



BENCHMARK COLLEGE

Course guide



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Our Story

Benchmark College was registered in 2001 with the main purpose of providing quality vocational education that made a difference to both individuals and industry.

Since that time, we have provided thousands of students with the vocational education that has met their training needs and/or employment requirements.

Registered by the Australian Skills Quality Authority (ASQA), Benchmark College (RTO Code 90274) offers a wide variety of different Nationally Recognised Qualifications to people entering the workforce, changing their careers or wanting to turn their skills and knowledge into a qualification.

Benchmark College is owned by Academies Australasia Group Limited. Listed on the Australian stock exchange, Academies Australasia (AKG) Group Limited is a company over 113 years old that services the needs of students both domestically and internationally.

At Benchmark College, we see learning as a lifelong journey and a pathway for change and growth. Our aim is always to have the student at the center of our service delivery and as such we are committed to providing students with learning support throughout the course.

The diverse range of qualifications on our scope of registration provides our graduates opportunities to gain employment in number of different industries including Childcare, Aged Care, Business, Retail and Supply Chain (Warehouse) Operations.



What We Believe

Our theme 'Learn, Change and grow' reflects Benchmark College's philosophy of the processes that occur when people engage in learning and our organisation's desire through the learning cycle to continually improve every facet of service delivery.

From our extensive experience, we know that for change and growth to occur, students need to be supported and facilitated throughout the learning process. For this reason, the student is always at the centre of our service delivery. This belief is strongly reflected in our processes, systems and culture.

What We Offer

- Nationally Recognised Qualifications
- Access to Government Funded Training
- Flexible Delivery Options
- Recognition of Prior Learning
- Credit Transfer



Choosing a Training Provider

Choosing a training provider is an important decision to make for any student. The decision needs to be made based on individual needs, level of support required and a review of all the information gathered. Once students have identified what different training providers can offer in terms of the program delivery, flexibility and cost, students can objectively compare and choose the best training provider for them.



Smart and Skilled

NSW Smart and Skilled provides eligible NSW students with subsidised training up to and including Certificate III, as well as government funding for higher-level courses (Certificate IV and above) in targeted priority areas. It's helping people in NSW get the skills they need to find a job and advance their careers.

This training is subsidised by the NSW Government. Benchmark Resources P/L trading as Benchmark College is an approved Smart and Skilled Training provider. To be eligible to receive funding for a Smart and Skilled funded course, there is a number of eligibility criteria that must be met. For most programs, the criteria is:

- Australian citizen, permanent resident, humanitarian visa holder, New Zealand citizen; and
- Live or work in New South Wales; and
- Be 15 years or older; and
- No longer at school or equivalent (A home schooled student is eligible).

There are constantly new programs and opportunities being introduced to meet the ever-changing skill demands of our State. Please contact one of our friendly staff to discuss your individual needs and find out more.

Details of Enrolment fees, incidental costs and charges are available from our website www.benchmark.edu.au/fees

While NSW Smart and Skilled focuses on entry-level qualifications, subsidised training is also available for some Certificate IV, Diploma or Advanced Diploma level qualifications in targeted areas.

For more information on NSW Government funding (including concessions and fee-free scholarships), and to check eligibility, please visit www.smartandskilled.nsw.gov.au or call 1300 722 104.

Our Staff

Benchmark College staff are an integral part of our student's journey towards growth. From the time students apply to the time that they graduate, students will be assisted by staff who are dedicated to providing a quality service.

Our trainers and assessors are qualified and experienced industry professionals who are committed to meet course requirements.



Study Locally

Benchmark College have training facilities in Penrith and Sydney CBD. Our facilities are only a short walk from public transport. Benchmark College can deliver training in other locations across Sydney and NSW.

Pre-enrolment Information

Benchmark College has policies, procedures and information to help create a working and learning environment that is safe, healthy, culturally diverse, friendly and non-discriminatory.

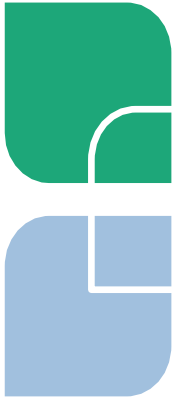
Please visit the student section of our website www.benchmark.edu.au to view relevant policies and procedures. The documents can be accessed by selecting the 'Student' tab on our homepage.

Everyone who enrolls in nationally recognised training needs a Unique Student Identifier (USI). Benchmark College will ask you for your USI as part of the application and enrolment process. If you do not have one or cannot remember it, Students can complete a consent form for Benchmark College to find or create the USI on your behalf, and students will receive an email advising them of their USI.

Please read the USI Privacy Notice for students.



Delivery Methods



Traineeships

A traineeship is a training contract between an employer, an RTO and an Employee to gain a Nationally Recognised Qualification. It is a way that training and employment can be combined to learn new skills in the workplace and receive formal training delivered by Benchmark College.

Australian Apprenticeships (often referred to as apprenticeships or traineeships) offer opportunities for anyone of working age to train, study and earn an income in a wide range of occupations and trades.

Training and assessment is conducted in the workplace, and may be done remotely in some instances.

Benchmark College currently delivers traineeships in a variety of different industries including Business, Early Childhood (Child Care), Individual Support (Aged Care) Retail and Supply Chain (Warehousing), as listed in the section Available Courses.

Traineeships generally take between one to two years to complete, depending upon the qualification and vocational training order. Extensions requests and early completion of traineeship can be considered. Trainees and Employers are to send a request via email to staff at Benchmark College and Training Services NSW, including the submission of the necessary paperwork.

Benefits of Employers

- Flexible deliveries that minimises impact on the organisation or business.
- Staff can achieve a Nationally Recognised Qualification.
- Training and assessment that is conducted on the job.
- Financial incentives – Contact Benchmark College for more information.

School-Based Traineeships

School Based Traineeships (SBATs) are available to Year 10, 11 and 12 High School Students in NSW. SBATs allow eligible students to undertake a traineeship while at school.

School Based Apprenticeships or Traineeships combine paid work, training and school; and as well as a Nationally Recognised Qualification and students will gain credit towards the Higher School Certificate.

- As a School Based Trainee, students must complete a required number of days of paid employment, as specified in the relevant Vocational Training Order.
- School Based Traineeships are established and protected in the same way as a fulltime traineeship. The employer, high school and the trainee sign a training contract.
- A Training plan is also prepared in conjunction with the training contract. The training plan specifies that Benchmark College will provide the formal training and the proposed pattern of part-time employment that will result in the trainee meeting their minimum employment requirements by the end of the HSC year.

School Based Traineeships include:

- Training delivered at school or on the job (with workplace training and assessment visits) conducted by a Benchmark College trainer and assessor.
- Traineeship duration (on average) of 2 years part-time.

Classroom Training

In our ever-increasing 'virtual' world there is a need for real interaction. Classroom sessions provide this in the form of a real person, your trainer, who can deliver information in an engaging way. Benchmark College trainers are also subject experts who can answer concerns and questions right away and, as a specialist, can share the benefit of their years of experience.

Benefits of classroom learning:

- Structured classes.
- Equipped facilities.
- Access to an experienced trainer/assessor

Applying and Enrolling

To enrol in a course with Benchmark College, prospective students are required to attend an information session and complete a course application form. The information session provides an opportunity to discuss entry requirements, course suitability, Smart and Skilled eligibility criteria, payment options, to complete the pre-enrolment quiz and pre-enrolment interview and if applicable security clearance e.g. Working with Children Check and/or National Police Check. Prospective students can discuss and request credit transfer and recognition of prior learning with Benchmark College staff.

For the information session, prospective students will need to bring and provide identification documents e.g. drivers licence and Medicare card and government issued documents e.g. Concession card.



After the information session, Benchmark College will enter the information in to the Smart and Skilled Provider Calculator where a funded course is being applied for, which will validate the student's eligibility and the fee to be paid.

Each student will be informed of the outcome.

Recognition of Prior Learning and Credit Transfer

All students are given the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT) at enrolment. Whilst students can apply for RPL or CT at any time during their enrolment, it is recommended to apply at application stage or at the course induction.

- Recognition of Prior Learning (RPL) is an assessment only pathway that recognises a person's skills and knowledge as a result of previous work in the industry and/or other studies.
- Credit Transfer (CT) is where students have completed the exact same unit of competence or its equivalent previously through a Registered Training Organisation.

Fees and Charges

Course fees are dependent on the qualification and whether it is funded i.e. Smart and Skilled program (this training is subsidised by the NSW Government), how it is delivered i.e. traineeships and classroom training; and recognition through RPL and Credit Transfer.

Benchmark College will not invoice or accept payments upfront for any student which exceed \$1,500. Flexible payment arrangements can be organised with Benchmark College staff at the information session.

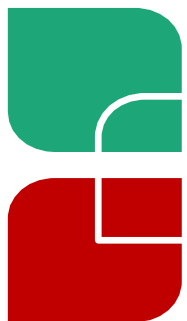
Benchmark College aims to be cost competitive with other Registered Training Organisations. The fees for Government funded programs are set by the New South Wales Government. Concessions, fee exemptions/ waivers and fee-free scholarships are available for NSW Government funded programs based on student eligibility and approved Government issued documents.

There are other costs which are not covered by the student fee – these include lunch, snacks, travel costs, and suitable clothes and shoes that may be required for work experience.

With all our courses, there are **no hidden costs**.

Course fees and payment methods are available from our website: www.benchmark.edu.au/fees

Available Courses



Benchmark College has a variety of qualifications which can be provided. Benchmark College will discuss with prospective students to find a suitable qualification and to have the opportunity to make a career change or gain the additional knowledge and experience.

Benchmark College provides vocational education and training in the following industry areas:

Business:

- BSB20120 Certificate II in Workplace Skills.
- BSB40120 Certificate IV in Business
- BSB50120 Diploma of Business.
- BSB30120 Certificate III in Business.
- BSB50420 Diploma of Leadership and Management.

Early Childhood Education and Care:

- CHC30121 Certificate III in Early Childhood Education and Care.
- CHC50121 Diploma of Early Childhood Education and Care.

Individual Support:

- CHC33015 Certificate III in Individual Support.

Retail:

- SIR30216 Certificate III in Retail.
- SIR40316 Certificate IV in Retail Management.

Warehousing Operations:

- TLI30321 Certificate III in Supply Chain Operations.

Benchmark College conducts training in the classroom and in the workplace.

Please note that for the full qualifications listed, on the following pages, details will be provided to indicate if they are an available Smart and Skilled funded course subsidised by the NSW Government.



Courses Available - Business

BSB20120 Certificate II in Workplace Skills



Description

The BSB20120 Certificate II in Workplace Skills is designed to prepare individuals for a variety of entry-level roles, as well as reflecting the role of those who may not have yet entered the workforce and are developing the necessary skills in preparation for work.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Classroom:** 22 weeks, 2 days per week (classroom), which includes 2 weeks of work experience.
\$880 (first qualification fee), \$160 concession, for students eligible for Smart and Skilled*
- **Traineeship:** up to 12 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant) or school-based traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 12 months and \$1,800.

Fee-exemptions/ waivers and fee free scholarships may be available.

BSB30120 Certificate III in Business



Description

The BSB30210 Certificate III in Business is designed to provide students with the opportunity to learn and practice the skills and knowledge to work effectively in a business environment. Course content includes customer service and complaints handling; working with diversity; work, health and safety (WHS); working in a team environment; writing and producing business documents and prioritising your workload.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Classroom:** 26 weeks, 2 days per week (classroom), which includes 4 weeks of work experience.
\$1,320 (first qualification fee), \$240 concession, for students eligible for Smart and Skilled*
- **Traineeship:** up to 12 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant) or school-based traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 12 months and \$2,500.

Fee-exemptions/ waivers and fee free scholarships may be available.



Courses Available - Business

BSB40120 Certificate IV in Business



Description

The BSB40120 Certificate IV in Business is designed to provide students with the opportunity to develop their leadership, organisation and facilitation skills and supervise team members to analyse and discuss the information and implement solutions to a range of problems and opportunities. Students will learn to address customer concerns and complaints handling; develop teams; encourage diversity, adherence to WHS practices; leading a team; writing and producing business documents and presenting to team members.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Traineeship:** up to 18 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant), for students eligible for Smart and Skilled*.
- **Fee for Service:** Up to 18 months and \$3,500.



Business

BSB50120 Diploma of Business



Description

The BSB50120 Diploma of Business will provide students with training to prepare them to further develop their skills across a wide range of business functions.

Course content includes Manage personal work priorities and professional development, lead and manage team effectiveness, manage meetings, manage quality customer service, project work, manage business document design and development, recruitment, selection and induction processes and build and sustain an innovative work environment.

Entry Requirements

- Must be working full-time or part-time.
- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Traineeship:** Full time up to 12 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant), for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 24 months and \$5,000.

BSB50420 Diploma of Leadership and Management



Description

The BSB50420 Diploma of Leadership and Management will provide students with training to prepare them to provide leadership, guidance and support to others across a wide range of business functions.

Course content includes Develop and use emotional intelligence; Lead and manage effective workplace relationships; Manage operational plan; Lead and manage team effectiveness; Manage quality customer service, project work, workplace policy and procedures for sustainability, manage meetings, manage people performance, facilitate continuous improvement, Manage personal work priorities and professional development and Ensure a safe workplace for a work area.

Entry Requirements

- Must be working full-time or part-time.
- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Traineeship:** Full time up to 12 months full time or until the relevant competencies achieved.
\$0 – traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 24 months and \$5,000.



Community Services

CHC33015 Certificate III in Individual Support (Ageing)



Description

The CHC33015 Certificate III in Individual Support (Ageing) is designed to provide students with the opportunity to learn and practice the skills and knowledge to work effectively in the community and/or residential care with a focus on aged care.

Course content includes working in health or community services; working legally and ethically; providing individualised support; work with diverse people; recognise healthy body systems; following safe work practices; facilitating the empowerment of older people; support independence and well-being; providing support to people living with dementia; Deliver care services using a palliative approach and Support relationships with cares and families.

Students must have completed at least 120 hours of work experience as part of the course.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).
- Must be over 18 years of age.
- Able to clear a National Police Check.

Duration and fees

- **Classroom:** 36 weeks, 2 days per week (classroom), which includes 4 weeks of work experience.
\$1,450 (first qualification fee), \$240 concession, for students eligible for Smart and Skilled*.
- **Traineeship:** up to 12 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant), for students eligible for Smart and Skilled*.
- **Fee for Service:** Up to 12 months and \$3,500.

Fee-exemptions/ waivers and fee free scholarships may be available.



Early Childhood Education - Child Care



CHC30121 Certificate III in Early Childhood Education and Care

Description

The CHC30121 Certificate III in Early Childhood Education and Care will provide students with the skills to plan engaging and educational activities to help children develop to their full potential and to provide appropriate childhood education and care within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

Students must complete a minimum of 160 hours of work in at least one regulated education and care service.

Entry Requirements

- Be a minimum age of 16 years old or over
- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).
- Able to clear a NSW Working with Children Check.

Duration and fees

- **Classroom:** 34 weeks, 3 days per week (classroom & field days). Includes 6 weeks of work experience. \$1,600 (first qualification fee), \$240 concession, for students eligible for Smart and Skilled*.
- **Traineeship:** Full time up to 18 months full time or until the relevant competencies achieved. \$0 – traineeship or school-based traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 18 months and \$3,500.

Fee-exemptions/ waivers and fee free scholarships may be available.



CHC50121 Diploma of Early Childhood Education and Care

Description

The CHC50121 Diploma of Early Childhood Education and Care is designed for aspiring educators who are responsible for developing, implementing and evaluating early childhood education and care programs. Putting theory into practice, students will discover how to look at the world from the perspective of child development and how to assess, plan and evaluate the care provided to children to develop their individual strengths and interests within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

Students must complete a minimum of 280 hours of work in at least one regulated education and care service.

Entry Requirements

- Students must have completed either the CHC30113 Certificate III in Early Childhood Education and Care, or CHC30121 Certificate III in Early Childhood Education and Care
- Must be working full-time or part-time in a regulated Early Childhood Education and Care Service.
- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).
- Able to clear a NSW Working with Children Check.

Duration and fees

- **Traineeship:** Full time up to 24 months full time or until the relevant competencies achieved. \$0 – traineeship (new entrant), for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 24 months and \$6,000.



Warehousing Operations

TLI30321 Certificate III in Supply Chain Operations



Description

The TLI30321 Certificate III in Supply Chain Operations provides students the opportunity to learn the knowledge and skills required to work within the transport and warehousing industry.

Course content includes completing workplace induction procedures; following WHS procedures; applying chain of responsibility legislation, regulations and procedures; using inventory systems for stock control; receipt and despatch operations; applying quality systems and monitoring workplace security procedures.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Classroom:** 26 weeks, 2 days per week (classroom). Includes 4 weeks of work experience.
\$1,480 (first qualification fee), \$240 concession, for students eligible for Smart and Skilled*.
- **Traineeship:** Full time up to 24 months full time or until the relevant competencies achieved.
\$0 – traineeship (new entrant) or school-based traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 12 months and \$3,000.

Fee-exemptions/ waivers and fee free scholarships may be available.

Retail



SIR30216 Certificate III in Retail



Description

The SIR30216 Certificate III in Retail will provide students with training to prepare them for roles in a variety of retail settings. Students will learn effective sales techniques, creative merchandising, customer service and administrative and team leadership skills. This qualification will help to provide career opportunities within the retail sector.

Course content includes working effectively in a service environment; contributing to workplace health and safety; building customer relationships and loyalty; assisting with customer difficulties; advising on products and services; retail sales; organising and maintaining the store environment; receiving and handling retail stock; balancing and securing the point-of-sale (POS) terminal.

Entry Requirements

- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Classroom:** 28 weeks, 2 days per week (classroom), which includes 4 weeks of work experience. \$1,450 (first qualification fee), \$240 concession, for students eligible for Smart and Skilled*.
- **Traineeship:** up to 12 months full time or until the relevant competencies achieved. \$0 – traineeship (new entrant) or school-based traineeship, for students eligible for Smart and Skilled*.
- **Fee for service:** Up to 12 months and \$2,500.
Fee-exemptions / waivers and fee free traineeships may be available.

SIR40316 Certificate IV in Retail Management



Description

The SIR40316 Certificate IV in Retail Management provide students with training to lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards and taking responsibility for their own functions and outputs.

Entry Requirements

- Must be working full-time or part-time.
- Adequate level of Language, Literacy and Numeracy.
- Unique Student Identifier (USI).

Duration and fees

- **Fee for Service:** Up to 18 months or until the relevant competencies achieved and \$3,500.



Short Courses

HLTAID011 Provide first aid*

This course covers a wide range of topics to enable participants to confidently manage emergency situations and apply life-saving skills. The course covers the most common first aid injuries and illnesses that first aid responders can be called upon to deal with. This course is appropriate for people who want these skills for workplace or the home.

Duration and Fee

- 1 day class – 8 hours (9:00am to 5:00pm).
- Cost: \$180.

HLTAID012 Provide first aid in an education and care setting*

This course satisfies the requirements for First Aid, Cardiopulmonary Resuscitation (CPR), Asthma and Anaphylaxis for those working in an education and care service (childcare centre). The course covers the skills and knowledge required of childcare workers to provide a first aid response to infants, children and adults.

Duration and Fee

- 1 day class – 8 hours (9:00am to 5:00pm).
- Cost: \$180.

CHCPRT001 Identify and respond to children and young people at risk[#]

This course provides the skills and knowledge required to support and protect children and young people who are at risk of harm. The following roles are required to hold the current unit:

- Nominated Supervisors and Certified Supervisors who are placed in day-to-day charge of an education and care service in NSW (Education and Care Services National Regulations 2016).
- Supervisor's minimum requirements (Children [Education and Care Services] Supplementary Provisions 2004).

The course is delivered to people working full-time or part-time in an education and care service.

Duration and Fee

Please contact Benchmark College for details of duration and fee.

* The HLTAID (first aid) competency standards require a level of physical ability to provide resuscitation and respond to an emergency situation where there may be risk to life. One requirement for students is that they are physically capable of performing uninterrupted CPR for at least 2 minutes on an adult/child resuscitation manikin placed on the floor.

The skills in this unit are applied in accordance with child protection legislation and state/territory requirements.



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All information is correct at time of printing.

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