the right to withdraw any course, offer a replacement course or alter dates for the whole or part of the course.

TAFE NSW strives to provide you with the opportunity to study, learn and develop skills in a safe and supportive environment. When you enrol, you agree to follow TAFE NSW instructions and rules. Your rights and responsibilities are provided in the OTEN Student Guide on the Online Learning Support (OLS) website.

If you use TAFE NSW internet websites or use computers that are the property of TAFE NSW, you must abide by the Online Communication Services - TAFE NSW Code of Expected User Behaviour.

If you do not follow TAFE NSW regulations in regard to behaviour, there are a number of disciplinary actions which may be followed, including suspension from study. More information is available in any TAFE NSW library.

Your privacy and protection of personal information

When you enrol at TAFE NSW, the collection, storage, use and disclosure of the personal information you provide are protected under the Privacy and Personal Information Protection Act 1998 and will only be used as outlined in the Student Privacy notification to which you must agree when you enrol.

Any health information provided is protected under the Health Records and Information Privacy Act 2002.

The Government Information (Public Access) Act 2009 gives you the right to access many documents held by NSW government agencies including TAFE NSW. We allow you to access your information and make corrections if necessary. For more information, call the Department of Education and Communities’ Information Access Unit on (02) 9561 8151.

Anti-discrimination and vilification

It is unlawful for a person to do anything publicly that could encourage or incite hatred, serious contempt or severe ridicule against you or others on any grounds.

If you feel you have been discriminated against, contact your teacher or a TAFE NSW counsellor.

Making a complaint

TAFE NSW seeks to resolve difficulties, grievances and complaints in a prompt, impartial and just manner, and we hope that most complaints can be dealt with informally. If you have a problem or wish to make a complaint, you may report it to any staff member, verbally or in writing. There is a Complaint Form available online from our website at www.oten.edu.au or from teaching and customer service staff.
What support does OTEN offer?

At OTEN, studying by distance doesn’t mean you’ll be alone.

As an enrolled student with OTEN you can access a range of support services from OTEN or through TAFE NSW colleges, as well as online services which are easily accessed through the Department of Education and Communities (DEC) Portal. Your Username and Password are provided in your Confirmation of Enrolment letter/email after you are enrolled.

**Online Learning Support website**

OTEN provides all enrolled students with additional online study support and general information during their studies via the Online Learning Support (OLS) website. The OLS may deliver your learning materials or provide additional resources to help with your assessments. You can download and submit your assessments online, check the status of your course and unit progress, and contact your teaching section via email.

If you do not have the internet at home, you can access the OLS through computers at TAFE NSW colleges, public libraries and other private internet facilities. You will need your Username and Password to access the internet at a TAFE NSW college.

**TAFE NSW Libraries**

As an OTEN student, you can visit libraries at any TAFE NSW college. TAFE NSW libraries have extensive resources, facilities and support services for students. These include print and electronic resources (videos, journals, exam papers, audiovisual and multi-media titles) and computers. Libraries may also provide a range of training sessions tailored to your needs. You can access resources through the TAFE NSW library catalogue from college libraries or online. You will need a TAFEcard or you may be able to register as a library borrower using your OTEN Enrolment Confirmation letter/email. Interstate students may also access the TAFE Libraries – National Reciprocal borrowing scheme. This allows students of participating TAFE libraries to register and borrow materials in person from any other participating TAFE library in any other state.

To access this service and for any other enquiries email us at WSI.OTENLibraryServices@tafensw.edu.au

**Student support**

OTEN offers a comprehensive range of student support services, including Tutorial Support for people with special learning needs and people with a disability.

**Support for students with a disability**

- **T:** 1300 362 890 or 02 9715 8601
- **F:** 02 9715 8549
- **E:** oten.equityhelp@tafensw.edu.au

**Deaf and hearing impaired students**

- **TTY:** 02 9715 8609
- **F:** 02 9715 8549
- **T:** 02 9715 8378 or 0408 608 193 (text messages only)

**The National Relay Service**

OTEN welcomes enquiries through the National Relay Service (NRS). The NRS helps people who are deaf or who have a hearing or speech impairment get in contact with OTEN by phone. For more information visit www.relayservice.com.au. Calls to the service cost about the same as a local call. All calls to OTEN are secure and relayed with strict confidentiality.

For users of Teletypewriter (TTY) or computers with modem, phone 133 677 then request the OTEN number you need.

For Speak and Listen (speech to speech relay) users phone 1300 555 727 then request the OTEN phone number you need.

**TAFE NSW Learning Centres**

Haven’t studied for a while? Need some support in reading, writing and everyday maths to help with your studies? As an OTEN student you may visit the Learning Centre at a TAFE NSW college. Call your local college to check whether it has a Learning Centre.
Counselling and Career Development Service
Support is available before you apply to enrol with OTEN. You can contact the Counselling and Career Development Service to discuss your study options. Counsellors can also help you with your career and educational planning and progress, including study skills or any personal matters that make it hard for you to study.
The Counselling and Careers Development Service can also assist current and future students to find suitable careers that match individual interests and needs. TAFE NSW Counsellors may use career questionnaires to help people make good career and course decisions. Career Voyage for example, is a useful career planning tool which is available online by request.

For further information please contact your OTEN Counsellor.
T: 1300 655 993 or 02 9715 8446
E: oten.counselling@tafensw.edu.au
W: www.oten.edu.au

Support for Aboriginal and Torres Strait Islander students
OTEN's Aboriginal Education and Training Unit provides educational advice and cultural support for Aboriginal and Torres Strait Islander students as they progress with their OTEN studies.

If you would like more information:
T: 1300 888 010 or 02 9715 8679
E: oten.equityhelp@tafensw.edu.au
W: www.oten.edu.au

Support for Migrants
The Multicultural Education Coordinator and the teachers at the Multicultural Education Unit at OTEN (MEU) provide advice to prospective and enrolled students from language backgrounds other than English. They provide assistance with choosing a course to help you enter the workforce. They can advise you about overseas qualifications and translating and interpreting services.
The MEU runs English for Specific Purposes (ESP) programs, combining English language study with units of competencies from vocational courses. These courses are also offered under the Language Literacy and Numeracy Program (LLNP) to eligible jobseekers to help them improve their English language skills and study units from the Employment, Education and Training course together with vocational units from a wide range of courses.

T: 1800 637 535 or 02 9715 8676
E: oten.multicultural@tafensw.edu.au
W: www.oten.edu.au

University Pathways
At OTEN we offer you the flexibility to fast-forward your career with Pathways. Choosing to study at TAFE NSW before going on to university can see you graduating and entering a competitive workforce sooner – and not with one, but two, nationally recognised qualifications! Coming to TAFE NSW first is an economical and practical option for those seeking to update industry skills, or for those who do not qualify for direct entry to university. Arrangements are in place for TAFE NSW graduates to gain advanced standing in many university programs. Visit our website wsi.tafensw.edu.au/unipathways or contact the University of your choice for details about advanced standing for your course area.
careersconnect@WSI

careersconnect@wsi provides a specialised employment site, for the use of Western Sydney Institute students, providing access to current job opportunities.
For students – the site can be accessed via the following link: http://careersconnect.wsi.tafensw.edu.au
This service provides the vital link between industry and our students. If you are looking to employ a TAFE NSW – Western Sydney Institute student, then this is the service for you.
For employers - the site can be accessed via the following link: http://careersconnect.wsi.tafensw.edu.au/employers
Mature Age Students

As a mature age worker your value in the Australian job market is increasing all the time. Studying at TAFE NSW can increase your opportunities and career options. The experience, knowledge and skills you have gained over the years is an asset. OTEN can help you to make the most of the skills you already have, take advantage of the opportunities that are out there right now, and take the next step towards a successful future.

Are you ...

- Returning to the workforce after a long break bringing up a family or caring for an elderly parent? TAFE NSW can help you to update your skills and become more confident and competitive in the job market.
- Looking for specialist skills right now? TAFE NSW can offer short courses that focus on specific skills which increase your employability and chances of promotion.
- Switching industries? At TAFE NSW you can retrain to move into an industry, where there is plenty of opportunity for a successful career.
- Retraining for a new start or a new career? Are you already well qualified but looking for training to take you further? Have you recently arrived in Australia and need to have your overseas qualifications recognised? TAFE NSW can help you build on your existing qualifications and get you to where you want to go. We help you to apply for Recognition of Prior Learning (RPL).

For more information, please ask for advice at enrolment time, visit the Skills Recognition website at http://www.skillsrecognition.gov.au or call 1300 362 346.

You can still be at school

The TAFE-delivered Vocational Education and Training (TVET) program allows Year 11 and 12 students to study units from TAFE NSW courses as part of the Higher School Certificate (HSC). TVET courses give you credit towards your HSC and towards an Australian Qualifications Framework (AQF) qualification which is recognised by employers, TAFE NSW and other vocational education and training providers across Australia. Some TVET courses can also contribute towards your ATAR or be done as a Traineeship.

For more information on the TVET program at OTEN:

- W: www.oten.edu.au under Qualifications and Careers
- T: 1300 554 014 or 02 9715 8153
- E: otentvet@tafensw.edu.au
Training assistance

There are many schemes offering incentives to study, or if you are an employer, to engage your employees in further training. New programs are frequently implemented in response to industry demand.

For more information:
T: 02 9715 8402
E: oten.governmentprograms@tafensw.edu.au

Traineeships

Traineeships combine work with training so you can earn as you learn. Opportunities are available for new and existing employees to gain a nationally recognised Australian Qualifications Framework (AQF) qualification. Courses offered as traineeships are indicated in the Course list.

For more information about OTEN traineeships visit the OTEN website at:
W: www.oten.edu.au

Qualifications and Careers

T: 1300 362 418 or 02 9715 8406
E: oten.traineeships@tafensw.edu.au

Language, Literacy and Numeracy Programme (LLNP)

OTEN can help eligible jobseekers develop their English language skills or improve their reading, writing and numeracy skills. Jobseekers need a referral from Centrelink or a Job Services Australia Agency.

English for Speakers of Other Languages (ESOL) courses are available at all levels of English. Jobseekers with an intermediate level of English may be able to study an advanced English course that combines vocational units with language skills through the Multicultural Education Unit (MEU).

For more information about LLNP:
T: 1300 360 087 or 02 9715 8782
E: oten.llnp@tafensw.edu.au

For employers

OTEN can assist you to take advantage of a range of government funded incentive programs to develop the skills of your workforce. Our Senior Training Consultants can help you identify potential funding and assist with your funding application, as well as provide the training required.

Funding courses may include:
• Strategic Skills Program (SSP)
  This program can fund part qualification training in industry identified skills shortage areas.
• Apprenticeship and Traineeship
  > New Entrant Traineeship
  > Existing Worker Traineeship
  > Disabled Australian Apprenticeship Wage Support
  > School Based Apprenticeship
  > School Based Traineeship
  > Workplace English Language and Literacy (WELL)
  This program is designed to improve communication within the workplace. WELL Program funding is available for job-related workplace language and literacy training.

To find out more about how OTEN can help
E: oten.governmentprograms@tafensw.edu.au
T: 02 9715 8402

Our Australian Workforce Development Solutions also provides customised programs to suit your business. For more information on Australian Workforce Development Solutions please see page 23.
Course List

This course list provides a comprehensive reference of qualifications and programs offered by OTEN in 2012. This list is correct at the time of printing, however some changes may occur as courses are updated, added or replaced.

Courses listed in this section are grouped alphabetically in vocational areas so that you can get an idea of the types of career and training pathways available. There is also an A-Z list of courses in the index at the back of this Guide. If you want to know more about career pathways and options, we have prepared a handy Career Pathways brochure. You can find this on our website www.oten.edu.au.

It is important to us that you have all the information you need to choose the course that is right for you. Please read the Course Information Leaflet or if you need more help, contact Course Information or one of our Career Counsellors.

To find your Course Information Leaflet:

W: www.oten.edu.au
E: ot.en.courseinfo@tafensw.edu.au
T: 1300 362 346 or 02 9715 8333
Visit: 51 Wentworth Road
Strathfield, NSW, 2135

OTEN delivers Nationally Recognised Training (NRT) courses and qualifications identified by the symbol NRT. These may be:

• Australian Qualifications Framework (AQF) qualifications which are used throughout Australia and have been developed in conjunction with industry and the community. Each qualification is based on the level of outcome and not on the length of the course

• Statements of Attainment – are not in themselves an AQF qualification, but the units achieved may be credited towards an AQF qualification. Statements of Attainment do not have a National Code but the units within a Statement of Attainment are nationally recognised

• TAFE NSW accredited courses.

Glossary of terms used in this listing

NRT – Nationally Recognised Training – indicates that the course is nationally recognised, that is, an AQF qualification, Statement of Attainment or TAFE NSW accredited course.

National Code – is assigned to a nationally accredited qualification or a course which is recognised throughout Australia.

Advanced Standing – indicates that a specified qualification is needed or recommended before applying to enrol in the qualification.

HSC – Higher School Certificate

Equivalent – demonstration through qualifications, work or other life experiences equal to the entry requirements. For more information on equivalences visit the TAFE NSW website at www.tafensw.edu.au

Selected Study (32000) - The Selected Study Program enables us to offer you a range of commercial programs within vocational areas such as building and construction allowing you to gain skills and knowledge in these targeted areas. Completion of a Selected Study Program does not lead to a qualification. You will receive a TAFE NSW transcript of results listing the units you have completed.

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Aboriginal Studies, General Education, and Work Skills

Want to go back and finish high school? OTEN can help you complete a Higher School Certificate equivalent and prepare for university study. Whether you want to explore your Aboriginal heritage or improve your understanding of Aboriginal culture, our Aboriginal courses look at current issues, history and cultural practices to assist individuals to support Aboriginal communities.

Whether it is for your career, your lifestyle or just for interest, enhancing your language skills or improving your work and study skills is a rewarding and valuable endeavour.

Improving your English language skills is vital and can help you find employment or improve your employability. OTEN offers a range of courses and programs to assist you to improve your reading, writing, speaking and listening skills. We also provide courses for learning to speak, read and write in languages such as French, Italian and Spanish.

Diploma of (NRT) Aboriginal Studies
Course No: 6570 National Code: 91436NSW
Description: For Aboriginal people - a culturally appropriate pathway for mature aged Aboriginal people to articulate into further education and vocational training. If you are working in an Aboriginal organisation with Aboriginal communities, or you have an interest in this area, this course offers an insight into Aboriginal culture and history, and how to evaluate the issues that affect Aboriginal communities.
Entry Requirements: NSW HSC or equivalent.
Career Opportunities: This diploma is recognised as meeting the requirements to teach Aboriginal Studies in TAFE NSW.

Certificate I in (NRT) Access to Work and Training
Course No: 9070 National Code: 91349NSW
Description: Work and Training skills will be developed depending on the units you study. This course will assist you to develop skills for entering into employment, retraining, community participation or articulating into further education or vocational training. It will also assist women returning to the workforce, mature aged students, young people, people with disabilities and others who have faced barriers to education and employment.
Entry Requirements: There are no formal entry requirements.
Career Opportunities: Depending on the units you study, you will develop the skills and knowledge needed to access work and other training opportunities.

Statement of Attainment in (NRT) Access to Work and Training
Course No: 9070 National Code: 91349NSW
Description: Work and Training skills are developed in this course depending on the units you study. The course will assist you to develop skills for entering into employment, retraining, community participation or articulating into further education or vocational training. It will also assist women returning to the workforce, mature aged students, young people, people with disabilities and others who have faced barriers to education and employment.
Entry Requirements: NSW HSC or equivalent.
Career Opportunities: This statement of attainment is recognised as meeting the requirements to teach Access to Work and Training in TAFE NSW.

Vocational Graduate Certificate (NRT) Adult Language, Literacy and Numeracy Practice
Course No: 18829 National Code: TAE70110 WSI PLUS fee: $4995
Description: The Vocational Graduate Certificate in Adult Language, Literacy and Numeracy Practice is a graduate level qualification that provides an opportunity to develop adult Language, Literacy and Numeracy teaching skills in a range of contexts.
Entry Requirements: There are no specific entry requirements for this qualification, although it is expected that candidates will demonstrate the potential to undertake study at graduate level.
Career Opportunities: Candidates may enter the qualification through a number of entry points, including:
- a Bachelor’s degree or other higher education qualification, together with relevant vocational practice, or
- a relevant Diploma or Advanced Diploma, or
- a relevant Certificate III or Certificate IV, together with significant relevant vocational practice.
TAFE NSW Attendance Certificate in Beginning Skills in LOTE

Course No: 6578
WSI PLUS fee: $558

Description: The course aims to provide students with the skills and strategies to apply beginning skills in selected languages, needed to enhance their access to and successful participation in:
- Employment
- Further education
- The community

Languages available: French, Italian, Spanish, German.

Entry Requirements: NSW School Certificate or equivalent.

Career Opportunities: Enhanced employment opportunities and career prospects.

TAFE NSW Attendance Certificate in Bridging Mathematics Course

Course No: 22235
WSI PLUS fee: $300

Description: For people who have previously studied maths at a basic level and/or have not studied maths for some time. It includes arithmetic and maths topics from the School Certificate Advanced Maths course.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Enhanced employment and/or further study pathways.

Statement of Attainment in Employment, Education and Training

Course No: 9073
National Code: 91350NSW

Description: Work and Training skills - this course enables you to develop the higher level skills providing a pathway to community participation, employment, further education and training towards achieving your personal educational goals.

Entry Requirements: Certificate II in vocational/technical/general education or equivalent, with a minimum level of Occupational Skills Assessment Language Proficiency Ratings (ISLPR) or level 4 of the International Second Language Proficiency Ratings (ISLPR) or level 2 of the International English Language Proficiency Rating (ISLPR) to level 2 of the International Second Language Proficiency Rating (ISLPR) or level 2 of the International English Language Proficiency Rating (ISLPR).

Career Opportunities: Enhanced employment opportunities and career prospects.

Certificate III in English for Further Study Purposes

Course No: 7159
National Code: 91459NSW

Description: English language skills for those whose first language is not English. This course will help you learn how to research, prepare and present written and oral text needed for tertiary study. This qualification is recognised by most universities as the English criteria for entry.

Entry Requirements: NSW HSC or equivalent, with a minimum level of English skills equivalent to level 3 of the International Second Language Proficiency Ratings (ISLPR).

Career Opportunities: Increased English language skills for access to further tertiary studies.

Statement of Attainment in Employment, Education and Training

Course No: 4178
National Code: 91342NSW

Description: English language skills for adults whose first language is not English. This course provides English language skills and the socio-cultural knowledge to enhance your access to, and participation in, further education.

Entry Requirements: You should have a minimum English skill equivalent to level 2 of the International Second Language Proficiency Rating (ISLPR) or level 4 of the International English Language Proficiency Rating.

Career Opportunities: Increased English language skills for access to further vocational studies.

Certificate IV in English for Further Study

Course No: 4194
National Code: 91342NSW

Description: English language skills for adults whose first language is not English. This course provides English language skills and the socio-cultural knowledge to enhance your access to, and participation in, further education.

Entry Requirements: You should have a minimum English skill equivalent to level 2 of the International Second Language Proficiency Rating (ISLPR) or level 4 of the International Second Language Proficiency Rating.

Career Opportunities: Increased English language skills for access to further vocational studies.
Aboriginal Studies, General Education, and Work Skills

Transcript of Results

**English for Taxi Drivers**

Course No: 32000
WSI PLUS fee: $365

Description: English for Taxi Drivers is a course to assist taxi drivers to pass the required English test. You will receive resources to improve your listening, speaking, reading and writing skills. You will also receive practice at taking the English test.

**Entry Requirements:** ISLPR pre-assessment

**Career Opportunities:** Taxi Drivers

Statement of Attainment in (NRT)

**ESOL**

Course No: 6544

Description: English language skills that provide students from a Language Background Other than English with skills and the socio-cultural knowledge needed to enhance their access to, and successful participation in further education, employment and the Australian community.

**Entry Requirements:** You should have a minimum English skill equivalent to level 1 of the International Second Language Proficiency Rating (ISLPR) or level 3 of the International English Language Testing System (IELTS).

**Career Opportunities:** Employment, further education and greater involvement in the wider community.

Statement of Attainment in (NRT)

**ESOL (Access)**

Course No: 6522

Description: English language skills that will provide students from a Language Background Other than English with skills and the socio-cultural knowledge needed to enhance their access to, and successful participation in further education, employment and the Australian community.

**Entry Requirements:** You should have a minimum English language proficiency of International Second Language Proficiency Rating (ISLPR) 0 or International English Language Testing System (IELTS) 1.

**Career Opportunities:** Employment, further education and greater involvement in the wider community.

New Replacement course coming soon!
TAFE Statement in
HSC Studies
Course No: 19361
Description: This course enables a student to gain the NSW Higher School Certificate (HSC) qualification. Students may choose from a number of study programs to achieve their study goal such as to gain the HSC qualification or to enter university or to prepare for work. The results achieved will be reported to the NSW Board of Studies (BOS). The BOS is responsible for developing the curriculum, setting the final examinations and issuing the HSC qualification.
Entry Requirements: NSW School Certificate or a Certificate II in General and Vocational Education, or equivalent. Requires a pre-enrolment assessment.
Career Opportunities: Assistance to gain entry to employment and further education and training.

Statement of Attainment in (NRT)
Investigating Aboriginal Cultures
Course No: 6568
Description: This course offers you an opportunity to recognise and increase your knowledge and awareness of aspects of Aboriginal culture, and the issues facing Aboriginal people.
Entry Requirements: NSW HSC or equivalent.
Career Opportunities: Employment, further education and greater involvement in the wider community.

Statement of Attainment in (NRT)
Investigating Aboriginal Issues (Historical and Contemporary)
Course No: 6569
Description: This course offers you an opportunity to recognise and increase your knowledge and awareness of aspects of Aboriginal culture, and the issues facing Aboriginal people both historical and contemporary.
Entry Requirements: NSW HSC or equivalent.
Career Opportunities: Employment, further education and greater involvement in the wider community.

TAFE NSW Attendance Certificate
Language for Travellers - Chinese
Course No: 28522
WSI PLUS fee: $275
Description: This course provides basic Chinese language skills and cultural information relevant to travelling in China. It accesses the language through Pinyin with some common signs written in Chinese characters.
Entry Requirements: There are no formal entry requirements.

Course in (NRT)
Language, Literacy and Numeracy
Course No: 2244
National Code: 91471NSW
Description: Literacy and Numeracy skills for people who want to improve their reading, writing and mathematical skills.
Entry Requirements: There are no formal entry requirements.
Career Opportunities: Access to further study or a job.

Transcript of Results
Plain English Writing at Work
Course No: 32000
WSI PLUS fee: $490
Description: This course provides you with the skills and knowledge to plan and produce simple, plain English business letters, reports, newsletters and web pages.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: People in the workplace who need to write documents.
Aboriginal Studies, General Education, and Work Skills

TAFE NSW Attendance Certificate in Preparation for HSC English Paper 1
Course No: 26897
WSI PLUS fee: $200
Description: This course provides additional learning materials and examination preparation and support for the Area of Study component of the compulsory Year 12 English courses. Students enrolling in the course will receive personalised tutorial support and assignment feedback from qualified and experienced HSC English teachers. Results in their HSC English course are automatically included in the calculation of students' final marks and therefore have a strong bearing on their Australian Tertiary Entrance Rank (ATAR). This course provides excellent value tuition for all NSW HSC students, especially those who wish to improve their chances of admission into their first preference university courses.
Entry Requirements: Students must be enrolled in the HSC.

Certificate I in (NRT) Preparation for Work and Study

Course No: 6516
National Code: 91346NSW
Description: Literacy and numeracy skills that will assist you to develop reading, writing and numeracy skills for accessing further education, training or employment. This course will prepare you to meet the formal educational requirements. You must be able to read, comprehend and discuss printed information in English. Entry Requirements: There are no formal educational requirements for this course. You will develop reading, writing and numeracy skills that will assist you to develop specific workplace skills that will lead to the workplace.
Entry Requirements: No specific vocational skills.
Career Opportunities: If you have specific workplace skills, this course will help you develop entry level skills with specific workplace skills to improve your chances of accessing employment.

Certificate IV in (NRT) Skills for Career Development

Course No: 9040
National Code: 91407NSW
Description: This course is designed to support a range of people in achieving their personal, career and further study goals.
Entry Requirements: NSW HSC or equivalent.
Career Opportunities: You will develop various skills in communication, supervisory and organisational skills to enhance your career/study goals.

Certificate IV in (NRT) Skills for Work and Training

Course No: 9069
National Code: 90408NSW
Description: Work and Training skills for people who wish to access employment, education and training to enhance their career and employment opportunities. Develop communication skills for accessing and maintaining employment. Gain skills to retrain or enter the workforce with vocational competencies and prepare for further education and training.
Entry Requirements: There are no formal educational requirements. You must be able to read, write and discuss in English and write in English. You will develop various skills and knowledge to enhance your employment opportunities, career choices and other training opportunities.
Certificate II in Skills for Work and Training
Course No: 9072
National Code: 91347NSW
Description: Work and Training skills will be developed in this course for people who would like to gain skills to help them broaden their employment options. It includes units which will develop communication skills to obtain, retain and maintain employment, and also includes electives in selected vocational areas.
Entry Requirements: There are no formal educational requirements. However, you must be able to read, comprehend and discuss printed information, create simple statements and must have completed a Certificate I in vocational/technical/general vocational training or equivalent.
Career Opportunities: You will develop various skills in communication, supervisory and organisational skills to enhance your career and study goals.

Transcript of Results

Sustainability: Strategies and Practices
Course No: 32000
WSI PLUS fee: $300
Description: Students will develop the skills and knowledge needed to promote sustainability in learning, work and community contexts, to develop practices that demonstrate social, environmental and economic sustainability and to establish sustainability policies and systems, manage the implementation of sustainability strategies, and evaluate and improve sustainability outcomes as an opportunity for innovation.
Entry Requirements: There are no formal educational entry requirements for this course.

Certificate III in Vocational and Study Pathways
Course No: 5000
National Code: 91348NSW
Description: For Aboriginal people who want to develop skills and strategies for gaining employment and or participating in further study. This is a practical course with an emphasis on the development of literacy, numeracy, communication, study skills, technology/computer, workplace knowledge and awareness. Completion of this course provides you with the requirements for entry to Police Academy, Department of correctional Services and other government agencies.
Entry Requirements: For Aboriginal or Torres Strait Islander people who hold a NSW School Certificate or equivalent.
Career Opportunities: Employment and or further study.

Writing and Editing for Publication
Course No: 32000
WSI PLUS fee: $500
Description: This course provides high level writing skills to plan and produce effective workplace documents. It also gives an understanding of editing documents, plus writing for the news media and for the World Wide Web.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: People in the workplace who need to write specific documents, in particular those which will be published.

TAFE NSW Attendance Certificate in Writing for Publication - Category Romance
Course No: 27079
WSI PLUS fee: $585
Description: This course covers the techniques and skills used for romance writing, presentation of your work for publication and marketing your publication.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Those who want to start writing for publication and/or general interest.

Writing for Publication - Short Stories
Course No: 4845
WSI PLUS fee: $480
Description: This course covers the techniques and skills used for short story writing, presentation of your work for publication and marketing your publication.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Those who want to start writing for publication and/or general interest.

Writing for Children
Course No: 23952
WSI PLUS fee: $480
Description: This course provides you with techniques for writing and editing stories for children, as well as how to present your work for publication.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Those who wish to write and market their own books for children.
Accounting and Financial Services

This growth sector offers career opportunities in business and financial areas of government and industry corporations. You may produce and analyse financial reports, design and implement financial systems for improved productivity and learn how to ensure that government taxation requirements and business laws are met.

Careers include bookkeeping, payroll services, accounts payable, office management and financial services. Accounting and finance also provides a good background for marketing and sales professionals.

Advanced Diploma of (NRT)
Accounting
Course No: 11379
National Code: FNS60210
Description: This qualification is designed to reflect the role of individuals working in accounting and seeking professional identification.
Entry Requirements: There are 15 prescribed entry requirement units for this qualification. The entry requirements units have been included in the course. Full details of entry requirement units are available on the Course Information Leaflet.
Career Opportunities: Accountant.

Diploma of (NRT)
Accounting
Course No: 11338
National Code: FNS40610
Description: This qualification reflects accounting job roles in financial services and other industries requiring accounting support functions.
Entry Requirements: There are no formal entry requirements for this course.
Career Opportunities: Basic accounting (both manual and computerised), Accounts Clerk, Accounts Receivable clerk, Payroll Clerk, Bookkeeper.

Lean Li Lim
Advanced Diploma of Accounting OTEN
Lean Li was an exceptional and inspirational student who achieved excellent academic results in her studies. Impressing her teachers with her commitment and ambition, Lean Li displayed leadership, flexibility and strong presentation skills. As a result of her outstanding achievement obtaining first place in NSW in her course, Lean Li was awarded a scholarship to pursue an Association of Chartered Certified Accountants program. Lean was presented with the 2010 TAFE NSW State Medal for her course.

Certificate III in (NRT)
Accounts Administration
Course No: 11328
National Code: FNS30310
Description: This course is for people who want to act as an accounts clerk. This course will assist you in gaining the skills necessary to maintain the basic accounts of a business such as: accounts receivable/payable and computer based bookkeeping.
Entry Requirements: There are no formal entry requirements for this course.
Career Opportunities: Accounts clerk, Accounts receivable clerk, Accounts payable clerk, Payroll clerk customer service in the financial services industry.
Diploma of Banking Services Management

Course No: 11369
National Code: FNS50910

Description: This qualification is designed to flexibly reflect the job roles with team and business result responsibilities in banking or other deposit taking institutions' customer contact centres or retail financial services environments.

Entry Requirements: NSW HSC or equivalent

Career Opportunities: Lending Officer, Branch Manager, Customer Service Officer.

Transcript of Results

BAS Agent Registration Skill Set

Course No: 32000
WSI PLUS fee: $450

Description: On successful completion you will have developed skills and knowledge required to maintain a payroll system, specific legislative requirements, as well as compliance and reporting issues associated with payroll.

Entry Requirements: There are no formal entry requirements

Career Opportunities: Bookkeepers.

Certificate IV in Bookkeeping

Course No: 11334
National Code: FNS40210

Description: This qualification is designed to reflect the job roles of contract bookkeepers and employees performing bookkeeping tasks for organisations in a range of industries.

Entry Requirements: NSW HSC or equivalent

Career Opportunities: Lending Officer, Branch Manager, Customer Service Officer.

Increasing Business Productivity

Australian Workforce Development Solutions
TAFE NSW - Western Sydney Institute provides business and Government agencies with exceptional solutions that improve productivity through increased skills development. Our approach takes account of your systems, procedures, culture and work practices and builds on the strengths of your business.

wsi.tafensw.edu.au
www.awds.edu.au

Australian Training Awards
Award Winner 2010
Large Training Provider of the Year

TAFE ot en
Are you looking to develop skills to get into the building and construction industry, or are you a tradesperson wanting to increase your skills? OTEN offers nationally recognised qualifications which are valued across the building and construction industry.

In Australia, construction is part of a globally competitive industry, and is based on state-of-the-art technology and innovative design techniques. It is one of the Australian economy’s largest industries, employing about 860,000 people, or 8.6 per cent of the total workforce.

**Diploma of (NRT) Architectural Technology**

Course No: 6440
National Code: 91260NSW

Description: This course provides the knowledge and skills required to work effectively as an Architectural Drafter in the residential sector in accordance with SEPP 65, as well as the industrial and commercial building sectors.

Entry Requirements: NSW HSC or equivalent. Advanced Standing - Certificate IV in Architectural Technology or equivalent.

Career Opportunities: Architectural Draftsperson, CAD Technician, Building Information Modeller.

**Certificate IV in (NRT) Building and Construction (Building)**

Course No: 19734
National Code: CPC40110

Description: This qualification is for people wanting to become builders and managers of small to medium building businesses. This provides the knowledge and skills required to coordinate the overall construction of low rise buildings, including selected contractors, overseeing the work and its quality, and liaising with the client. This course includes a practical session. (Limited places available)

Entry Requirements: NSW HSC or equivalent or a relevant Certificate III. You must have completed WorkCover approved OHS General Induction Training.

Career Opportunities: Builder (with a relevant trade qualification), Building Associate, Construction Estimator.

**Certificate IV in (NRT) Building & Construction (Estimating)**

Course No: 19332
National Code: CPC40308

Description: This course is for people wanting to work in the building and construction industry. It will provide learners with the skills and knowledge to work as Construction Estimators/Schedulers for low rise buildings.

Entry Requirements: NSW School Certificate (or equivalent), graduates of AQF 3 (CIII) programs or mature aged applicants. To gain entry into this course you are required to hold the OHS Induction Training (White Card). This addresses the requirement from “The National Code of Practice for Induction Training for Construction Work” that a White Card must be held in order to enter a construction worksite. TAFE NSW workshops are classified as construction worksites, and form an integral part of your training for this course.

Career Opportunities: Construction Estimators/Schedulers for low rise buildings.

**Certificate IV in (NRT) Building & Construction (Site Management)**

Course No: 19290
National Code: CPC40508

Description: This course is for people wanting to work as Builders Site Managers/Supervisors. It will provide learners with the skills and knowledge to manage building and construction sites for low rise residential and commercial buildings.

Entry Requirements: NSW School Certificate (or equivalent), graduates of AQF 3 (CIII) programs or mature aged applicants. To gain entry into this course you are required to hold the OHS Induction Training (White Card). This addresses the requirement from “The National Code of Practice for Induction Training for Construction Work” that a White Card must be held in order to enter a construction worksite. TAFE NSW workshops are classified as construction worksites, and form an integral part of your training for this course.

Career Opportunities: Builders, Site Managers/Supervisors for low rise residential and commercial buildings.

**Certificate IV in (NRT) Building Surveying**

Course No: 18736
National Code: CPC50108

Description: Completion of this qualification provides you with the knowledge and skills to become a building surveyor, capable of undertaking inspections for residential and domestic scale buildings with local, government or as an accredited certifier. Contact and apply to the Building Professionals Board (BPB) in NSW or other state authorities for accreditation requirements for private certifiers. This course includes practical sessions.

Entry Requirements: NSW HSC or equivalent.

Career Opportunities: Building surveyor or development assessment officer.
Transcript of Results

Inspect Buildings - Dangerous Goods
Course No: 32000
WSI PLUS fee: $1070

Description: This course provides introductory skills for individuals to inspect sites or workplaces for regulatory compliance for the storage of dangerous goods and chemicals.

Entry Requirements: There are no formal educational entry requirements for this course.

Transcript of Results

Inspect Buildings - Fire Safety
Course No: 32000
WSI PLUS fee: $600

Description: This course provides you with information about the types of fire safety systems, how they operate and how to use these systems in emergencies. Building plans are studied to assist in interpreting Building Code of Australia compliance.

Entry Requirements: There are no formal educational entry requirements for this course.

Statement of Attainment (NRT)

Kitchen, Bathrooms & Laundry Renovation
Course No: 19796
WSI PLUS fee: $2550 OR $320 per unit.

Description: This course would benefit qualified Carpenters, Joiners or Tilers who wish to obtain a licence for renovation, repair or installation work in kitchen, laundry and bathroom renovation with NSW Fair Trading.

Entry Requirements: No formal entry requirements.

Career Opportunities: Carpenters, Joiners or Tilers.

Transcript of Results

Kitchen, Bathroom & Laundry Renovation for Plumbers
Course No: 10101
WSI PLUS fee: $1000 or $320 per unit

Description: This course contains modules required for licensing in kitchen, laundry and bathroom renovation with NSW Fair Trading for Plumbers.

Entry Requirements: Plumbing licence.

Career Opportunities: Plumbers.

Matthew David Brown
Diploma of Building Surveying OTEN

A town planner, Matthew completed the Diploma of Building Surveying to give him a deeper understanding of the building and construction-related aspects of his role as Manager of Development Assessment and Environmental Health at Port Stephens Council.

Matthew was presented with the 2010 TAFE NSW State Medal for his course.

TAFE NSW Attendance Certificate

Owner Builder Compliance
Course No: 18946
WSI PLUS fee: $455

Description: When you have completed this course you will have a sound underpinning knowledge of the compliance issues and construction process required to be able to supervise and coordinate the construction, alteration, repair and or additions to a dwelling where the value of the proposed work is over $12,000.

This course is approved by NSW Fair Trading as a required qualification for an applicant for the issue of an owner builder permit.

Entry Requirements: A WorkCover NSW Construction Induction card (White Card).

Diploma of Water Operations (NRT)

Course No: 19049
National Code: NWP50107

Description: Completion of this qualification provides you with the knowledge and skills required to gather, manage, present and analyse data required by enterprises whose business involves:
- the use of water as a natural resource
- control and treatment of waste water
- pollution, stormwater runoff and drainage
- supplying information for weather forecasting
- flood prediction, water budget and allocate
- engineering and environmental monitoring and management of water catchments
- managing archives of hydrographic data.

Entry Requirements: NSW HSC or equivalent.

Career Opportunities: There are no formal educational requirements for this course, however, the learner must be working in the water industry or have a training arrangement in the industry.

Matthew David Brown
Diploma of Building Surveying OTEN

A town planner, Matthew completed the Diploma of Building Surveying to give him a deeper understanding of the building and construction-related aspects of his role as Manager of Development Assessment and Environmental Health at Port Stephens Council.

Matthew was presented with the 2010 TAFE NSW State Medal for his course.
Business, Management and Property Services

There is huge scope for rewarding career paths in the business world, from accounting and marketing to business administration. OTEN has nationally recognised qualifications which give you the skills to make your mark in today’s ever-changing workplace. NSW Fair Trading recognises many of the courses offered as a pathway to licensing. Australians’ love of real estate has generated into career opportunities for those interested in property services and OTEN offers a range of qualifications in this booming industry.

Certificate IV in (NRT) Advertising
Course No: 17852
National Code: BSB40107
Description: This course provides you with the knowledge and skills to work in advertising across a wide range of industry contexts. It is suitable for people with some vocational experience in assisting advertising team leaders, supervisors or managers to conduct advertising activities but without formal advertising qualifications.
Entry Requirements: Preferred pathways: Certificate III in Business or other relevant qualification, or evidence of competency in the majority of units in Certificate III in Business or other relevant qualifications.
Career Opportunities: Advertising Assistant, Account Coordinator, Art Director, Assistant Account Planner, Copywriter, Media Assistant, Media Buyer, Media Planner.

Certificate IV in (NRT) Business
Course No: 17802
National Code: BSB20107
Description: This course provides you with knowledge and skills to perform a range of routine administrative tasks needed to work in different business sectors. You will learn about a range of business equipment, procedures and technology as well as dealing with customers and clients, writing skills for work, organising yourself and handling mail.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in the Certificate I in Business or other relevant qualification, or Certificate I in Business, or relevant workplace experience.
Career Opportunities: General Clerk, Administration Assistant, Data Entry Operator, Receptionist.

Certificate IV in (NRT) Business
Course No: 17804
National Code: BSB40207
Description: This course provides you with the knowledge and skills to effectively operate as an Administrator or Project Officer in a wide range of business contexts. You will develop skills to apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate III in Business or other relevant qualifications, or Certificate III in Business or other relevant qualification, or relevant workplace experience assisting in administrative or operational support.
Career Opportunities: Accounts Clerk, Customer Service Advisor, Clerk, E-business Practitioner, Legal Receptionist, Medical Receptionist, Office Administration Assistant, Student Services Officer, Word Processing Operator.

Diploma of (NRT) Business
Course No: 17805
National Code: BSB50207
Description: This course is for participants who want to work in roles such as Executive Officers, Project Consultants or Program Coordinators in a variety of industry sectors.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate IV in Business or other relevant qualifications, or Certificate IV in Business, or relevant workplace experience.
Career Opportunities: Business Administration, Human Resources, Advertising, Marketing, Management.

Fehrana Grube
Diploma of Business
OTEN
Fehrana completed this qualification by distance education while being employed full-time. Currently enjoying her employment in the challenging environment of the fashion industry, Fehrana hopes to pursue further business studies next year and run her own company in the future. Fehrana is now recommending the course to all of her colleagues. She placed first in NSW in her course.

Fehrana was presented with the 2010 TAFE NSW State Medal for her course.
Certificate III in Business Administration
Course No: 17807
National Code: BSB30407
Description: Develop knowledge and skills to pursue employment/further training in a range of business areas such as exercising initiative in a business environment, organising workplace information, producing business documents, maintaining financial records, delivering and monitoring a service to customers, creating electronic presentations and organising schedules.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate II in Business or other relevant qualification, or Certificate II in Business, or relevant workplace experience.
Career Opportunities: General/ Administrative Clerk, Accounts Receivable/Payable Clerk, Junior Personal Assistant, Receptionist.

Certificate III in Business Administration (Medical)
Course No: 17810
National Code: BSB31107
Description: This course provides managerial level training for clerks and administrative workers. It provides a basis for a wide range of careers and occupations associated with the medical and related environment.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate II in Business or other relevant qualification, or Certificate II in Business, or relevant workplace experience.
Career Opportunities: Medical Receptionist, Medical Records Clerk, Medical Secretary.

Certificate IV in Business Administration
Course No: 17808
National Code: BSB40507
Description: This course provides you with administrative skills and knowledge in a wide variety of administrative roles. You will be able to apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate III in Business Administration or other relevant qualifications, or Certificate III in Business Administration, or relevant workplace experience.
Career Opportunities: Accounts Receivable Clerk, Accounts Payable Clerk, Data Entry Operator, Junior Personal Assistant, Medical Records Officer, Receptionist, Office Administration Assistant, Office Administrator, Word Processing Operator.

Certificate IV in Business Administration
Course No: 17810
National Code: BSB31107
Description: This course provides managerial level training for clerks and administrative workers. It provides a basis for a wide range of careers and occupations associated with the medical and related environment.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate II in Business or other relevant qualification, or Certificate II in Business, or relevant workplace experience.
Career Opportunities: Medical Receptionist, Medical Records Clerk, Medical Secretary.

Capabilities Building for Middle Managers
Course No: 32000
WSI PLUS fee: $245
Description: In this course students will develop the skills and knowledge needed to build capacity within an individual, group, community, or organisation in order to promote better performance, efficiency and effectiveness. They will develop the ability to recognise the need for capability building, seek existing opportunities and select and implement appropriate strategies to build capability based on one's sphere of influence and ability.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Anyone wishing to gain the skills and knowledge required to build capacity within themselves or another individual, group, community, or organisation in order to promote better performance, efficiency and effectiveness.

Client Service
Course No: 32000
WSI PLUS fee: $355
Description: This program will help you to apply an understanding of how to build relationships with clients and customers.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Customer Service Officer.

Confident Team Leadership
Course No: 32000
WSI PLUS fee: $355
Description: Team performance is a major part of every organisation. This course gives you the opportunity to learn about participating in, managing and building work teams. You will also develop team leader skills such as, developing strategies to evaluate your team's performance.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Middle managers, people who work with teams.
Business, Management and Property Services

Transcript of Results

Effective Business Negotiation
Course No: 32000
WSI PLUS fee: $490
Description: The course provides you with negotiation and resolution skills to suit a range of business situations enabling you to communicate and maintain successful business relationships.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: All people in a workplace where interaction may lead to conflict and where negotiation is used. Middle management, Managers.

Certificate IV in (NRT)

Human Resources
Course No: 17841
National Code: BSB41007
Description: This course is for people who want to learn about human resources administration, occupational health and safety, training and workplace behaviour, and how to recruit and select staff.
Entry Requirements: Preferred pathways: relevant workplace experience, or NSW HSC or equivalent, or other relevant qualifications.
Career Opportunities: Human Resource Manager/Supervisor, Human Resource Officer, Line Manager/Clerk.

Certificate IV in (NRT)

Frontline Management
Course No: 17822
National Code: BSB40807
Description: For people who are working in or wish to work in the first line of management across a range of organisational and industry contexts. You may have existing qualifications or technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions, even though you report to a manager.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate III in Frontline Management or other relevant qualification, Certificate III in Frontline Management, or relevant workplace experience.
Career Opportunities: Human Resource Manager/Supervisor, Human Resource Officer, Line Manager/Clerk.

TAFE NSW Attendance Certificate in Justices of the Peace
Course No: 24749
WSI PLUS fee: $210
Description: This online course covers the role and duties of a New South Wales Justice of the Peace.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Justice of the Peace.

Diploma of (NRT)

Management
Course No: 17831
National Code: BSB51107
Description: For people who manage the work of others or who add value to, or review, management practices. Their role may be in any industry or organisational setting. Typically, people in these roles will have considerable experience in their respective industries or vocational areas. In addition to their managerial skills, they will also have an informed perspective of the specific work requirements of the areas they manage.
Entry Requirements: Preferred pathways: evidence of competency in the majority of units in Certificate IV in Frontline Management or other relevant qualification, or Certificate IV in Frontline Management, or relevant workplace experience.
Career Opportunities: Business Administration Manager.
Course No: Communication
National Code: 91406NSW
WSI PLUS fee: $1995
Description: This course will assist managers to plan, motivate, lead and take responsibility for communication processes. The units of competency within the course focus on developing skills in a range of areas including working with diversity, change management and team building.
Entry Requirements: Degree or Advanced Diploma or equivalent. In some circumstances relevant management experience can be recognised particularly if relevant professional practice has been undertaken.
Career Opportunities: Middle management, career change minded persons.

Certificate IV in (NRT)

Managing Organisational Change
Course No: 9076
WSI PLUS fee: $355
Description: This course provides you with the skills and knowledge for planning and introducing change and possible strategies to manage change effectively.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Middle managers, Management.

Marketing
Course No: 17855
National Code: BSB40307
WSI PLUS fee: $355
Description: This course provides you with the knowledge and skills to work in marketing roles across a wide range of industry contexts. This course is suitable for people with some vocational experience in assisting marketing team leaders, supervisors or managers to conduct marketing activities but without formal marketing qualifications.
Entry Requirements: Preferred pathways: Certificate IV in Marketing or other relevant qualification, or evidence of competency in the majority of units in Certificate IV in Marketing or other relevant qualifications.
Career Opportunities: Market Research Analyst, Sales Representative/Manager, Product/Marketing Manager.

Medical Terminology
Course No: 17856
National Code: BSB51207
WSI PLUS fee: $460
Description: At the completion of this selected studies program, students will be familiar with a broad range of medical terms including diagnoses, procedures, and common abbreviations. Medical terminology skills will be developed in context and used in documents and case studies relevant to various healthcare scenarios.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Medical Receptionist, Ward Clerk, Medical Office Assistant, Medical Records Clerk, Dental Assistant, Pharmacy Assistant, Medical Interpreter.
Business, Management and Property Services

TAFE Statement in

Powers of Attorney
Course No: 11222
WSI PLUS fee: $210
Description: This course enables Licensed Conveyancers and employees of the Public Trustee or a trustee company as outlined in the Trustee Companies Act, 1964, to provide legal services under the Powers of Attorney Act, 2003 allowing this group to certify enduring Powers of Attorney.
Entry Requirements: This course is restricted to Licensed Conveyancers or employees of the Public Trustee or a trustee company within the meaning of the Trustee Companies Act 1964.
Career Opportunities: Conveyancers.

Statement of Attainment in (NRT)
Processing and Maintaining Financial Records in an office environment
Course No: 17820
Description: This statement of attainment will enable learners to process financial transactions in an office environment. It is suitable for those who are interested in working with accounts payable and receivable and payroll, or those who wish to update or renew their skills in order to re-enter the workplace.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Clerical Officer, Accounts receivable and payable, Junior Payroll Officer, Junior Clerk.

Transcript of Results

Property Development and Investment
Course No: 32000
WSI PLUS fee: $1328
Description: This course is designed for people who want to acquire the knowledge and skills to develop property for investment purposes. It covers topics such as appraising, preparing and presenting property reports, determining residential value and conducting a feasibility study.

Certificate IV in (NRT)
Property Services (Operations)
Course No: 18366
National Code: CPP40609
Description: This course is for people working in the operational sector of the property and development industry for upgrading their skills and knowledge for supervisory roles in their field of operation.
Entry Requirements: NSW HSC or equivalent, or Certificate III in Property Services (Operations) or equivalent. Refer to the Course Information Leaflet for prerequisite units for obtaining a licence.

Certificate in (NRT)
Property Services (Agency Management)
Course No: 17673
National Code: CPP50307
Description: This course is for people working in the real estate industry for upgrading their skills in administering and managing a real estate or property agency.
Entry Requirements: NSW HSC or equivalent, or relevant experience.
Career Opportunities: Manager/Licensed Real Estate Agent/Broker, Agency manager, Property Auctioneer, Business Manager, Real Estate Agent.

Certificate III in (NRT)
Property Services (Real Estate - Auction)
Course No: 17691
WSI PLUS fee: $290
Description: This course satisfies the training requirements for a licensed Real Estate Agent to upgrade their qualifications to auction residential and rural properties.
Entry Requirements: NSW School Certificate or equivalent. Must hold a current Real Estate Agent’s Licence.
Career Opportunities: Real Estate Auctioneer.

Certificate in (NRT)
Property Services (Real Estate Salesperson)
Course No: 17677
WSI PLUS fee: $470
Description: This course is designed to meet the specific statutory registration requirements of NSW Fair Trading. As such it is designed to develop the learners’ entry-level knowledge of the relevant industry prior to commencing work for a licensee as a registered salesperson or property manager.
Entry Requirements: NSW School Certificate or equivalent.
Career Opportunities: Entry level Real Estate Agency Trainee, Registered Urban Real Estate Operative, Salesperson, Property Manager, Assistant Salesperson/Property Manager.

Statement of Attainment in (NRT) Property Services (Stock and Station Salesperson)
Course No: 17678
WSI PLUS fee: $445
Description: This course satisfies the training requirements for a Stock and Station Salesperson Certificate of Registration from NSW Fair Trading.
Entry Requirements: NSW School Certificate or equivalent.
Career Opportunities: Entry Level Stock and Livestock Agency Trainee, Registered Rural Property Operative, Salesperson, Property Manager, Assistant Salesperson/Property Manager.

Advanced Diploma of (NRT) Property Services (Valuation)
Course No: 17690
National Code: 91495NSW
Description: In this course candidates develop the knowledge, skills and attitudes required to work as a Registered Real Estate Valuer undertaking a broad range of valuation tasks within the Property Services industry. These may include residential, retail, industrial, commercial, rural, specialised and other property fields.
Entry Requirements: NSW HSC or equivalent qualifications, skills and knowledge.

TAFE NSW Attendance Certificate Property Services (CPD Online)
Course No: 28228
WSI PLUS fee: $120
Description: Successful completion of one unit of this online course will provide participants with the 12 CPD points needed to meet NSW Fair Trading’s annual requirement for CPD in the areas of property, real estate, strata management, stock and station agency.
Call Property Services on (02) 9715 8057 to find out which units are available.

Career Opportunities: Assistant Real Estate Agent/Broker, Licensee Operative, Real Estate Agent, Commissioned Property Worker, Registered Salesperson, Property Manager.

Entry Requirements: You must be working in the property industry and hold a current certificate of registration or licence.

Certificate II in (NRT) Retail
Course No: 17484
National Code: SIR20207
Description: For people who work at an entry level in the retail industry or for those who have no prior retail experience. It delivers competencies in a range of activities and functions requiring basic retail operational knowledge and limited practical skills. The focus will be on retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Sales Assistant, Retail Customer Service/Administration Assistant.

Certificate IV in (NRT) Small Business Management
Course No: 17824
National Code: BSB40407
WSI PLUS fee: $1600
Description: This course is for people who intend to enter into small business and also those who are already practitioners. This course provides you with a comprehensive introduction to the principles and practices of small business management, which you can apply to your particular work context or career plans. It includes the management of the establishment, planning, promotion, finances, operation and workforce of a small business.
Entry Requirements: Preferred pathways: relevant workplace experience, or other relevant qualifications.
Career Opportunities: Small Business Owner/Manager.
Business, Management and Property Services

Statement of Attainment in (NRT)
Designing and Managing Documents and Files in an Office Environment
Course No: 17819
WSI PLUS fee: $510
Description: This Skill Set is based on units of competency from the Business Services Training Package (BSB07). It is intended for those who work in administrative and clerical positions and have responsibility for designing and managing complex documents and files, and managing the hardware and software capabilities of the business computer system. The skills developed will enable efficient and effective execution of office tasks using advanced features of commercial software packages.
Entry Requirements: Basic familiarity with keyboarding, word processing and spreadsheets.
Career Opportunities: Personal Assistant, Office Manager, Administration Assistant, Clerical, Receptionist.

Certificate IV in (NRT)
Training and Assessment
Course No: 18827
National Code: TAE40110
WSI PLUS fee: Fee will apply depending on delivery mode
Description: This course meets the needs of individuals and organisations providing training and assessment services within the vocational education and training sector. You must have access to training and assessment opportunities in your workplace so that you can practise what you are learning. Graduates of this qualification will be qualified to deliver training in their industry area or area of subject matter expertise and to conduct competency-based assessment in a range of contexts.
Entry Requirements: NSW HSC or equivalent and access to a workplace or simulated workplace activities is needed to do this course.
Career Opportunities: Workplace Trainer/Facilitator/Assessor.

Statement of Attainment in (NRT)
Using Computers in an Office Environment
Course No: 17818
WSI PLUS fee: $495
Description: This Statement of Attainment is intended for learners updating their skills in the use of commercial software packages or re-skilling into a newer version of a software application.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Administration, secretarial and clerical support.

Statement of Attainment in (NRT)
Using Computers in an Office Environment
Course No: 17817
WSI PLUS fee: $500
Description: This course provides learners with the knowledge and skills to produce simple word processed documents and spreadsheets including charts. You will also learn how to manage, send and receive electronic mail and communicate online.
Entry Requirements: There are no formal educational requirements for entry into this course.
Career Opportunities: Clerical Officer, Administration Assistant, Receptionist.

Statement of Attainment in (NRT)
Using Advanced Software Functions in an Office Environment
Course No: 17819
WSI PLUS fee: $495
Description: This Statement of Attainment is intended for learners updating their skills in the use of commercial software packages or re-skilling into a newer version of a software application.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Administration, secretarial and clerical support.

Statement of Attainment in (NRT)
Strata/Community Title Registered Manager
Course No: 17679
WSI PLUS fee: $445
Description: This course satisfies the training requirements for a Strata/Community Title Registered Manager Certificate of Registration from NSW Fair Trading.
Entry Requirements: NSW School Certificate or equivalent.
Career Opportunities: Introductory course for people wishing to enter the property industry as a Strata/Community Title Registered Manager.
Communication and Media

Organisations need communication professionals to represent them to the public, in the media and to their customers. You may need to be the face of the organisation in person, in writing or through a growing number of technologies. If you want to help public or private corporations get their message across, then a course in Communication and Media is a great start.

Transcript of Results

Blogs, Wikis, Facebook: A Taster
Course No: 32000
WSI PLUS fee: $220
Description: In this unit students will develop the skills and knowledge needed to use a broad range of Information Communication Technologies (ICTs) in an integrated manner to communicate appropriately and effectively with individuals and/or groups in workplace, educational and/or community settings.
Entry Requirements: There are no formal educational entry requirements for this course.

Transcript of Results

Career Change: Strategies and Skills Evaluation
Course No: 32000
WSI PLUS fee: $255
Description: In this course students will develop the skills and knowledge needed to develop and implement a career plan, apply for suitable employment and to evaluate performance in the job application process. The skills developed are suitable whether entering or re-entering the workforce or applying for positions within the organisation where students already work.
Entry Requirements: There are no formal educational entry requirements for this course.
Career Opportunities: Suitable whether entering or re-entering the workforce or applying for positions within an organisation.

Statement of Attainment in Communicating in the Media (NRT)
Course No: 9065
Description: This course will assist students to develop specific communication skills for working with the media in a range of industries.
Entry Requirements: NSW HSC or equivalent, or industry experience in communication and/or media workplace experience.
Career Opportunities: Depending on the electives you have chosen, this course develops communication skills and knowledge to enable you to work in a variety of areas in the industry.

Diploma of Communication and Media (NRT)
Course No: 9075
National Code: 91405NSW
WSI PLUS fee: $4,995
Description: This course provides the development of communication skills which support employment opportunities as well as further education and training in vocational or higher education settings. These skills may be used in a range of industries and contexts such as in communication roles in public and private organisations, as an information officer, publicity officer or arts officer, event facilitator, publicity officer, community development officer, event facilitator in a non-government organisation, professional technical communicator, small media information officer or media assistant.
Advanced level entry is offered to students who hold a current Certificate IV in Communication and media or other current relevant qualification. The cost of the qualification at this entry level is $3,995.00.
Career Opportunities: Information Officer, Local government Administrative/Information Officer, Publicity Officer, Media/Communication Assistant, Media Producer/Director Assistant.

Certificate IV in Communication and Media (NRT)
Course No: 9074
National Code: 91404NSW
Description: This course provides the skills and knowledge you need if working, or applying for a job, or if you wish to increase your communication and media skills. It helps you to develop a broad range of skills in communication and media, workplace and media writing, interpersonal skills and the use of communication technology tools for a range of industries.
Entry Requirements: NSW HSC or equivalent or appropriate industry experience under supervision in a communication and/or media role.
Career Opportunities: Information Officer, Local government Administrative/Information Officer, Publicity Officer, Media/Communication Assistant, Media Producer/Director Assistant.
Community Services, Children’s Services and Health

Caring for others is highly rewarding. Join the ranks of dedicated and highly valued professionals in Australia’s fastest growing areas – Community Services, Children’s Services and Dental Care.

Community Services and Health has been the fastest growing industry for the past five years. With 157,000 new jobs created, it has increased at one and a half times the rate of industry overall.

This industry is central to the development of all Australians, providing essential services and support to the whole population from pre-birth and childhood through to old age and for people with a disability.

The need for skilled health and community workers is ever present, and offers a challenging and intensely rewarding career for those with the right personal qualities and training.

Certificate III in (NRT)

**Aged Care**

Course No: 18167  
National Code: CHC30208

**Description:** This course provides skills in personal care and support to older people in residential and community aged care facilities. If clinical placement in a public or private hospital or medical facility is part of this course, you will need to undergo screening and be vaccinated against infectious diseases (at your own cost). Please contact the college for further details. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

**Entry Requirements:** NSW School Certificate or equivalent, or relevant experience may also be considered.

**Career Opportunities:** Assistant in Nursing, Support Worker, Carer, Personal Care Assistant.

Certificate IV in (NRT)

**Aged Care**

Course No: 18170  
National Code: CHC40208

**Description:** This qualification is for people to work effectively in client homes and other community settings within defined organisational guidelines and service plans. A placement is part of this course, you may need to undergo screening and be vaccinated against infectious diseases (at your own cost).

**Entry Requirements:** Be recognised as competent against the following units: CHCAC318A Work effectively with older people; CHCDIS301A Work effectively with people with a disability; CHCICS304A Work effectively with carers.

**Career Opportunities:** Assistant Coordinator, Assistant Team Leader/Care Team Leader, Community House Worker, Community Support Worker, Day Activity Worker, In-home respite care.

Certificate IV in (NRT)

**Alcohol and Other Drugs**

Course No: 18175  
National Code: CHC40408

**Description:** This course enables you to work as a support or care worker of clients with alcohol and other drugs issues in community based organisations, residential rehabilitation centres or with outreach services with the knowledge and skills to apply appropriate interventions and implement alcohol and drug health promotions. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

**Entry Requirements:** NSW HSC or equivalent, or NSW School Certificate or equivalent and relevant experience.

**Career Opportunities:** Case Worker, Community Support Worker, Detoxification Worker, Drug and Alcohol Worker, Family Support Worker, Outreach Worker, Support Worker.

Certificate IV in (NRT)

**Alcohol, Drugs and Mental Health Co-morbidity**

Course No: 19281

**Description:** The aim of this course is to increase the skills and knowledge of workers within community and health services whose role includes working with people experiencing both alcohol and other drugs and mental health problems. It also provides introductory training for those learners wishing to obtain units of competency relevant to the AOD and Mental Health sectors of the community services industry. The course was developed to enable the design of customised training and recognition programs which meet specific local industry needs.

60 SECONDS WITH...

**Krystle Thomson**  
Certificate IV in Optical Dispensing OTEN

Krystle, a qualified dental assistant living in New Zealand, grabbed the opportunity to work in an optometry practice where she found she loved the work. Working and living in a remote area meant that studying through OTEN was the best option and Krystle quickly completed the Diploma and became manager of the practice. She hopes to one day own her own optometry business.

Krystle was presented with the 2010 State Medal for her course.
**Entry requirements:** Employment (paid or voluntary) in Community Services or Health.

**Career opportunities:** With this course, you will be able to apply for jobs as a support worker in alcohol and other drugs and mental health organisations within the community services sector.

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**Transcript of Results**

**Alcohol and Other Drugs Use in Sport**

**Course No:** 32000  
**WSI PLUS fee:** $325  
**Description:** This program is designed to help sports players understand the harmful effects of alcohol and other drug use. It also prepares sports players to be able to assess someone with AOD issues and provide intervention.

**Entry Requirements:** There are no formal educational entry requirements for this course.

**Career Opportunities:** Football and soccer sports players, managers and sporting clubs. Employees working in sporting clubs e.g leagues clubs, soccer clubs, RSL.

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**Certified IV in (NRT)**

**Audiometric Assessment**

**Course No:** 18272  
**National Code:** HLT41307  
**Description:** This course provides the skills needed to perform hearing screenings and assessments to identify hearing impairment, and take appropriate action. At this level you do not prescribe or dispense hearing aids. You will be required, on completing this course, to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities. You can do this qualification as part of a traineeship.

**Entry Requirements:** NSW HSC or equivalent, and have access to suitable and supervised placement for clinical work.

**Career Opportunities:** Audiometrist, Screening Audiometrist.

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**Statement of Attainment in (NRT)**

**Introduction to Children’s Services**

**Course No:** 19358  
**Training Package:** CHC08  
**Description:** This course provides an introduction into the Children’s Services sector and includes competencies aligned to Course 18206 Certificate III in Children’s Services. This course will be of benefit to people who have an interest in the Children’s Services field yet have no practical experience and for those who would like to gain an introductory insight into the Children’s Services industry. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

**Entry Requirements:** There are no formal educational entry requirements for this course.

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**Transcript of Results**

**Children’s Services**

**Course No:** 32000  
**WSI PLUS fee:** $450  
**Description:** The aim of this course is to increase the skills and knowledge of workers who wish to work within the Children’s Services industry and obtain relevant units of competency. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

**Entry Requirements:** There are no formal educational entry requirements for this course.

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**Certificate III in (NRT)**

**Children’s Services**

**Course No:** 18206  
**National Code:** CHC30708  
**Description:** This course enables people who want to be childcare workers to plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities. This course meets the minimum National entry requirements to work in Child Care or Family Day Care.

**A Fast Track option is also available to eligible students.**

**WSI PLUS fee:** $550  
**Description:** This course has been designed to enable students with significant industry experience to have their current work experience, knowledge and skills assessed and formally recognised. It is based on work place performance rather than standard assessment and assumes that many students will be currently undertaking tasks for which they may be able to claim recognition in their place of employment. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities. Students are required to be currently working in a Licensed Children's Service and have minimum of 2 years industry experience gained within the last five (5) years.

**Entry Requirements:** NSW School Certificate or equivalent.

**Career Opportunities:** Child Care Worker, Child Care Assistant, Family Day Carer, Nanny.
Community Services, 
Children’s Services and Health

Diploma of (NRT)

Children’s Services
Early Childhood Education and Care

Course No: 18208
National Code: CHC50908

Description: This qualification is for people who want to be qualified childcare workers. Workers at this level have responsibility for planning, implementing and managing programs in early childhood services, in accordance with licensing, accreditation and duty of care, and for the supervision of other staff/volunteers. In most states this is the minimum qualification required at a Director or Service Manager level. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

Entry Requirements: Refer to the Course Information Leaflet for pre-requisite units.

Career Opportunities: Child Care Worker Team Leader, Group/Program Leader, Service Manager/Director, authorised Supervisor (Children’s Services), Children’s Services Coordinator, Child Development Worker.

A Fast Track option is also available to eligible students.

WSI PLUS fee: $1995

This course has been designed to enable students with significant industry experience to have their current work experience, knowledge and skills assessed and formally recognised. It is based on work place performance rather than standard assessment and assumes that many students will be currently undertaking tasks for which they may be able to claim recognition in their place of employment. Students will be required to meet standard entry requirements - selected units from Certificate III Children’s Services. Students are required to be currently working in a Licensed Children’s Service.

Certificate II in (NRT)

Community Services

Course No: 18148
National Code: CHC20108

Description: This qualification may be used as a pathway qualification into community services work. Workers at this level: May provide assistance & support to clients accessing a service or experiencing issues such as AOD issues; Assist people in meeting their immediate needs; Provide short-term contact with clients in a crisis situation & provide referral information; May provide other services such as catering, cleaning, laundry, gardening & home maintenance; Report directly to a supervisor and are not responsible for other workers.

Entry requirements: There are no formal entry requirements for this qualification.

Career opportunities: Assistant Community Services Worker, Care Service Employee, Contact officers, Customer Service Staff, Domestic Assistant, Home Helper, Personal Care Assistant, Front Desk Staff, Support Worker.

Certificate IV in (NRT)

Community Services

Course No: 18168
National Code: CHC40108

Description: This course provides skills in personal care and support to older people in residential and community aged care facilities. A clinical placement in a public or private hospital or medical facility is part of this course, you will need to undergo screening and be vaccinated against infectious diseases (at your own cost).

Entry requirements: Be recognised as competent against the following units: CHCAC318A Work effectively with older people, CHCAC319A Provide support to people living with dementia, CHCCS441A Work effectively in the community sector, CHCICS303A Support individual health and emotional well being, CHCPA301B Deliver care services using a palliative care approach, HLTAP301A Recognise healthy body systems in a health care context.

Career opportunities: Assistant in Nursing, Support Worker, Carer, Personal Care Assistant, Team leader, Assistant

Community Services

Diploma of (NRT)

Alcohol and Other Drugs

Course No: 17414
National Code: CHC50208

Description: This qualification applies to workers providing services to clients in relation to alcohol and other drugs issues. It includes: counselling, referral, advocacy and education/promotion services; requires high level specialist knowledge and skills in regards to laws affecting clients, the range of services and health issues.

Entry Requirements: 1. Be currently working in a community support AOD work role and have a relevant recognised qualification at Certificate IV or above; Or 2. Be recognised as competent against the Certificate IV in AOD; Or 3. Have work experience in the sector involving: The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills; a wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required; the exercise of discretionary judgement and decision making under general guidance.

Career Opportunities: AOD worker, Community Rehabilitation and Support Worker, Community Support Worker.
**Diploma of (NRT)**

**Community Services Alcohol, Other Drugs & Mental Health**

Course No: 18179  
National Code: CHC50408

Description: This qualification applies to workers providing services to clients in relation to mental health and alcohol and other drug issues. The qualification includes counselling, referral, advocacy and education/promotion services. Requires high level specialist knowledge and skills in regards to laws affecting clients, the range of services available to them and health issues related to mental health issues and alcohol and drug use and misuse.

Entry Requirements: 1. Be currently working in a community support mental health and/or AOD work role and have a relevant recognised qualification at Certificate IV or above; Or 2. Be recognised as competent against the Certificate IV in Mental Health; Or 3. Have work experience in the sector involving: The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills; a wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required; the exercise of discretionary judgement and decision making under general guidance.

Career Opportunities: AOD Worker, Community Rehabilitation and Support Worker, Mental Health Community Worker, Mental Health Outreach Worker, Mental Health Rehabilitation Support Worker, Mental Health Support Worker.

Certificate IV in (NRT)

**Community Services Work**

Course No: 18701  
National Code: CHC40708

Description: This course is for people who want to, or are working as a Dental Assistant. You can do this qualification as part of a traineeship. Please contact the college as entry procedures vary for trainees.

Certificate III in (NRT)

**Dental Assisting**

Course No: 18280  
National Code: HLT31807

Description: This course is for those who provide a range of services and interventions to clients and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and may have supervisory responsibilities. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

Entry Requirements: NSW HSC or equivalent, or NSW School Certificate or equivalent and relevant experience.

Career Opportunities: Case Worker, Health Education Officer, Community Services Worker, Outreach Officer, Community Support Worker, Support Worker, Domestic Violence Worker, Welfare Support Worker, Early Intervention Worker, Homelessness Worker, Welfare Worker.

Certificate IV in (NRT)

**Dental Assisting**

Course No: 18281  
National Code: HLT45007

Description: This course is for qualified Dental Assistants. Depending on the units you select to study, you will learn the skills needed to provide oral health education or prepare patients for general anaesthesia and conscious sedation.

Entry Requirements: NSW School Certificate or equivalent plus Advanced Standing - Certificate III in Dental Assisting and you must be working in the industry.

Career Opportunities: Dental Assistant.

Certificate III in (NRT)

**Dental Assisting**

Course No: 18280  
National Code: HLT31807

Description: This course is for those who want to, or are working as a Dental Assistant. You can do this qualification as part of a traineeship. Please contact the college as entry procedures vary for trainees.

Entry Requirements: NSW School Certificate or equivalent. You must be a practising dental assistant, or be able to gain supervised experience in the workplace as a dental assistant.

Career Opportunities: Dental Assistant.

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**Diploma of (NRT)**

**Community Services (Mental Health)**

Course No: 18177  
National Code: CHC50308

Description: This qualification applies to workers providing services to clients in relation to mental health issues. It includes: counselling, referral, advocacy and education/promotion services; requires high level specialist knowledge and skills in regards to laws affecting clients, the range of services and health issues.

Entry Requirements: 1. Be currently working in a community support Mental Health work role and have a relevant recognised qualification at Certificate IV or above; Or 2. Be recognised as competent against the Certificate IV in Mental Health; Or 3. Have work experience in the sector involving: The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills; a wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required; the exercise of discretionary judgement and decision making under general guidance.

Career Opportunities: Community Rehabilitation and Support Worker, Community Support Worker, Mental Health Community Worker, Mental Health Outreach Worker, Mental Health Rehabilitation Support Worker, Mental Health Support Worker.
Community Services, Children’s Services and Health

**Certificate IV in Dental Assisting**

Course No: 18282
National Code: HLT43007
Description: This course is for qualified Dental Assistants. You will learn radiography theory and develop skills for taking oral radiographs under instruction from a dental operator.

Entry Requirements: NSW School Certificate or equivalent plus Advanced Standing - Certificate III in Dental Assisting and you must be working in the industry with access to radiographic facilities.

Career Opportunities: Dental Assistant.

**Certificate III in Disability**

Course No: 18171
National Code: CHC30408
Description: This course is for people wanting to gain entry into disability work and who will be working under direct or regular supervision within clearly defined organisation guidelines and service plans. The course focuses primarily on direct care. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities. Please contact the college as you may need to complete an Expression of Interest.

Entry Requirements: NSW School Certificate or equivalent.

Career Opportunities: Care Assistant, Community Access Coordinator, Care, House or Support Worker, Disability Service/Support Officer/Worker, Family Support Worker, Field Officer, Home Care Assistant, In-Home Respite Care Worker, Personal Care Assistant/Care Giver, Residential.

**Certificate IV in Disability**

Course No: 18172
National Code: CHC40308
Description: This course enables you to work in a multi-disciplined team or lead a disabilities support team. It addresses work in residential group homes, training resource centres, day respite centres and open employment services, other community settings and clients’ homes. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.

Entry Requirements: NSW HSC or equivalent, or NSW School Certificate. Relevant life and work experience may also be considered.

Career Opportunities: Behavioural Support/Developmental Officer, Disability Officer (day support), Disability Support Officer/Worker Employment Coordinator (disability), Job Coordinator, Lifestyle Support Officer, Project Officer (life enhancement team), Residential Care Officer, Senior Personal Care Assistant, Social Educator/Trainer, Supervisor.

**Diploma of Hearing Device Prescription and Evaluation**

Course No: 18273
National Code: HLT51307
Description: This course enables you to work as an Audiometrist or hearing aid Audiometrist who screens for and assesses hearing impairment. Audiometrists prescribe and dispense hearing aids excluding implantable and bone anchored hearing aids.

Entry Requirements: NSW HSC or equivalent.

Career Opportunities: Hearing Aid Audiometrist.

**First Aid**

Course No: 32000
WSI PLUS fee: $150
Description: This course will be of benefit to people who are interested in obtaining the senior first aid unit (HLTFA301B). On completion of this course you will have the knowledge and skills needed to administer first aid on a casualty. This course requires a minimum number to run and involves a practical session.

Entry Requirements: There are no formal educational entry requirements for this course.

**Transcript of Results**

**Dental Assisting (Pouring Dental Impressions)**

Course No: 24044
WSI PLUS fee: $430
Description: This course enables employed dental assistants to increase their skills by learning how to pour dental impressions. This course requires a minimum number of students to run. It also includes one practical session.

Entry Requirements: Employed as a Dental Assistant.

Career Opportunities: Dental Assistant.

TAFE NSW Attendance Certificate

Dental Assisting (Pouring Dental Impressions)
Certificate III in  
Home and Community Care  
Course No: 18169  
National Code: CHC330308  
Description: This course is for people to work in client homes and other community settings under regular supervision within clearly defined organisational guidelines and service plans. You will carry out activities to maintain personal care and/or other activities of living for people in their own homes or in other community settings; carry out activities related to an individualised plan and report directly to a supervisor and you are not responsible for other workers.  
Entry Requirements: NSW School Certificate (or equivalent from another educational authority). Relevant life and work experience may also be considered.  
Career Opportunities: Care Assistant/Worker, Personal Care Assistant, Community Care Worker, Support Worker.

Transcript of results  
Identify and respond to children and young people at risk  
Course No: 32000  
WSI PLUS fee: $140  
Description: This course provides you with a pathway to complete the unit of competency CHCCHIL401A, Identify and respond to children and young people at risk, from the Community Services Training Package (CHC08). This unit of competency meets the compulsory reporting requirements under section 27 of the Children and Young Persons (Care and Protection) Act, 1998.  
Entry Requirements: You will be required, on joining this course, to submit a Prohibited Employment Declaration.  
Career Opportunities: This course is for workers in NSW who are mandatory reporters or who work in child related employment.

Certificate IV in  
Mental Health  
Course No: 18176  
National Code: CHC40508  
Description: This course supports you to work in a range of community services focused on rehabilitation and support for people affected by mental illness and psychiatric disability, implementing community based activities focusing on mental health, mental illness and psychiatric disability, and mental health promotion work. You will be required to submit a Prohibited Employment Declaration enabling you to take part in work based or practical activities.  
Entry Requirements: NSW HSC or equivalent or NSW School Certificate or equivalent and relevant experience.  
Career Opportunities: Community Rehabilitation and Support Worker, Community Support Worker, Mental Health Outreach Worker, Mental Health Rehabilitation Support Worker, Mental Health Support Worker.

Certificate IV in  
Optical Dispensing  
Course No: 18278  
National Code: HLT43507  
Description: This course enables you to work as an optical dispenser, who dispenses optical prescriptions by taking facial measurements and giving advice on spectacle frames and lenses as well as fitting prescribed lenses. You can do this qualification as part of a traineeship. This course includes practical sessions.  
Entry Requirements: NSW School Certificate or equivalent. You will also need access to an optical lens surfacing laboratory.  
Career Opportunities: Optical Dispenser.

Certificate IV in  
Optical Technology  
Course No: 18279  
National Code: HLT43707  
Description: This course enables you to work as an optical technician making spectacles and/or lenses. Optical technicians work in an optical laboratory or manufacturing facility on the production-line, surfacing various ophthalmic lenses as well as fitting finished lenses to spectacle frames. This course does not qualify you to practise optical dispensing under supervision in NSW. You can do this qualification as part of a traineeship. This course includes practical sessions.  
Entry Requirements: NSW School Certificate or equivalent. You will also need access to an optical lens surfacing laboratory.  
Career Opportunities: Optical Technician.

Anna Gellatly  
Certificate IV in Optical Dispensing OTEN  
Having completed her course by distance education, Anna, who lives in New Zealand, is now qualified as a dispensing optician. The technical aspects of the course were the most enjoyable for Anna, who was placed first in NSW for this course. Anna hopes to open her own independent optical business in the future.  
Anna was presented with a State medal for her studies.
Transcript of Results

Pre-requisite Aged Care

Course No: 32000
WSI PLUS fee: $185

Description: This course is targeted to people wishing to enrol in Certificate IV Aged Care, that do not already have the pre-requisites needed.

Entry Requirements: There are no formal entry requirements.

Career Opportunities: Community Services Workers, Welfare Workers, Support Workers, Case Managers.

Transcript of Results

Pre-requisite Community Services Units

Course No: 32000
WSI PLUS fee: $175

Description: This course provides you with a pathway to enrol in the Diploma Community Services. The two units of competency are minimum entry requirements for the diploma as specified in the Community Services Training Package.

Entry Requirements: You will be required, on joining this course, to submit a Prohibited Employment Declaration.

Career Opportunities: Community Services Workers, Welfare Workers, Support Workers, Case Managers.

Transcript of Results

Pre-requisite Home and Community Care

Course No: 32000
WSI PLUS fee: $175

Description: This course is targeted to people wishing to enrol in Certificate IV Home & Community Care, that do not already have the pre-requisites needed.

Entry Requirements: There are no formal entry requirements.

Career Opportunities: Community Services Workers, Welfare Workers, Support Workers, Case Managers.

Transcript of Results

Sterilisation - Body Art and Piercing Industry

Course No: 32000
WSI PLUS fee: $300

Description: At the completion of this program you will be able to apply correct infection control procedures and processing of reusable instruments within the body art/body piercing/tattoo industry.

Entry Requirements: There is no formal entry requirement. However, students must be working in or have access to sterilisation equipment used within the body art/piercing/tattoo studio industry.

Career Opportunities: Body art studios, body piercing industry, tattoo studios.

Transcript of Results

Certificate III in Sterilisation Services

Course No: 9362
National Code: HLT31107

Description: This course enables you to work under direct supervision performing sterilisation and disinfecting tasks. You can do this qualification as part of a traineeship.

Entry Requirements: NSW School Certificate or equivalent. You will also need to have a suitably qualified supervisor to supervise and assess tasks in the workplace.

Career Opportunities: Sterilising Assistant, Sterilising Aide.

Transcript of Results

Youth Work Pre-requisite Units

Course No: 32000
WSI PLUS fee: 1-2 units $175
3-7 units $500

Description: This course targets students wanting to enrol in the Diploma of Youth Work and have not completed the necessary pre-requisite units for the course.

Entry Requirements: There are no formal entry requirements.

Career Opportunities: Community Services Workers, Welfare Workers, Support Workers, Case Managers.
Electrical, Engineering, Manufacturing and Metals

The manufacturing and engineering industry employs a workforce approaching one million people. It is one of the largest employers in Australia and is among the top 20 paying industries.

There is a wide range of sectors and jobs within the industry. Think of all the people needed to conceive, design, assemble and install manufactured products. To engineer literally means 'to make things happen'. Engineering know-how converts science knowledge into technology, then turns technology into successful innovation.

The Electro Communications and Energy Utilities Industry employs more than half a million Australians – 460,000 in electrotechnology and 45,000 in energy utilities. Both areas play a key role in underpinning the nation’s economy.

Advanced Diploma of  (NRT)
Electrical - Technology
Course No: 17908
National Code: UEE61307
Description: This course for people working in the field of electrical engineering, you will learn to design and validate/evaluate electrical equipment and systems and provide technical advice/sales.
Entry Requirements: There are no formal educational requirements. You must be in relevant employment or have access to an appropriate workplace.
Career Opportunities: Technical Officer, Para Professional Engineer, Engineering Technologist.

Advanced Diploma of  (NRT)
Electronic - Technology
Course No: 17796
National Code: UEE60307
Description: This qualification is for people working in the field of electronics engineering, you will learn to design and validate/evaluate electronics and/or communication equipment and systems and provide technical advice/sales.
Entry Requirements: There are no formal educational requirements. You must be in relevant employment or have access to an appropriate workplace.
Career Opportunities: Technical Officer, Para Professional Engineer, Engineering Technologist.

Certificate II in  (NRT)
Electrotechnology (Career Start)
Course No: 17742
National Code: UEE22007
Description: This course is for people who want to enter the electrotechnology industry. The course covers competencies at work entry level providing grounding in safety and basic skills and knowledge for work in many electrotechnology disciplines. You can do this qualification as part of traineeship.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Improves job prospects in Electrotechnology field.

Certificate III in  (NRT)
Electrotechnology Electrician
Course No: 17751
National Code: UEE30807
Description: This course is for people who want to become an electrician. Meets NSW Fair Trading licensing requirements for working with low voltage fixed wiring and equipment.
Entry Requirements: There are no formal educational requirements, but to succeed you need the equivalent of four/five years of secondary school education. You must be in relevant employment i.e. working full time with a licensed electrician.
Career Opportunities: Electrical Mechanic, Licensed Electrician.

Certificate III in  (NRT)
Electrotechnology (Career Start)
Course No: 17742
National Code: UEE22007
Description: This course is for people who want to enter the electrotechnology industry. The course covers competencies at work entry level providing grounding in safety and basic skills and knowledge for work in many electrotechnology disciplines. You can do this qualification as part of traineeship.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Improves job prospects in Electrotechnology field.

Certificate III in  (NRT)
Electrotechnology Electrician
Course No: 17751
National Code: UEE30807
Description: This course is for people who want to become an electrician. Meets NSW Fair Trading licensing requirements for working with low voltage fixed wiring and equipment.
Entry Requirements: There are no formal educational requirements, but to succeed you need the equivalent of four/five years of secondary school education. You must be in relevant employment i.e. working full time with a licensed electrician.
Career Opportunities: Electrical Mechanic, Licensed Electrician.
Statement of Attainment in (NRT)

In-Service Testing of Electrical Equipment
Course No: 19341
WSI PLUS fee: $375

Description: This course is for people seeking work in the inspection, testing and tagging of portable electrical equipment including portable socket outlets, extension leads and hand held 240 volt tools and appliances. You will learn how to provide safety testing of electrical cord assemblies and cord connected appliances, applying tagging, arranging for repair of faulty equipment and also to complete the required testing documentation.

Entry Requirements: There are no formal educational requirements.

Note: The course supports those requiring endorsement as the designated ‘testing person’ from the owner of the premises and/or person with responsibility for the safety of portable electrical equipment in a workplace, public place or electrical equipment hire firm.

Certificate II in (NRT)

Public Safety (Firefighting Operations)
Course No: 1280
National Code: PUA30701

Description: This course is for rural and part-time firefighters who are seeking a national qualification in Public Safety.

Entry Requirements: There are no educational requirements. You must be employed or gain experience with a public safety agency.

Career Opportunities: Firefighter.

Certificate IV in (NRT)

Public Safety (Firefighting Supervision)
Course No: 1281
National Code: PUA40301

Description: This course provides you with the knowledge and skills to supervise and monitor the performance of others in a wide range of firefighting operations.

Entry Requirements: NSW School Certificate or equivalent. You must be employed or gain experience with a public safety agency.

Career Opportunities: Firefighter.

Diploma of (NRT)

Electrical Engineering
Course No: 17788
National Code: UEE50407

Description: This qualification is for people wanting to develop the technical skills needed to work as an Electrical Engineering Technician, to develop, select, commission, maintain and diagnose faults/malfunctions on advanced electrical equipment and systems.

Entry Requirements: There are no formal educational requirements. You must be in relevant employment or have access to an appropriate workplace.

Statement of Attainment in  (NRT) Public Safety (Firefighting)
Course No: 2352
Description: This course is designed to enable learners who are employed in the Firefighting Industry to acquire the competencies needed for safe and effective work practices in the fighting of structural fires and wildfires. It is also designed to provide participants with the knowledge and skills to supervise and monitor the performance of others in a wide range of firefighting operations.
Entry Requirements: NSW School Certificate (or equivalent from another educational authority). Where units of competency within this qualification have prerequisite requirements, the learner must have been assessed as competent within a fire context prior to undertaking training or assessment.
Career Opportunities: Completion of this qualification can lead to promotion within the firefighting agencies. After completion of this course, a student can undertake further studies to obtain one of the Public Safety Training Safety (Fire Sector) qualifications.

Statement of Attainment in  (NRT) Public Safety (Station Officer - Pre Entry Program)
Course No: 19438
Description: Completion of this program provides eligibility for students to sit the NSW Fire Brigade Station Officer pre-entry examinations.
Entry Requirements: There is no formal entry requirement for this course.
Career Opportunities: NSW Fire Brigade Station Officer.

TAFE NSW Attendance Certificate in Programmable Logic Controller - Basic
Course No: 24059
WSI PLUS fee: $355
Description: The aim of this course is to provide electricians with an introduction to programmable logic controllers (PLCs) and PLC systems. This course includes a practical session.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: PLC Programmer and Repairer/Electrician.

TAFE NSW Attendance Certificate in Re-Licensing for Electricians
Course No: 27213
WSI PLUS fee: $150
Description: This course provides update skills and knowledge to electricians whose licences have lapsed. On completion you can apply to NSW Fair Trading for a Qualified Supervisor Certificate-Electrical.
Entry Requirements: Candidates must be referred by NSW Fair Trading.
Career Opportunities: Electrician (General).
All agricultural and natural resource industries now have a strong focus on environmental and economic sustainability. There are new fields of expertise in organic farming, recycling, land management and water conservation.

Employment in the industry is on the rise and is predicted to continue growing over the next 10 years. Increasing demand for skilled professionals ensures that employment opportunities exist now and into the future for those with the right 'green' skills and qualifications.

Certificate III in (NRT) Agriculture

Course No: 797
National Code: RTE30103
Description: This course is for people in the rural industry with some expertise, who wish to develop and apply advanced technical and husbandry skills in the workplace. This course includes practical sessions.
Entry Requirements: NSW School Certificate, or equivalent, plus relevant experience, or Certificate II in Agriculture, or equivalent, or relevant experience.
Career Opportunities: Farmer, Farm Manager, Senior Agriculture Property Worker.

Certificate III in (NRT) Asset Maintenance Pest Management - Technical

Course No: 1405
National Code: PRM30204
Description: This qualification is for people who want to work as Pest Control Operators. This course includes practical sessions.
Entry Requirements: NSW School Certificate, or equivalent, or relevant experience.
Career Opportunities: Pest Control Operator.

TAFE NSW Attendance Certificate in Beekeeping

Course No: 27597
WSI PLUS fee: $560
Description: This course provides you with the skills and knowledge to set up and operate a beehive. You will learn about bee colony structure and handling, bee products, flora, nutrition, crop polination, diseases, parasites and pests. You are provided with hands on training at a 2-day practical. Learners will gain an overview of the beekeeping industry and legislative requirements.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Beekeeper.

Statement of Attainment in (NRT) Conservation and Land Management

Course No: 6414
Description: This course is for people wanting to work for Landcare, environmental practice and natural resource management.
Entry Requirements: There are no formal educational requirements. If you wish to undertake Group 3 and 4 units in this course you must hold NSW HSC, or equivalent, or a Certificate II or higher qualification in Conservation and Land Management, or have considerable industry experience.
Career Opportunities: Environment Worker, Conservation Worker.

Certificate II in (NRT) Conservation and Land Management Natural Area Restoration and Management

Course No: 6485
National Code: RTD20102
Description: This course provides entry level training for workers or those wanting to work as an operator in natural resource management, especially in an outdoor environment. This course includes practical sessions.
Entry Requirements: There are no formal educational requirements. Some units have legislative requirements of a Shooter’s Licence (NSW) or an Explosive User’s Permit. In order to obtain these, you must complete a suitability check with NSW Police.
Career Opportunities: Forestry / National Parks, Wildlife / Bushland Worker.

Certificate III in (NRT) Conservation and Land Management Natural Area Restoration and Management

Course No: 8986
National Code: RTD30102
Description: This course is for workers or those wanting to work as a skilled operator in natural resource management, especially in an outdoors environment.
Entry Requirements: NSW School Certificate or equivalent, or Certificate II in Conservation and Land Management, or relevant experience. Some units have legislative requirements for a Shooter’s Licence (NSW) or an Explosive User’s Permit. In order to obtain these, you must complete a suitability check with NSW Police.
Career Opportunities: Depending on the units achieved - skilled operator in land management for local government, National Parks and Wildlife, bush regeneration organisations, Landcare.
TAFE NSW Attendance Certificate

Farming Small Areas - Select & Develop
Course No: 27606
WSI PLUS fee: $470
Description: This course provides an introduction to farming on a small rural property. Students will be able to select and manage a small farm appropriate to their needs. Students will be able to develop improvements such as sheds, yards, fencing and water and acquire appropriate farm machinery. This course requires a minimum number of students to run. It also includes practical sessions.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Small Area Farmer.

Certificate II in Horticulture
Course No: 19956
National Code: AHC202410
Description: This qualification underpins a range of work functions and job roles that can lead to a horticultural trade qualification.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Horticulture Worker, Horticulture Assistant.

Certificate III in Horticulture
Course No: 1586
National Code: RTF30103
Description: With appropriate practical experience you will gain the skills and knowledge to work, under limited supervision, in the horticulture industry as a skilled operator or tradesperson. This course includes a practical session.
Entry Requirements: NSW School Certificate or equivalent, and relevant workplace experience.
Career Opportunities: Gardener (General), General Horticulturist, Arborist, Floriculturist, Landscaper, Nursery person, Greenkeeper.

Certificate III in Horticulture (NRT)
Course No: 1586
National Code: RTF30103
Description: This qualification underpins a range of work functions and job roles that can lead to a horticultural trade qualification.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Small Area Farmer.

Pest Inspection - Timber
Course No: 7218
WSI PLUS fee: $735
Description: This course provides training for those who require the knowledge and skills both to carry out timber pest inspection procedures carefully, to write accurate reports that will withstand legal scrutiny, and to provide advice on control of timber pests or carry out timber pest control.
Entry Requirements: NSW School Certificate or equivalent.
Career Opportunities: Licensed pest controllers who wish to go into Timber pest work.

NSW Urban Pest Control (Licensing)
Course No: 1377
WSI PLUS fee: $1235
Description: This course provides vocational education and training for Pest Control Operators. It provides learners with the minimum skills and knowledge needed to enable them to detect pest damage and the presence of pests, to carry out appropriate treatments and to advise clients on pest prevention and control. On completion participants can apply for their Pest Control Licence from WorkCover. It also includes practical sessions.
Entry Requirements: NSW School Certificate or equivalent, or relevant workplace experience.
Career Opportunities: Pest Control Operator.

Statement of Attainment in Pest Management Studies
Course No: 1446
Description: On successful completion of this course, you will have achieved the unit Install Physical Termite Barriers, PRMPM42A.
Entry Requirements: NSW School Certificate or equivalent, or relevant workplace experience.
Career Opportunities: Pest Control Operator.
Green Skills, Agriculture and Horticulture

TAFE NSW Attendance Certificate

Pest Management Studies
Course No: 27510
WSI PLUS fee: $650
Description: This course covers training and assessment for Asset Inspectors who carry out inspection and treatment of timber pests in power poles. The course covers pest identification, inspection techniques and timber pest treatment methods.
Entry Requirements: Employment or imminent employment as a power pole Asset Inspector and current Smarttrain or Chemcert qualifications.
Career Opportunities: Power Pole Asset Inspector.

Certificate III in Production Horticulture
Course No: 19938
National Code: RTE31603
Description: This qualification provides a vocational outcome in production horticulture. The qualification enables individuals to select a tree cropping, vegetable or berry production or mushroom production context as a job focus or, in the case of mixed enterprises, both.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Vegetable Farm Worker, Orchard Farm Worker, Mushroom Farm Worker, Plantation Farm Worker.

Statement of Attainment in Chemical Application (NRT)
Course No: 10102
WSI PLUS fee: $350 full course
$295 reaccreditation
$125 recognition
Description: This course is designed for people required to use chemical applications to control pests in a range of agricultural, horticultural or land management based activities. It is also suitable for those who would like to be recognised for their current skills.
This is based on industry endorsed units from the Agricultural, Horticultural and Conservation Land Management (AHC10) Industry Training Package. The course provides participants with the knowledge and skills to safely transport, handle and store chemicals, use appropriate personal protective equipment, comply with all label requirements when applying chemicals and calibrate a range of chemical application equipment.
Learners who successfully complete this course will be recognised by the Australian Pesticides and Veterinary Medicines Authority as having met the training requirement for the purchase of some restricted chemicals. Completion of this course will also satisfy the training requirement under the NSW Pesticide Regulation 2009 for the unsupervised application of pesticides.
Learners who do not successfully complete AHCCHM303A and AHCCHM304A but do successfully complete AHCCHM201A Apply chemicals under supervision meet the current minimum training requirement of the NSW Pesticide Regulation (2009).
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Chemical Applicator in agriculture, horticulture or conservation and land management.

Statement of Attainment in Chemical Application Under Supervision (NRT)
Course No: 20066
WSI PLUS fee: $325
Description: This course is designed for people required to use chemical applications to control pests in a range of agricultural, horticultural or land management based activities. It is also suitable for those who would like to be recognised for their current skills.
This is based on industry endorsed units from the Agriculture, Horticulture and Conservation and Land Management (ACH10) Industry Training Package. The course provides participants with the knowledge and skills to follow basic chemical safety rules, follow safety instructions, use appropriate personal protective equipment, measure, mix, transport, handle, store and dispose of chemicals and apply chemicals under supervision using hand held or small powered equipment.
Learners who successfully complete this course meet the current minimum training requirement of the NSW Pesticide Regulation (2009).
Entry Requirements: There are no formal entry requirements.
Career Opportunities: Chemical Application Assistant.
Statement of Attainment in (NRT)

Chemical Risk Management

Course No: 10105  
National Code: 91187NSW  
WSI PLUS fee: $530

Description: This course is designed for people required to manage chemical application programs and ensure chemicals are used in a safe and responsible manner. It is also suitable for those who would like to be recognised for their current skills.

This course is based on industry endorsed units from the Agriculture, Horticulture and Conservation Land Management (AHC310) Industry Training Package.

The course provides participants with the knowledge and skills to plan and implement a program for chemical use, develop and evaluate a chemical risk control strategy, apply and monitor risk control procedures and select and establish processes to calibrate suitable equipment.

Learners who successfully complete this course will be recognised by the Australian Pesticides and Veterinary Medicines Authority as having met the training requirement for the purchase of some restricted chemicals. Completion of this course will also satisfy the training requirements under the NSW Pesticides Regulation 2009 for the unsupervised application of pesticides.

Entry Requirements: There are no formal entry requirements.

Career Opportunities: Chemical Program Risk Manager.

Statement of Attainment in (NRT)

Urban and Rural Fumigation

Course No: 7219  
WSI PLUS fee: $705

Description: This course provides vocational education and training for rural and urban pest control operators in the specialised area of Fumigation. It provides learners with the minimum skills and knowledge needed to enable them to clarify the nature of the problem, plan, treat, monitor, ventilate, record and conduct fumigation operations with high regard for health and safety issues. On completion students can apply for their Fumigation Licence from WorkCover.

Entry Requirements: There are no formal educational requirements. You must have industry experience or the capacity to gain relevant fumigation experience in a rural or urban setting to meet the WorkCover requirements for a licence.

Career Opportunities: Pest Fumigator.
Information and Communication Technology

Information and communication technology (ICT) is embedded in all aspects of today’s rapidly changing world.

Currently, the industry is experiencing an accelerated convergence of technologies. Technologies which formerly sat within one industry sector are blurring at the borders, leading to new and dynamic job roles.

This field offers exciting jobs and careers that are not just confined to a single industry but are an essential element in any business so your skills are transportable across a variety of job sectors, including entertainment, construction, education, primary industries, retail, manufacturing and government.

Certificate II in
Information, Digital Media and Technology

Course No: 10303
National Code: ICA20111

Description: This entry level qualification provides the foundation skills and knowledge to use information and communications technology (ICT) in any industry. It covers a range of application software selected from word processing, spreadsheet, database and presentation graphics.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Office Assistant, Records Assistant, Junior Office Support.

Available for enrolment in January 2012

Certificate III in
Information, Digital Media and Technology (Applications)

Course No: 10304
National Code: ICA30111

Description: This qualification provides the skills and knowledge for an individual to be competent in a wide range of general ICT technical functions and to achieve a degree of self-sufficiency as an advanced ICT user. Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Helpdesk Officer, Helpdesk Assistant, ICT Operations Support, ICT User Support.

Available for enrolment in March 2012

Certificate III in
Information, Digital Media and Technology (Support)

Course No: 10306
National Code: ICA30111

Description: This qualification provides the skills and knowledge for an individual to be competent in a wide range of general ICT technical functions and to achieve a degree of self-sufficiency as an advanced ICT user. Persons working at this level will support information technology activities in the workplace across a wide range of ICT areas, including technical support, network administration, web technologies, software applications and digital media technologies.

Entry Requirements: There are no formal educational requirements.

Available for enrolment in March 2012

New replacement course coming soon!

Certificate IV in
Information Technology

Course No: 10309
National Code: ICA40111

Description: This qualification provides the skills and knowledge for an individual to be competent in a wide range of general ICT technologies and to support small to medium enterprises (SMEs) that require broader rather than more specialised ICT support.

Persons working at this level apply a wide range of knowledge and skills in basic networking, IT support, database development, programming and web development support; working safely and ethically in a sustainable work environment.

Entry Requirements: There are no formal educational requirements.


Available for enrolment in July 2012
Certificate IV in
(NRT)

**Information Technology Support (Service Desk)**

Course No: 10312  
National Code: ICA40211

**Description:** This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of service desk, database, sustainability and network support to suit particular needs.

**Entry Requirements:** There are no formal educational requirements.

**Career Opportunities:** Customer support, database support, help desk specialist, network support technician, PC support technician, technical support – sustainability, user support technician.

Available for enrolment in July 2012

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TAFE NSW Attendance Certificate in

**MS Project 2007**

Course No: 27284  
WSI PLUS fee: $1029

**Description:** This course is intended for people who have a basic knowledge of project management principles but who require training with a practical approach to the use of project management software. Participants will receive a practical introduction to the software package Microsoft Project 2007.

**Entry Requirements:** Some understanding of general project management principles.

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TAFE NSW Attendance Certificate in

**Project Management**

Course No: 27094  
WSI PLUS fee: $1034

**Description:** This course introduces basic project management concepts from costings to human resources and risk management.

**Entry Requirements:** Some understanding of general project management principles.
Over the ocean blue! Freedom, adventure – and often some danger, but especially if you’re not properly trained. To improve your sea-going capability in navigation, communication, emergency survival, or for the international Super Yacht Industry, OTEN offers a range of WSI PLUS courses. We can help you to prepare for certificates offered by the Royal Yachting Association (RYA) and Yachting Australia (YA).

Interested in a career on commercial vessels? Our courses can also assist you to train as a Coxswain, Coastal Master or Marine Engine Driver. Let us help you get the knowledge and skills to meet maritime licensing and regulatory requirements.

Qualifications in automotive, warehousing and logistics may be studied through other colleges within Western Sydney Institute. See wsi.tafensw.edu.au for information.

TAFE NSW Attendance Certificate in Celestial Navigation

Course No: 23873
WSI PLUS fee: $300
Description: This course will be of benefit to people who are interested in the art of Celestial Navigation. On completion of this course you will be able to plot your geographic position from the observation of celestial bodies. Meets the requirements of the Yachting Australia Ocean Yachtmaster shore based course.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Ocean going mariners.

Transcript of Results
Maritime (Emergencies - Fire)

Course No: 32000
WSI PLUS fee: $300
Description: Successful completion of this unit enables the student to gain basic Maritime fire fighting skills.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Marine Police, Customs Officers and other maritime workers.

Transcript of Results
Maritime (Emergencies - Sea Survival)

Course No: 32000
WSI PLUS fee: $300
Description: Learn the skills to survive at sea in the event of vessel abandonment using techniques individually or in groups, with or without a life jacket and with or without a life raft.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: General public or those that only need the TDMMF1107B unit.

Transcript of Results
Maritime (General Purpose Hand)

Course No: 32000
WSI PLUS fee: $860
Description: Successful completion of this entry level qualification enables students to present to the NSW Maritime Authority to qualify to work as a deckhand (general purpose hand) on charter boats and other commercial vessels in NSW.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Deck Hand on commercial vessels and charter boats.

Transcript of Results
Maritime (Master 4 Coastal Navigation)

Course No: 32000
WSI PLUS fee: $320
Description: This program is offered to those participants wishing to gain competency in the Master 4 Unit for Navigation - to plan and conduct a coastal passage and determine position within these limits of the responsibility of a Master 4.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: Recreational boaters, Mariners, Yachting Crew.
Maritime (Master 5 Coastal Navigation)

Course No: 32000
WSI PLUS fee: $320

Description: This program is offered to those participants wishing to gain competency in the Master 5 Unit for Navigation - to plan and conduct a coastal passage and determine position within these limits of the responsibility of a Master 5.

A candidate will be able to gain recognition for this unit if enrolling in a future Master 5 course or if they have enrolled in the Master 5 course in the past and still need to complete this unit they can do so and then provide evidence to a maritime authority on its completion.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Recreational boaters, Mariners, Yachting Crew.

Maritime (Radar Operation)

Course No: 32000
WSI PLUS fee: $410

Description: This course has been created to offer separately the Unit TDMMH2007A Use radar and other wheelhouse equipment to maintain safe navigation within the limits of responsibility of a Master 4.

This Unit may be of interest to mariners wanting to broaden their knowledge about the use of radar for coastal navigation and collision avoidance.

Entry Requirements: There are no formal educational requirements. However, knowledge of coastal navigation to at least the level of Yachtmaster or Master 5 would be a great advantage.

Career Opportunities: Mariners, Sailors, Masters, Skippers, Watch-Keepers, Mates.

Maritime Stability

Course No: 32000
WSI PLUS fee: $280

Description: At the successful completion of this unit you will have the skills and knowledge required to manage the stress and dynamic factors affecting the stability of a small commercial vessel using basic stability criteria.

Entry Requirements: There are no formal educational requirements.

Maritime (Emergencies – Fire and Sea Survival)

Course No: 32000
WSI PLUS fee: $535

Description: Successful completion of this unit enables the student to gain basic Maritime Sea Survival and fire fighting skills.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: General public, those in the industry already needing to fulfill OH&S requirements e.g. Marine Police, Customs Officers and other maritime workers.

TAFE NSW Attendance Certificate in Sea Survival

Course No: 22057
WSI PLUS fee: $210

Description: This course meets the wet drill component of Yachting Australia’s Sea Safety and Survival Course. It can be an exciting and highly effective team building experience. Survive at sea in the event of vessel abandonment using techniques individually or in groups, with or without a life jacket and with or without a life raft. Completing this course alone does not qualify you for the full YASSSC. This course requires a minimum number of students to run.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Recreational boaters.
Maritime, Transport and Distribution

Transcript of Results

**Tanker Familiarisation**
- **Course No:** 32000
- **WSI PLUS fee:** $750
- **Description:** This course is designed for students already working in the industry. You will gain the basic skills and knowledge required to safely perform the duties of a Watch-Keeper on various types of tankers and gas carriers.
- **Entry Requirements:** An AMSA approved Basic Fire Fighting Certificate or an Australian issued Certificate of Competency.
- **Career Opportunities:** Officers of the Watch, Integrated Rating, Deck Watchkeepers

**Transport and Distribution Coastal Maritime Operations - Master Class 4**
- **Course No:** 17449
- **National Code:** TDM40307
- **Description:** This course provides you with the practical skills and knowledge required to work as a Master Class 4/ Skipper Grade 2 who is able to take charge of commercial vessels less than 80m in length operating up to 15 nautical miles from the coast and less than 35m in length, up to Australian Coastal & Middle Waters Limits. This course includes practical sessions.
- **Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.
- **Career Opportunities:** Coastal Master Class 4

**Certificate III in (NRT) Transport and Distribution Coastal Maritime Operations - Master Class 5**
- **Course No:** 17448
- **National Code:** TDM30407
- **Description:** This course provides you with the practical skills and knowledge to work as a Master Class 5/Skipper Grade 3 who is able to take charge of a commercial vessel of less than 24m in length, operating up to 100 nautical miles from the coast. This course includes practical sessions.
- **Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.
- **Career Opportunities:** Coastal Master Class 5

**Certificate IV in (NRT) Transport and Distribution Marine Engine Driving - Grade 1**
- **Course No:** 17457
- **National Code:** TDM40207
- **Description:** This course prepares you to work as an engineer onboard a commercial vessel with a propulsion power less than 1500 kW up to 30 nautical miles from the coast or 750 kW up to 600 nautical miles from the coast. This course includes practical sessions.
- **Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.
- **Career Opportunities:** Marine Engine Driver - Grade 1

**Certificate III in (NRT) Transport and Distribution Marine Engine Driving - Grade 2**
- **Course No:** 17456
- **National Code:** TDM30207
- **Description:** This course prepares you to work as an engineer of vessels with propulsion machinery of maximum continuous power of less than 750 kW up to 15 nautical miles from the coast or 500 kW up to 200 nautical miles from the coast. This course includes practical sessions.
- **Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.
- **Career Opportunities:** Marine Engine Driver - Grade 2
Certificate II in Transport and Distribution (NRT)

**Marine Engine Driving - Grade 3**

Course No: 17455
National Code: TDM20207

**Description:** This course prepares you to work as an engineer of vessels with propulsion machinery of maximum continuous power of less than 500 kW up to 15 nautical miles from the coast or 250 kW up to 100 nautical miles from the coast. This course includes practical sessions.

**Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.

**Career Opportunities:** Marine Engine Driver - Grade 3.

Certificate I in Transport and Distribution (Maritime Operations)

Course No: 17446
National Code: TDM10107

**Description:** Completing this qualification allows you to apply to the Maritime Authority for licensing to work as a General Purpose Hand. This course includes practical sessions.

**Entry Requirements:** NSW School Certificate or equivalent. There are licensing and regulatory requirements which are outlined on the Course Information Leaflet.

**Career Opportunities:** Deck Hand.

Diploma of Transport and Distribution (NRT)

**Maritime Operations - Deck Watchkeeper**

Course No: 17453
National Code: TDM50307

**Description:** This course is aligned to the educational requirements for certification as a Deck Watchkeeper as described in Marine Orders Part 3: Seagoing Qualifications. You will gain essential skills and knowledge in Deck Watchkeeping.

**Entry Requirements:** The training package TDM07 does not specify any entry requirements.

**Career Opportunities:** Watchkeeper (Deck), Master (<500GT)
Tourism, Hospitality and Events

Tourism and Hospitality is one of Australia's leading industries. It employs nearly 500,000 people and contributes $22.4 billion to Australia's export earnings. When you train for the tourism and hospitality industry you create a portable career that offers you experiences not only across Australia but also overseas. You will have the opportunity to learn valuable and transferable skills, meet a diverse range of people and to experience other cultures.

TAFE NSW Attendance Certificate

**Australian Game Meat, Hygiene and Handling**

Course No: 5725
WSI PLUS fee: $175

**Description:** This course is for professional game animal harvesters. The main components of the course cover a range of competencies with due regard to humane handling, health, safety, hygiene, quality, productivity and regulatory requirements when culling game animals.

**Entry Requirements:** For people intending to apply to the Meat Industry Authority (Safe Food NSW), National Parks and Wildlife Service and Health Department for a licence to cull game animals.

**Career Opportunities:** Professional Game Animal Harvester.

**Transcript of Results**

**Control Reservation Systems and Constructing Airfares**

Course No: 32000
WSI PLUS fee: $320

**Description:** This course compliments skills acquired in Certificate III level travel and tourism qualifications. It includes popular industry computerised reservation system (Galileo Travelport) and rules applicable to constructing international airfares. These are required to obtain an Australian Travel Agents’ licence.

**Entry Requirements:** Must be employed in the travel industry with sound industry knowledge and skills.

**Career Opportunities:** Reservations and Travel Consultants

**Statement of Attainment in** (NRT) **Develop and Implement a Food Safety Program**

Course No: 17988
WSI PLUS fee: $450

**Description:** This course is aimed at people who intend developing food safety programs for large complex organisations and who intend to advise food organisations on developing a food safety program. After successfully completing this course you will be able to develop, coordinate, implement and assess a food safety program.

**Entry Requirements:** NSW School Certificate or equivalent. You will also need access to the internet.

**Career Opportunities:** Food Safety Officers.

**Events**

Course No: 18052
National Code: SIT30607

**Description:** This qualification provides you with the skills and knowledge to be competent in an administrative or operational events support role. The work would be undertaken in an office environment where event planning and organisation takes place, at an event site or a combination of both.

**Entry Requirements:** NSW School Certificate or equivalent. The NSW Liquor and Gaming Regulation require students to be 18 years of age or older if they are undertaking units that involve the service of alcohol and/or gaming operations. You will also need access to the internet.

**Career Opportunities:** Event Assistant, Administrative Assistant, Event Operations Assistant, Event Operative, Conference Assistant, Exhibition Assistant.
Statement of Attainment in (NRT)

Food Safety Supervisor

Course No: 19589
WSI PLUS fee: $300

Description: On completion of this course you will have the skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. This course allows students to meet the 'Food Safety Supervisor' regulatory requirements.

Entry Requirements: There are no formal educational requirements.

Career Opportunities: Food Safety Officers.

Certificate I in (NRT)

Hospitality

Course No: 18111
National Code: SIT10207

Description: This course provides you with the skills to work in hospitality settings including restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Entry Requirements: NSW School Certificate or equivalent. The NSW Liquor and Gaming Regulation require students to be 18 years of age or older if they are undertaking units that involve the service of alcohol and/or gaming operations.

Career Opportunities: Bar Useful, Coffee Shop Assistant, Waiter, Food and Beverage Runner, Housekeeping Assistant, Porter.

Certificate IV in (NRT)

Meat Processing Quality Assurance

Course No: 3088
National Code: MTM40307

Description: This course provides people with the competencies required for safe, effective work practice as a skilled quality assurance officer. The course offers the opportunity to integrate on and off-the-job training.

Entry Requirements: Certificate II or Certificate III in Meat Processing from the Abattoirs or Smallgoods sector. You must have access to a licensed smallgoods manufacturing or abattoir establishment.

Career Opportunities: Food Safety Supervisor/Manager, Quality Assurance Officer.

Certificate IV in (NRT)

Meat Processing

Meat Safety

Course No: 3087
National Code: MTM40207

Description: This course provides people working in the meat industry with the means of obtaining accreditation as a meat safety inspector or if you are seeking accreditation for promotion. You can do this qualification as part of a traineeship.

Entry Requirements: There are no formal educational requirements. You must have access to a licensed meat processing establishment.


Certificate IV in (NRT)

On-Premises Licensees (Restaurant and Public Entertainment Venue)

Course No: 17979
National Code: 91474NSW
WSI PLUS fee: $495

Description: This course provides you with the skills, knowledge and attitude necessary to obtain a restaurant or nightclub licence, and perform the functions of a restaurant licensee and/or manager. Successful completion of this course fulfils the requirements of the NSW Liquor Act, 1982.

Entry Requirements: There are no formal educational requirements. You must be eligible to hold a liquor, restaurant or night club licence.

Career Opportunities: Manager or Owner of a licensed restaurant or nightclub.

Certificate IV in (NRT)

Meat Processing

James Fowler

Certificate IV in Meat Processing (Meat Safety) OTEN

James is employed by Binderee Beef in the New England region of NSW. He undertook his studies through OTEN to improve his employment prospects within the industry. James achieved consistently high results throughout his study and performed outstandingly in all areas of the course. James was presented with a 2010 State medal for his studies.
Tourism, Hospitality and Events

Statement of Attainment in (NRT)

Responsible Conduct of Gambling
Course No: 4515
WSI PLUS fee: $135
Description: This course is a legal requirement for staff working or seeking employment in the gambling areas of licensed premises including hotels and clubs. It provides the skills and knowledge required to identify the impact of problem gambling on the community and how to deal with the problems associated with excessive gambling and offer assistance and advice to gamblers and their families.
Entry Requirements: There are no formal educational requirements. You must be 18 years of age or older to join this course.
Career Opportunities: Gaming Attendant.

Certificate II in (NRT)

Tourism
Course No: 18047
National Code: SIT20107
Description: This course is for people who want to work as an office assistant or receptionist within tourism enterprises, a meet and greet guide or attendant at a museum or other attraction. You will learn sales, operational and customer service skills.
Entry Requirements: NSW School Certificate or equivalent. You must be 18 years or older to undertake particular units.
Career Opportunities: Tourism Office Assistant/Receptionist, Museum/Attractions Meet and Greet Guide/Attendant.

Certificate III in (NRT)

Workplace Hygiene
Course No: 17986
WSI PLUS fee: $150
Description: This course provides the necessary knowledge to handle food safely in restaurants, hotels, clubs, commercial catering establishments, bars, takeaway shops, food factories, butcher shops and food stores. You will learn about the major causes of food poisoning and food spoilage, laws and regulations that apply to the hygienic handling of food, enterprise standards for the hygienic handling of food, drinks and procedures for identifying and minimising food hygiene risks.
Entry Requirements: There are no formal educational requirements.
Career Opportunities: All food handlers e.g. Butcher, Caterer.

Certificate IV in (NRT)

Tourism
Course No: 18055
National Code: SIT40207
Description: This qualification provides you with the skills and knowledge to be competent in a broad range of highly developed technical tourism sales and marketing, operational or tour delivery skills or specialisation in a narrower range of skills that specifically relate to either tourism operations or marketing coordination. Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered, or a combination of both. The field includes any destination, any local or regional area, any tourist precinct, any site, attraction or onboard any form of transportation.
Entry Requirements: NSW School Certificate or equivalent. The NSW Liquor and Gaming Regulation require students to be 18 years of age or older if they are undertaking units that involve the service of alcohol and/or gaming operations. You will also need access to the internet.
Career Opportunities: Senior Operations Coordinator, Operations Supervisor, Reservations Sales or Call Centre Supervisor, Senior/Supervisory Retail Consultant, Sales Coordinator/Executive, Marketing Coordinator, Product Coordinator, Promotions Officer.
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For more information please contact: The Graduate School of Management at Blacktown College

Phone: 9208 1794
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Undertaking an Accounting Course through the Open Training and Education Network (OTEN) has given Priya a great start in her career, with a number of academic awards and the outstanding average mark of 99.39%. The 2010 TAFE NSW - Western Sydney Institute Highly Commended TVET Student of the Year chose to study her course by distance so that she could continue with her home and work commitments. Priya completed this course as a part of her HSC. Priya was considered by her teacher to be an insightful and dedicated student who went beyond course requirements by seeking relevant work experience. Commended for her excellent problem-solving skills and exemplary communication skills, Priya has received numerous academic awards, and achieved the outstanding average course mark of 99.39%. She is now studying Medicine at the University of New South Wales and believes that the practical skills that she gained in her TAFE studies give her a great start at university and in her career.

“I realised OTEN gave me the opportunity to study when and where I wished, and that then meant I could fit my study around extracurricular commitments more easily,” said Priya.