



PRODUCTIVITY PLACES

PROGRAM

Information Booklet

"The *Productivity Places Program* is an Australian Government initiative"
www.productivityplaces.deewr.gov.au.

Introduction

Welcome to Axiom College...

Axiom College is approved to provide the following courses under the Productivity Placement Program.

FNS30107	Certificate III in Financial Services
FNS40107	Certificate IV in Financial Services
FNS40207	Certificate IV in Financial Services (Bookkeeping)
ICA30105	Certificate III in Information Technology
ICA40405	Certificate IV in Information Technology (Networking)
ICT20102	Certificate II in Customer Contact
ICT30102	Certificate III in Customer Contact
ICT40102	Certificate IV in Customer Contact
PRM20104	Certificate II in Asset Maintenance (Cleaning Operations)
PRM30104	Certificate III in Asset Maintenance (Cleaning Operations)
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
TAA40104	Certificate IV in Training and Assessment
TDT30102	Certificate III in Transport and Distribution (Warehousing and Storage)
TDT30202	Certificate III in Transport and Distribution (Road Transport)
THH21802	Certificate II in Hospitality (Operations)
THH33002	Certificate III in Hospitality (Operations)
THH42602	Certificate IV in Hospitality (Supervision)
TLI20107	Certificate II in Transport and Logistics (Warehousing and Storage)
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)
TLI30207	Certificate III in Transport and Logistics (Road Transport)

As one of Queensland's leading training organisations providing professional training programs and packages, Axiom College is pleased to deliver training services to you, - services that are designed to give you a competitive edge in today's job market.

This Student Induction Pack provides you with some answers to the most commonly asked questions in relation to the productivity placement program and Certificate Qualification. It is important you take time to read through this document to familiarise yourself with this information, prior to commencing training for your chosen qualification. It will assist you with your course progression and make your experience here at Axiom College an even more enjoyable one!

What is the Productivity Places Program?

The Productivity Places Program is a great way to improve your skills so you can find employment.

The Program provides new training places in skills and occupations employers are seeking and is designed to help you secure long term employment.

The Program is part of the Australian Government's Skilling Australia for the future initiative.

The training will be delivered by training organisations in your local area. You can gain a new qualification or upgrade an existing qualification. Initially only qualifications at the Certificate II or Certificate III levels will be offered. From 1 July 2008, higher level qualifications will be available.

What does it cost?

If you are looking for work, the Australian Government will fully fund training under the Program.

Am I eligible for a training place?

To be eligible for the program, must meet the following criteria:

- you need to be currently looking for work.
- an Australian citizen; or
- a permanent resident of Australia.
- must be aged 15 years or above.

An applicant must **not** be:

- self-employed; or
- a full-time student.

Those New Zealand citizens who entered Australia after 26 January 2001 hold a Special Category Visa (TY444) and are not eligible for the program

You also need to be an Australian citizen or a permanent resident of Australia and be over the age of 15. Some other eligibility criteria apply, this is available from your local training organisation, employment service provider or from the website www.productivityplaces.deewr.gov.au

You also need to be assessed by your employment service provider or training organisation as having capacity to benefit from the training. *Please note, full-time students and people who are self employed are not eligible for the program.*

What training is available?

Training will only be available in industries experiencing skill shortages.

The duration, timing and location for courses will depend on the qualification you choose. If you are registered with an employment service provider, you need to talk to your case manager about what courses are on offer and the type of training most suitable for you.

For a list of industries where training places will be available, go to www.productivityplaces.deewr.gov.au and click on the “For People looking for training” link.

How do I apply?

If you are registered with an employment service provider, such as a Job Network member or Disability Employment Network, you need to contact your employment consultant to discuss your interest and obtain a referral to a training organisation.

If you are not registered with an employment service provider, you need to apply directly to a participating training organisation. To do this, you need to: visit www.productivityplaces.deewr.gov.au and click on the link “For People looking for training”; use the search function to choose a training provider from the list; and contact your chosen training organisation and discuss your interest in the program.

If you are an Australian Apprentice, you will need to contact your Australian Apprenticeships Centre for a referral to a training organisation.

If you are a CDEP participant, you will need to get a referral letter from your CDEP manager or supervisor.

Your Rights and Responsibilities

When participating in the Productivity Places Program, you are expected to:

- attend any scheduled appointment with your training provider or, if unable to attend, provide adequate notice and explanation
- with the training provider, complete the Confirmation of Enrolment form and provide evidence of eligibility (applications will not be processed until all eligibility evidence has been provided)
- attend and complete training (so that you gain your qualification).

Your training provider will:

- provide information about and explain the program
- inform you of the choices available for your training
- provide you with a detailed description of the training to be undertaken and what you are required to do to gain the qualification
- conduct an assessment of the your literacy and numeracy skills prior to enrolment
- offer and, if needed, conduct an assessment of Recognition of Prior Learning
- provide information about the facilities available to support your training and assessment and provide support services that meet your needs
- respond to requests for information from you in a timely way
- provide information about their Complaints Process and ensure that all complaints and appeals are addressed efficiently and effectively
- where appropriate, advise your employment service provider of your progress in training including if you fail to attend training.

If you need to change your training:

- You are entitled to change your qualification or training provider, provided it is **before** the expected commencement date of the training (if your training is organised through an employment service provider you must discuss this with them directly).
- Your enrolment for training is valid for up to 3 weeks after the expected commencement date. After this date if you have not contacted your training provider your training place will no longer be valid and you will need to reapply (your training provider will advise your employment service provider if your training place is cancelled)
- You will be able to defer your nominated qualification once for a maximum period of 6 weeks prior to the commencement date
- If you wish to make changes to your training arrangements you must advise your training provider in writing of any cancellation, withdrawal or a request to defer at least **three** working days prior to the commencement date (if your training is organised through an employment service provider you must discuss this with them directly).

If you have complaints or concerns about the training provider or quality of service:

- you should first contact your training provider. You should do this as soon as possible so your training provider has a better chance of helping you resolve the matter within a reasonable timeframe
- If your training is organised through an employment service provider, you must also advise your provider of your complaint and action taken
- Depending on the nature and seriousness of your complaint or concern, you may be requested to put the matter in writing
- If your training provider or employment service provider will not help you, or you wish to take the matter further, you may email the Productivity Places Program at productivityplaces@deewr.gov.au and provide the following:
 - your name and contact details
 - your participant identification number (this is in your letter of notification)
 - the full name and address of your training provider
 - the full name and address of your employment service provider (if applicable)
 - the complaint or the reasons for appeal
- If you do not have access to the internet, you should call the Contact Centre on 13 38 73, who will assist you with lodging your complaint or appeal.

If you have any questions:

- about your training you should contact your training provider directly
- about the Productivity Places Program, please:
 - visit www.productivityplaces.deewr.gov.au
Or
 - call our Contact Centre on 13 38 73
Or
 - Email us at productivityplaces@deewr.gov.au .

Request to change Qualification

If a participant wants to change the eligible qualification in which they are enrolled and/or the Registered Trading Organisation (RTO) they are enrolled with, they may do so providing they have not commenced the original eligible qualification.

In the case of a job seeker referred by an Employment Service Provider (ESP), the change of enrolment and/or RTO is subject to the agreement of the referring ESP. If the participant has already commenced in the eligible qualification, they are unable to enroll in a different eligible qualification or change approved organisations.

Expiry of Application

A participant's enrolment for training will be valid for up to three weeks after the expected commencement date of training. After this time, if the training has not commenced the enrolment will expire.

Re-scheduling Classes

Axiom College requires 5 working days notice on cancellation of your attendance in a class. Should ill health or work commitments prevent you from attending your scheduled class, please contact your Trainer or Axiom College as soon as information comes to hand.

- Milton – 3510-8000
- Townsville – 4772 3366
- Cairns – 4047 6428
- Mackay -

College Dress

Your presentation is important. For this reason we have established the following rules:

Female: Neat, tidy and well pressed business skirts and blouses, dresses and jackets, proper footwear, tailored pants (no jeans, shorts, ski-pants, tracksuit pants, thongs or denim); and

Male: Neat, tidy, well pressed business shirts and pants, Proper footwear (no jeans, t-shirts, sandals, thongs or denim).

Recognition of Prior Learning (RPL)

RPL provides an opportunity for you to have previously acquired skills formally recognised. RPL skills may have been acquired through practical work, life experience, or formal education. In order to have these skills recognised you need to be able to clearly define these skills and provide evidence of your experience and ability. This evidence may take the form of official certificate, demonstration of skill or previous work samples.

All RPL applications should be submitted within four (4) weeks of course commencement.

Your trainer/assessor will contact you within 2 weeks to issue discuss your application and assessment through RPL.

To formally apply for RPL, you will be required to fill out the RPL Application Kit, submit evidence documentation and send by mail (registered mail recommended) or hand deliver to Axiom College, or to an Axiom College representative.

You will be required to submit evidence which is related to the competencies being assessed so the assessor is able to make a valid judgment of your ability. This evidence must be valid, authentic, current, sufficient and consistent. Faxed evidence is not recommended due to the risk of unclear data or lost data. Original information is preferred but not essential. A mutually agreeable time will be arranged between you and an Axiom College Trainer to discuss the assessment process, methods that could be used to assess your competency and/or to discuss the results.

NB: Any documentation submitted for RPL will not be returned to the applicant, please ensure that you send copies and not originals.

National Recognition/Credit Transfer

Axiom College recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). Students who have already acquired an officially recognised Statement of Attainment for one or more Units of Competency may apply for credit transfer for those units. Students who

wish to gain credit for already acquired training must bring their Statements of Attainment or Statement of Results, or other evidence to Axiom College to be evaluated and sighted as a true copy by an authorised Axiom College representative.

Credit may be given for unit/s of competency that have been attained through other training programs where evidence may map directly into the unit/s enrolled in. Once the credit transfer is approved, these units will not need to be undertaken.

Interruption of Studies

Program Deferment

Students may only apply for deferments under the following circumstances:

- medical grounds;
- special compassionate grounds;
- problems associated with employment; or
- other special unforeseen circumstances.

Under the Productivity placement Program you will be able to defer your nominated qualification **once** for a maximum period of 6 weeks **prior** to the commencement date

If you wish to make changes to your training arrangements you must advise your training provider in writing of any cancellation, withdrawal or a request to defer at least **three** working days prior to the commencement date (if your training is organised through an employment service provider you must discuss this with them directly).
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Complaint/Grievance and Appeal Process

Axiom College has a fair and equitable process for dealing with client complaints. The following policy and procedures are designed to allow for the effective and timely reporting and follow up of complaints from clients of training courses, training programs and assessments conducted by Axiom College.

Axiom College will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. However, if we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of Axiom College. If a client is dissatisfied with a decision made by a Axiom College staff member or contractor, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information. Please refer to Axiom College's Appeal policy for policy and procedures relating to lodging appeals

Axiom College will treat these matters in an urgent and confidential manner.

The Grievance, Complaint and Appeal Policies can be accessed through:
<http://www.axiomcollege.com.au/>

If you wish to take your grievance further you may contact www.training.com.au or the national Training complaints hotline on 1800 000 674 or email DEST @ nationalcomplaintshotline@dest.gov.au.

If you wish to make a complaint regarding the Productivity Placement Program, or appeal a decision made regarding the Productivity Placement program email the Productivity Places Program at productivityplaces@deewr.gov.au and provide the following:

- your name and contact details
- your participant identification number (this is in your letter of notification)
- the full name and address of your training provider
- the full name and address of your employment service provider (if applicable)
- the complaint or the reasons for appeal
- If you do not have access to the internet, you should call the Contact Centre on 13 38 73, who will assist you with lodging your complaint or appeal.

If you have any questions:

- about your training you should contact your training provider directly
- about the Productivity Places Program, please:
 - visit www.productivityplaces.deewr.gov.au
 - or
 - call our Contact Centre on 13 38 73
 - or
 - email us at productivityplaces@deewr.gov.au .

CONFIRMATION OF ENROLMENT FORM

1. STUDENT INFORMATION – *Applicant to complete*

Student Name:	First/Given Names:		
	Surname:		
Previous OR other names (if applicable):			
Address:	Street Address:		
	Town:	State:	Postcode:
Phone Number:	Home:		Work:
	Mobile:		Fax:
Email Address:			
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female		

2. COMPLETION OF THIS SECTION IS OPTIONAL – *Please tick if applicable*

I identify as being:

<input type="checkbox"/>	Aboriginal
<input type="checkbox"/>	Torres Strait Islander
<input type="checkbox"/>	Disability, Impairment or Long Term Condition
<input type="checkbox"/>	Non-English Speaking Background

3. PRODUCTIVITY PLACES PROGRAM – *Eligibility (Copies of original documents must be filed)*

Residency (for individuals presenting to the RTO other than ESP participants)

I am an Australian Citizen or Permanent Resident and I have provided evidence of this

Evidence Collected (One required)

- Australian Birth Certificate
- Australian Passport
- Naturalisation Certificate
- Green Medicare Card
- Visa

Age/Identity

I am of working age, 15 years and

Evidence Sighted (One required)

- Passport
- Birth Certificate

- Current Drivers Licence
- Proof of Age Card

Date of birth

Day	Month	Year

Prior Education/Qualifications

I have achieved:

- a Year 12 qualification or equivalent;
- a vocational certificate;
- Diploma;
- Advanced Diploma;
- Degree or higher qualification;
- No qualifications.

4. APPLICANTS CIRCUMSTANCES – Applicant *MUST* complete

1. I am a job seeker who is:

Referred by an ESP

Evidence Collected (All are required)

- Documented correspondence from ESP
- CRN
- Job Seeker ID

ESP Contact Name and Number:

Name:
Phone:

2. I am a job seeker who is:

An income support recipient

Evidence Collected (All are required for each group)

- Income Statement from Centrelink
- CRN

A CDEP participant

- Documented correspondence from CDEP
- CRN

Not studying or in the workforce, but intending to seek paid employment

- Signed Statutory Declaration

In an above category prior to

- Training contract with employer

Signed Statutory Declaration

If you are an individual in group 2 i.e. a job seeker not registered with an ESP please state if you are more of the following:

<input type="checkbox"/> a person who left school prior to year 12 and has no other formal qualifications	<input type="checkbox"/> a person with a disability or disabilities
<input type="checkbox"/> an 'at risk' year 12 school leaver	<input type="checkbox"/> a person who has participated in the Work for the Dole
<input type="checkbox"/> an Indigenous Australian	<input type="checkbox"/> a person who has been out of the workforce for one year or more
<input type="checkbox"/> an Australian born South-Sea Islander	<input type="checkbox"/> a sole parent
<input type="checkbox"/> an ex-offender	<input type="checkbox"/> a mature age job seeker (45 years +)
<input type="checkbox"/> a homeless person	<input type="checkbox"/> all other job seekers

5. QUALIFICATION DETAILS – To be completed by the RTO

Course name: _____

RTO NTIS ID: 1816

RTO Name: Axiom College Pty Ltd

Location of training: _____

Contact Name: _____

Phone Number: _____

Attendance (please select):

- full-time part-time
 distance mixed-mode

Prerequisites satisfied:

Recognition of prior learning: _____

%

Outcome of assessment of recognition of prior learning: _____

Credit transfer: _____

%

Units recognised through credit transfer: _____

Expected commencement date: _____

Expected completion date:

Training timetable:

6. STATUTORY DECLARATION – *To be completed by the applicant*

I

[address]

[occupation]

make the following declaration under the *Statutory Declarations Act 1959*

1. I am not in receipt of additional or separate funds under any other Australian Government or State and Territory Government program in relation to the training that will be covered by the Productivity Places Program.
2. I am currently not studying full time and I am not currently in the workforce.
3. I am seeking or intending to seek paid employment or self employment after completing the qualification.

(cross out the following statement if you are not an Australian Apprentice).

I was a job seeker prior to entering into my Australian Apprenticeship

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

Signature of person making the declaration:

Declared at: (place)

on (day)

of (month)

(year)

Before me (Authorised Person, see over), i.e. – JP, Pharmacist, Police Officer

Authorised persons signature:

Full Name:

Address:

Qualification:

A statutory declaration under the *Statutory Declarations Act 1959* may be made before –

Chiropractor	Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the <i>Marriage Act 1961</i>
Dentist	Master of a court
Legal practitioner	Member of Chartered Secretaries Australia
Medical practitioner	Member of Engineers Australia, other than at the grade of student
Nurse	A statutory declaration under the <i>Statutory Declarations Act 1959</i> may be made before – (Continue)
Optometrist	Member of Engineers Australia, other than at the grade of student
Patent attorney	Member of the Association of Taxation and Management
Pharmacist	Accountants
Physiotherapist	Member of the Australian Defence Force who is:
Psychologist	(a) an officer; or
Trade marks attorney	(b) a non-commissioned officer within the meaning of the <i>Defence Force Discipline Act 1982</i> with 5 or more years of continuous service; or
Veterinary surgeon	(c) a warrant officer within the meaning of that Act
Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public	Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the <i>Consular Fees Act 1955</i>)	Member of:
Bailiff	(a) the Parliament of the Commonwealth; or
Bank officer with 5 or more continuous years of service	(b) the Parliament of a State; or
Building society officer with 5 or more years of continuous service	(c) a Territory legislature; or
Chief executive officer of a Commonwealth court	(d) a local government authority of a State or Territory
Clerk of a court	Minister of religion registered under Subdivision A of Division 1 of Part IV of the <i>Marriage Act 1961</i>
Commissioner for Affidavits	Notary public
Commissioner for Declarations	Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
Credit union officer with 5 or more years of continuous service	Permanent employee of:
Employee of the Australian Trade Commission who is:	(a) the Commonwealth or a Commonwealth authority; or
(a) in a country or place outside Australia; and	(b) a State or Territory or a State or Territory authority;
(b) authorised under paragraph 3 (d) of the <i>Consular Fees Act 1955</i> ; and	or
(c) exercising his or her function in that place	(c) a local government authority;
Employee of the Commonwealth who is:	with 5 or more years of continuous service who is not specified in another item in Part 2 of the <i>Statutory Declarations Regulations 1993</i>
(a) in a country or place outside Australia; and	Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
(b) authorised under paragraph 3 (c) of the <i>Consular Fees Act 1955</i> ; and	Police officer
(c) exercising his or her function in that place	Registrar, or Deputy Registrar, of a court
Fellow of the National Tax Accountants' Association	Senior Executive Service employee of:
Finance company officer with 5 or more years of continuous service	
Holder of a statutory office not specified in another item in Part 2 of the <i>Statutory Declarations Regulations 1993</i>	
Judge of a court	
Justice of the Peace	
Magistrate	

- (a) the Commonwealth or a Commonwealth authority; or
- (b) a State or Territory or a State or Territory authority

Sheriff

Sheriff's officer

Teacher employed on a full-time basis at a school or tertiary education institution

7. PRIVACY NOTICE – *To be completed by the applicant*

The Australian Government allocates training places for participants to undertake qualifications under the Productivity Places Program. Axiom College has been approved to deliver a qualification which participants will be entitled to undertake under the Productivity Places Program which is funded by the Australian Government. The personal information you provide on this form will be collected and used by Axiom College for the purposes of:

- assessing your eligibility for the Productivity Places Program;
- if you are eligible to participate in the Productivity Places Program, all aspects of enrolment, administration and delivery of the qualification; and
- advising your employment service provider (if appropriate) of your participation and attendance in training.

Axiom College may also collect and disclose your personal information to the Australian Government's Department of Education, Employment and Workplace Relations (DEEWR) and other Australian Government agencies, including but not limited to Centrelink, for the purposes of:

- DEEWR confirming your eligibility for a training place;
- informing DEEWR that you have enrolled in an approved qualification;
- informing DEEWR of your completion, non completion or withdrawal from an approved qualification;
- reporting to DEEWR's Ministers and other Member's of Parliament on the Productivity Places Program;
- monitoring the service given by Axiom College to you and your satisfaction with the Productivity Places Program; and
- DEEWR generally administering the Productivity Places Program.

Axiom College and DEEWR may also disclose your personal information to another person, body or agency without your consent where authorised or required by law.

I confirm I have read and understood the above information and consent to the stated uses of my personal information.

Name: _____

Signature: _____

Date: _____

8. APPLICANT DECLARATIONS – Please acknowledge by ticking boxes and signing

- I have read, understood and signed the **Privacy Notice** stating how my personal information can be used and I have completed the **Statutory Declaration**
 - I have been fully informed of Axiom College **Policy and Procedures**
 - I have been fully informed about the **qualification** to be undertaken
 - I have received and read the attached information regarding **Complaints and Rights and Responsibilities**
-

I declare that, to the best of my knowledge, the information on this form and the supporting evidence supplied by me is true and correct in all regards. I understand that it is a criminal offence to provide false or misleading information.

Name: _____

Signature: _____

Date: _____

9. RTOs DECLARATION – Please acknowledge by ticking boxes and signing below

- I have gathered all the required evidence and copies of the evidence supplied are on file
 - I have undertaken a literacy/numeracy assessment of the applicant and they have the ability to undertake the qualification
 - I am satisfied that the applicant meets the enrolment requirements for the qualification.
 - I have assessed the applicants' capacity to benefit from the training (for non ESP participants).
-

I declare that, to the best of my knowledge, the information on this form is true and correct in all regards. I understand that it is a criminal offence to provide false or misleading information.

.....

Information on qualifications offered under the Productivity Placement Program by Axiom College:

ICT 20102 Certificate II in Customer Contact

There is strong demand within the telecommunications industry for trained customer service representatives.

The training offered in this course is designed for people wanting to gain employment in the telecommunications industry, or those who are already employed wishing to upgrade their existing skills and knowledge.

Applicable occupations are:

- > Call centre assistant
- > Client services officer
- > Office administrator
- > Sales officer

ICT30102 Certificate III in Customer Contact

The Certificate III in Customer Contact enables participants to build on existing knowledge and experience in the customer services and customer support sector. Topics covered during training will include managing work priorities, customer service and customer support, establishing effective workplace relationships, the use of information systems and communication skills

ICT40102 Certificate IV in Customer Contact

The Certificate IV in Customer Contact focuses on developing participants' leadership ability and styles and provides participants with a range of skills and knowledge to work effectively within a customer contact environment. The skills gained throughout this course will include using multiple technologies, team skills, resolving customer complaints and taking responsibility for the outcomes of customer contact and providing services to customer involving a high level of product or service knowledge.

SIR20207 Certificate II in Retail

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Individuals with this qualification are able to perform roles, such as:

- Providing product and service advice in a retail store

- Selling products and services in variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Store, rotate and replenish food stock
- Checking stock and replenishing retail shelves
- Organising and maintaining work areas and displays.

SIR30207 Certificate III in Retail

This qualification provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

Individuals with this qualification are able to perform roles, such as:

- Providing in-depth product and service advice in a retail environment
- Selling products and services in variety of retail settings
- Supervising a checkout area
- Leading a team preparing and selling fast food items
- Leading a department team within a large store or supermarket
- Acting as an assistant manager of a small to medium store
- Organising and maintaining work areas and displays
- Carry out specific responsibilities, such as merchandising.

PRM20104 Certificate II in Asset Maintenance (Cleaning Operations)

In completing the Certificate II in Asset Maintenance (Cleaning Operations), the student will gain skills in contract cleaning in an industrial environment, using the appropriate chemicals and cleaning techniques.

Duties may include:

- the control and supply of equipment and material to ensure efficient workflow
- organise and monitor work to maximise resource effectiveness

Cleaners may specialise in particular areas of tasks, which may include:

- Carpet Cleaner
- Domestic Cleaner
- Hospital/Hostel Cleaner
- Window Cleaner
- Commercial Office Cleaner

PRM 30104 Certificate III in Asset Maintenance (Cleaning Operations)

In completing the Certificate III in Asset Maintenance (Cleaning Operations), the student will gain skills in contract cleaning in an industrial environment, using the

appropriate chemicals and cleaning techniques. This course incorporates the management and leading of small teams.

Duties may include:

- the control and supply of equipment and material to ensure efficient workflow
- organise and monitor work to maximise resource effectiveness
- carry-out high level cleaning

Cleaners may specialise in particular areas of tasks, which may include:

- Carpet Cleaner
- Domestic Cleaner
- Hospital/Hostel Cleaner
- Industrial Cleaner
- Industrial Plant Cleaner
- Window Cleaner
- Commercial Office Cleaner

TLI20107 Certificate II in Transport and Logistics (Warehousing and Storage)

The Certificate II in Transport and Distribution (Warehousing and Storage) provides participants with the skills and knowledge needed to carry out a range of general warehouse duties such as: receipting; stock locating; stock maintenance; stock replenishment; order picking; packaging; order checking; house-keeping and dispatch.

Skills obtained and utilised in the course include undertaking routines and procedures with accountability for accuracy and legibility of self generated workplace documentation. Duties are undertaken whilst under direct supervision and may involve manual handling tasks and working with others.

The skills and knowledge gained in this field, will ensure students are fully prepared for a variety of work roles in the Transport, Distribution or Warehousing industries.

Applicable occupations are:

- > Stores Person
- > Spare Part Stores Operator
- > Forklift Operator

TDT 30202 /TLI30207 Certificate III in Transport and Distribution (Road Transport)

This certificate provides graduates with an introductory level of knowledge and technical skills in manual handling, occupational health and safety, driving vehicles, vehicle inspection, loading and unloading dangerous goods and breakdowns and emergencies.

Completion of the Certificate III in Transport and Distribution (Road Transport), together with a suitable amount of industry experience would give you the foundation to seek employment as a driver, courier forklift operator, transport services officer, and furniture removalist.

TDT30102 / TLI30107 Certificate III in Transport and Distribution (Warehousing and Storage)

The Certificate III in Transport and Distribution (Warehousing and Storage) provides participants with the skills and knowledge for a role in general warehousing duties such as house keeping, receipting, stock locating, stock maintenance, stock replenishment, forklift operation, order picking, packaging, stocktaking and reconciliation and order checking and dispatch. It also involves known routines, methods and procedures where some discretion and judgment is required in the selection of equipment, services or contingency measures

The skills and knowledge gained in this field will ensure students are fully prepared for a variety of work roles in supervisory positions in the Transport, Distribution or Warehousing industries.

FNS30107 Certificate III in Financial Services

This qualification is designed to reflect the role of entry level employees working across the entire financial services spectrum who perform duties such as:

- Responding to customer enquiries
- Sales and service
- Maintaining financial records
- Performing clerical duties
- Applying fundamental skills in broking, distribution, banking, credit management and retail financial services

This course will equip students with the competencies required to operate effectively in the financial services sector. The learner will gain employability skills required for a trainee public trust officer, credit clerk officer, customer services officer in a financial services organisation or a customer services officer in a retail financial services organisation.

Trainees who successfully complete this training may be employed as:

- > Public Trust Officers
- > Trustee Administrators
- > Credit Clerks/Officers
- > Accounts Clerks/Officers.

FNS40107 Certificate IV in Financial Services

This qualification is designed to reflect the role of employees working in financial services who perform duties such as:

- > Promoting customer/client service
- > Administering financial operations and monitoring compliance
- > Leading a team
- > Performing duties of a first line supervisor
- > Performing duties as a senior technical officer.

This course will equip students with the competencies required to operate effectively in the financial services sector. The learner will gain employability skills required for the branch manager within credit unions, building societies and mortgage organisations or team leader in the retail financial services sector.

Job roles will relate to:

- > Financial services workers
- > Credit and loans officers

FNS402007 Certificate IV in Financial Services (Bookkeeping)

This qualification is designed to reflect the role of contract bookkeepers and employees performing in the role of bookkeeper for organisations and who perform duties such as:

- establishing and maintaining accounting systems
- assisting with Business Activity Statements and other office taxes
- payroll
- developing management systems for organisations.

This course is designed for people who wish to have a career as a professional bookkeeper, either working under the direction of A Tax Agent/Public Accountant, for a Bookkeeping Business or Franchise or in their own Bookkeeping Business. This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts and environments. They apply solutions to a defined range of problems, and analyse and evaluate information from a variety of sources in relation to a variety of tasks. They may provide guidance to others with some limited responsibility for the output of others.

ICA30105 Certificate III in Information Technology

This qualification provides the skills and knowledge for an individual to be competent in introductory Information Communications Technology (ICT) technical functions, and is designed to support information activities in the workplace and to achieve a degree of self-sufficiency as an advanced ICT user.

The qualification will give employers a degree of confidence in an individuals usefulness in the workplace as it has a strong suite of 6 common core ICT units, building on the prerequisite knowledge and skills from the 8 Certificate II in IT core units. It is possible to achieve this qualification during the final years of

secondary school education, subject to the demonstration of competency to a standard expected in the workplace.

ICA40405 Certificate IV in Information Technology (Networking)

This qualification develops skills and knowledge in the installation and management of simple networks and provides for an individual to be effective in network management either as an independent Information Communications Technology (ICT) specialist or as part of a team. Employees can provide operational support covering networks involving internet and private, as well as larger communication networks within various industries.

The qualification has a number of logical relationships with vendor certifications for ICT networking technologies. The units ICAI4097A Install and configure a network and ICAI4029A Install network hardware to a network could be used as a conduit to deliver CISCO semester 1 training.

TAA40104 Certificate IV in Training and Assessment

The TAA40104 Certificate IV in Training and Assessment specifies the competencies required to deliver training in an industry area, or area of subject matter expertise, and to conduct competency-based assessment in a range of contexts.

This qualification is the industry benchmark for persons responsible for competency-based training program design, development, delivery and assessment in the Vocational and Technical Education sector.

On completion of the Certificate IV in Training and Assessment learners should be able to:

- Work effectively in vocational and technical education
- Ensure a healthy and safe learning environment
- Promote an inclusive learning culture
- Use Training Packages to meet client needs
- Design competency based learning programs
- Plan and organise group based delivery and facilitate individual and work based learning
- Plan, organise and assess competence
- Develop assessment tools and participate in assessment validation

THH21802 Certificate II in Hospitality (Operations)

Ideal for people new to the hospitality industry, this course offers a combination of customer service skills, food hygiene knowledge, food and beverage service skills and financial transaction knowledge to enable participants to carry out a

wide range of duties within a hospitality environment. Participants will learn how to deal with difficult customers and carry out routine procedures.

Completion of the Certificate II in Hospitality (Operations) THH21802, would give you the foundation to seek employment in the food and beverage division of hotels, restaurants, cafes and bars.

Applicable occupations are:

- Hospitality worker
- Food and beverage attendant
- Bar attendant
- Waiter
- Waitress
- Cashier

THH33002 Certificate III in Hospitality (Operations)

Designed for people working within a food and beverage division, the Certificate III in Hospitality (Operations) develops participants' skills and knowledge in the application of food and beverage service and related Duties.

Participants will gain a broad and thorough knowledge in all facets of the food and beverage service industry including responsible service of alcohol, receiving and storing stock, health and safety procedures and effective customer service.

Completion of the Certificate III in Hospitality (Operations) THH33002, would give you the foundation to seek employment in the food and beverage division of hotels, restaurants, cafes and bars.

Applicable occupations are:

- > Hospitality worker
- > Food and beverage attendant
- > Bar attendant
- > Waiter
- > Waitress
- > Cashier

THH42602 Certificate IV in Hospitality (Supervision)

Certificate IV in Hospitality (Supervision) reflects the role of team leaders or supervisors across all functional areas and sectors of the hospitality industry. This practical program not only delivers the skills and knowledge of food and beverage service but also develops participants knowledge in team leadership and operational management.

Completion of the Certificate IV in Hospitality (Supervision) THH42602, would give you the foundation to seek employment in the food and beverage division of resorts, hotels, motels, restaurants, conference or convention centres, cafes and bars.

Applicable occupations are:

- > Bar supervisor
- > Bar attendant
- > Food and beverage supervisor
- > Food and beverage attendant
- > Shift leader
- > Team leader

Website

Further information and form can be downloaded from our website:

www.axiomcollege.com.au – productivity placement program