RTO Code XXXX

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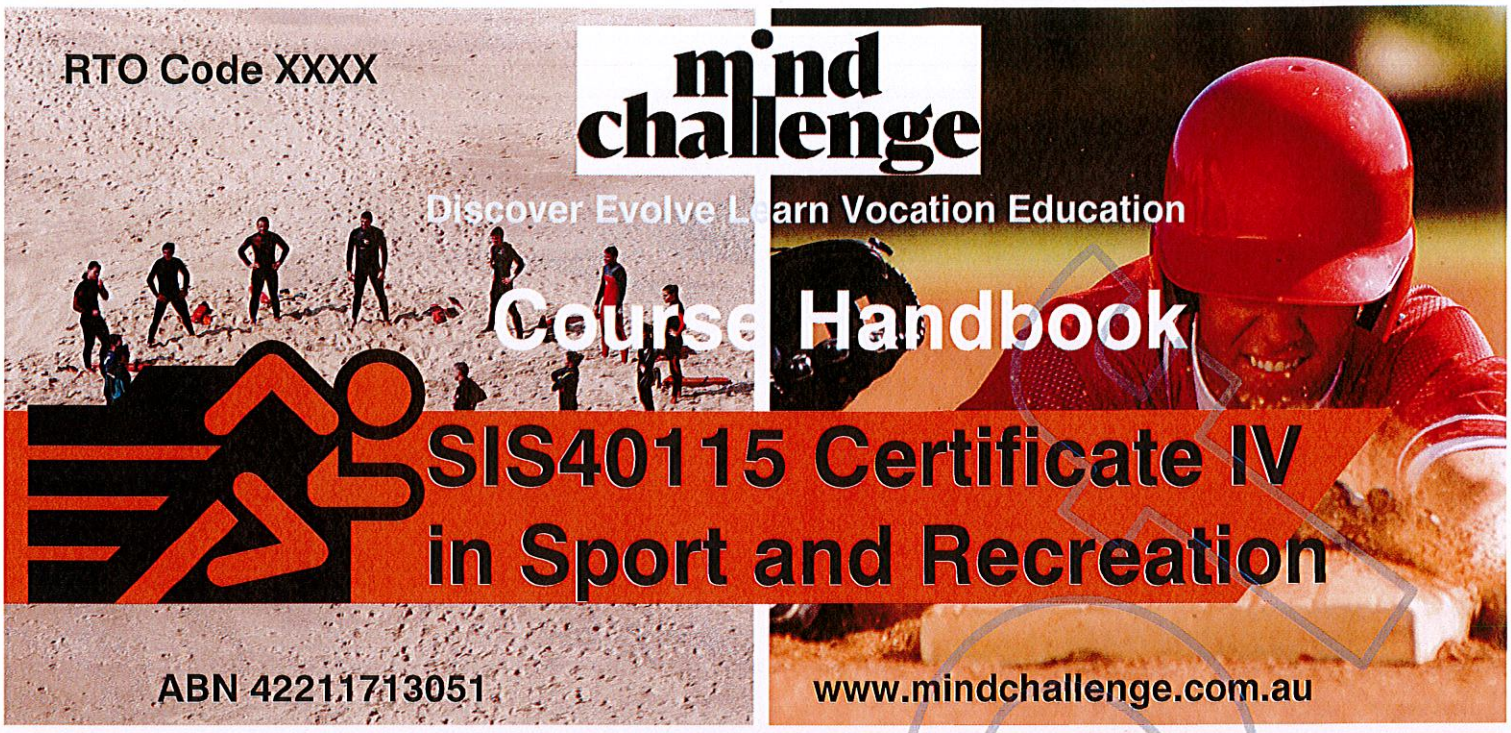
Discover Evolve Learn Vocation Education



Course Handbook

SIS40115 Certificate IV in Sport and Recreation

ABN 42211713051

www.mindchallenge.com.au

About this Course

This course reflects the role of individuals who work in the sport and recreation industry in an administrative or organisational capacity. Individuals are able to plan, conduct and evaluate activities of others, deal with unpredictable and non-routine situations and provide leadership and guidance to staff.

Completion of this Course (Accreditation)

Upon successful completion of this course, you will receive a nationally recognised qualification in SIS40115 Certificate IV in Sport and Recreation.

Possible job titles include:

- Administration Coordinator
- Facility Coordinator
- Recreation Coordinator
- Duty Manager
- Swim School Coordinator
- Operations Coordinator
- Aquatic Operations Coordinator

Course Duration / Delivery Modes

Minimum of six (6) months and maximum of 18 months. Please note: duration may vary in the event a learner is assessed and recognised through the RPL program. Depending on which delivery mode you choose, can also determine the length of time it may take for you to successfully complete this course.

***For existing workers in this industry, please contact Mind Challenge to discuss the duration and workbased assessment only pathway.**

Delivery options: Part time or full time

Face-to-face workshops, distance education or blended delivery (combination of face-to-face and distance).

learning@mindchallenge.com.au 0410 568 872

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NATIONALLY RECOGNISED TRAINING

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Initial Consultation

Prior to enrolment, each learner will be required to participate in an Initial Consultation with one of our experienced mentors to ensure you choose the best course for you. To book your FREE Initial Consultation, complete the enquiry form on the website or contact Head Office on 0410 4658 872 or email:learning@mindchallenge.com.au.

The Initial Consultation will incorporate discussions regarding:

- Interests, career goals, study goals, individual courses available
- Career prospects and workplace learning program
- Recognition of Prior Learning (Credit transfer)
- Fees and payment schedule
- Location and delivery modes.

Entry Requirements

This course does not have any current entry requirements (or pre-requisite requirements), however, Mind Challenge recommend the following requirements:

- Minimum age 17 years
- Intermediate level of English (IELTS 4-5)
- Technology requirement - access to a computer (desktop, laptop or tablet)
- Access to the internet
- Participate in an Initial Consultation (prior to enrolment) with one of our qualified and experienced mentors
- Complete workplacement/practical hours (minimum of 80 hours) in an approved workplace/organisation.

All qualifications are Nationally Recognised Training (NRT) products.

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Location of Workshops / Tutorials

All face-to-face workshops and tutorial sessions will be held at:
The Creative Fringe
6/47-51 York Rd Jamistown (Penrith(NSW 2750
(Map available upon request)

Should the location of the workshop/tutorials change, each learner will be notified in advance.

All webinars (for distance education mode) will be accessible from the learner's online portal. Learners are required to log into their online portal to access the webinar link).

Learner Support Services Available

At your initial consultation, your mentor will provide an outline of the services available and discuss the language, literacy and numeracy (LLN) assessment learners need to participate in as part of their Mind Challenge learning journey. Mind Challenge has a designated LLN trainer who will be able to support you as required throughout your learning journey in order to better meet learner needs. The enrolment form also offers an opportunity for learners to identify any other particular needs they might have. Please discuss any concerns with your mentor. It is important for this information to be discussed/provided prior to your enrolment process, to ensure Mind Challenge provides the best study options and support mechanisms for all learners to succeed. Mentors will ensure that all learners have equitable access to learning resources provided to assist them to successfully complete course requirements regardless of the learners mode of study or location.

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Course Fees

$1990 (payment plans available).

All Mind Challenge courses are calculated as Fee for Service.
This course is NOT government subsidised. All Mind Challenge course fees include **a $200 non-refundable Administration fee** is due upfront when enrolling.
Mind Challenge accepts payment via direct bank deposit, Visa or Mastercard.
Refer to payment schedule details below.

Course Fees (payment options)

Refer to the shopping cart on the website (www.mindchallenge.com.au)
Direct bank deposit
Branch: Bank of Queensland (BOQ)
BSB: 122 717
Acct No: 22702837
Acct Name: Mind Challenge
Reference: first name and surname

Mind Challenge accepts Visa and Mastercard payments. A 1.9% surcharge does apply.

Payment Schedule

6 x fortnightly payments (approx $298 per fortnight)
First installment ($200) due upfront upon enrolment
Contact Mind Challenge Head Office should you have any questions regarding your payment schedule.

Mentors

Mind Challenge has qualified and experienced mentors who will provide quality training and support throughout your learning journey. Your individual mentor will be your key contact for any aspects of your learning, assessments and general support requirements. All Mind Challenge mentors come with a wealth of knowledge, skills, experience and contacts within the industry and are committed to ensuring your study stays on track and you complete your course! They will provide key insights into the industry and provide you with valuable information throughout your course.

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Course Withdrawal

Mind Challenge provide each prospective learner (prior to enrolment) with information regarding 'withdrawal no penalty' cut off dates which is six (6) weeks after the initial date of enrolment. The cut off date by which a learner can withdraw from the course and be refunded the course fee (with exception to the $200 non-refundable Administration fee). If you have any questions regarding the withdrawal policy, please contact Mind Challenge Head Office on 0410 568 872 or email: learning@mindchallenge.com.au

Refund Policy

Mind Challenge is committed to working within a fair and transparent framework for the charging of fees, the provision of protection of fees paid in advance and the refund of fees where applicable. Learners enrolled in this course can request a refund within the first six (6) weeks after the initial date of enrolment. Learners are encouraged to contact the mentor and/or Head Office to discuss the withdrawal and refund policies. Refunds will only be processed once the learner completes and submits the Withdrawal Form (which is available on the website or through Head Office. A refund may take up to two (2) weeks to process.

Please note: the refund will exclude the $200 non-refundable Administration fee.

Complaints

If the appeal is unsuccessful, the learner should lodge a formal complaint in writing to the Chief Executive Officer: claire@mindchallenge.com.au or phone 0410 568 872. Mind Challenge will seek to resolve all complaints within 20 days of its receipt, and where a longer period is likely to be required, Mind Challenge will advise in writing the reasons for this.

Phone: 0410 568 872
or email: learning@mindchallenge.com.au

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Appeals

Mind Challenge is committed to dealing with appeals and complaints in a timely and constructive way. If you wish to make a complaint or an appeal concerning any aspect of a Mind Challenge course, the learner should refer to the following process:

Learners have the right to make an appeal against the academic decisions made by Mind Challenge. Appeals should be made within ten (10) working days of the original decision having been made.

An appeal against an assessment decision can be made on the following grounds:

- the learner was not provided with a clear explanation of the assessmentprocess;
- the learner's needs were not taken into consideration where appropriate;
- the assessment process did not meet the requirements of the training package;
- the learner genuinely believes there has been an administrative error inthe calculation of their assessment marks; or
- alleged bias or incompetence of the mentor.

Making a complaint

If you are not satisfied with the quality of service or training being provided by a Registered Training Organisation (RTO), there are ways for you to make a complaint. ASQA provides information about making a complaint via this page:
https://www.asqa.gov.au/complaints/complaints.html

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Individual Training Plan

An individual training plan will be developed in consultation with you, your employer (if applicable) and your Mind Challenge mentor. This plan will include the units to be completed, the method of assessment, delivery mode/s and the learning and assessment timeframes. This plan needs to be reviewed and signed by each learner, and submitted to your Mind Challenge mentor within two (2) weeks of you commencing your study. You will be provided with a copy of your individual training plan so you can update this plan as you progress through your course.

Assessment requirements

This qualification is ungraded. When you successfully complete this course you will receive a qualification which shows your level of achievement as competent.
Each assessment event must be successfully completed in order to demonstrate competence in each unit.You will be provided instructions for uploading each assessment via the learner online portal.You will receive feedback on each assessment within five (5) working days. If you do not successfully complete an assessment event you will be given the opportunity to resubmit the assessment. Refer to the feedback provided by your mentor. You will have one (1) week to resubmit your assessment, unless other arrangements have been negotiated with your mentor. Only two (2) attempts may be made on each individual assessment event within your current enrolment.

Submitting assessments electronically

You are required to submit ALL assessments via the Learner online portal on the Mind Challenge **or where negotiated**, via email to your mentor. Emailing of assessments to your mentor should be negotiated and agreed to prior to assessment submission. Your mentor will provide their email address and instructions for uploading/submitting your assessments once you are enrolled.

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Return of marked assessments

Marked assessments will be returned to you by the relevant mentor via the Learner Online Portal within 5-7 days after submission, unless otherwise stated by your mentor. You need to check your email or Learner online portal regularly in case you need to resubmit an assessment. If you experience difficulties completing your assessments, it is important you communicate with your mentor. You will be provided with contact details of your mentor.

Tutorial Sessions (face-to-face and online)

One (1) to two (2) sessions will be conducted per week through face-to-face and via a webinar which can be accessed on the website through the Learner online portal. A tutorial schedule will be posted on the website with the link to the session and the schedule will be updated on a weekly basis.

Feedback and improvements

We are constantly improving the way we work so, if you have feedback about Mind Challenge, you can report it to any Mind Challenge employee. They will record your concerns so they can be dealt with confidentially and promptly. Mind Challenge aims to provide each learner with the opportunity to study, learn and develop skills in a safe and supportive environment.

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Course Resources

There is an expectation for all learners to have access to a computer in order to complete this course.
Mind Challenge will provide each individual learner with the following resources:

- Experienced and well connected mentor
- Individual Training Plan
- Access to the learner online portal (log in details provided upon enrolment)
- Printed Learner Workbooks (containing learning content for each unit of competency). These resources are also available electronically on the Learner Online Portal.
- Course Handbook
- Assessment Guide (for each unit of competency)
- Learning Support Services (a designated Language, Literacy and Numeracy (LLN) Trainer)
- Face-to-face workshops and online webinars
- Workplace Learning Booklet and a designated Workplace Learning Coordinator to support you in accessing suitable workplaces
- Additional learning resources (available on the Learner Online Portal)
- Industry Connections - Job/Employment opportunities board and Job Market Days
- Social Media.

Assessment Methods

To be assessed as competent, learners need to provide satisfactory evidence (relating to their knowledge and skills) for each of the assessment requirements relevant to the unit of competency. Assessment methods may include:
Written tasks
Case Studies (question and answer format)
Projects
Role Plays
Observations
Simulation Activities
Workplacement (practical activities).

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Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved. Using the RPL procedure is not simply a matter of assessing time served, or amount of experience gained, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation. All applicants for RPL are encouraged to discuss this with their mentor prior to commencing the formal application process.

Computer Requirements

To complete your course, you will require a computer (desktop, laptop or tablet) and internet access. Effectively engaging with our online resources will require the ability to:

-Open web pages
-View embedded video and slideshows (e.g., YouTube, slide share)
-Download and extract .zip folders
-Open and download .pdf documents, edit, save and upload documents created in .doc and .docx format.

Minimum specifications for your computer are:

- Microsoft Windows 7 or later a MAC OS x or above
- Microsoft Office
- up-to-date internet browser. You will also need access to a printer and the following applications:
- Adobe Acrobat Reader (free download)
- Adobe Flash player (free download).
- All enrolled learners will obtain access to the learner online portal upon enrolment. All learners will be able to upload all assessments via the learner online portal.

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Learner rights and responsibilities

Mind Challenge has a reputation as a safe, progressive and dynamic place to study. Mind Challenge aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and wider community. As a Mind Challenge learner you have a right to:

- Expect that the education and training will be of high quality and consistent with the Australian Skills Quality Authority (ASQA) regulations and standards.
- Be informed about personal information that is collected about you and the right to review and correct that information.
- Access the learning resources as required either in hard copy or electronic copy.
- Access to Mind Challenge feedback and complaints handling process.
- Be treated fairly and with respect by mentors, other staff and learners.
- Learn in an environment free of discrimination and harassment.
- Participate in and pursue your educational goals in a supportive and stimulating learning environment (once fees are paid).
- Have access to counselling services.
- Have your Mind Challenge records and personal information stored and maintained in a confidential, secure and professional manner.
- Receive information about your course, the assessment requirements and procedures, health and safety requirements, and information about support services.
- Receive information on your progress in the course in a timely and professional manner.
- Modify your Individual Training Plan if your circumstances change, in consultation with your mentor.
- Discuss and present recognition of prior learning (RPL) and credit transfer (CT) at the Initial Consultation and within the duration of yourstudies.
- Discontinue your studies, advising by the appropriate notification process.
- Lodge a complaint or suggestion for improvement without fear of victimisation or retribution.

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As a learner you have a responsibility to treat other learners with respect and fairness, and to not engage in conduct that impairs the reasonable freedom of any person (whether or not a learner) to pursue his or her studies, research or work at Mind Challenge or on the premises or online/digital platforms. If another learner's behaviour is interfering with your studies or breaching the Mind Challenge Student Discipline policy you should feel comfortable to report it. Talk to your mentor about this. For any breach of the Learner Conduct, the Mind Challenge CEO will inform the learner of the process, including their right of appeal, the timeframe for action and completion of the process.

Deferring your study

Please contact your mentor or Head Office if you need to discuss a possible deferment of your course. This will be reviewed and managed on a case-by-case basis.

Changes to Course (course transitions/updates)

Mind Challenge reserves the right to offer you a new/alternative qualification if the qualification has been updated in line with national industry standards. If any of these course changes/transition become necessary, you will be advised (in advance) of the changes and the alternative arrangements which may be available for you to complete your course.

Credit Transfer

A key principle of the standards for Registered Training Organisations is National Recognition (formerly known as mutual recognition), which means that all states, territories and Registered Training Organisations will recognise qualifications and Statements of Attainment issued by other Registered Training Organisations across Australia. If you have completed units of competency from other training packages, you may be eligible for direct credit. You will need to provide certified copies of qualifications for direct credit to be granted.

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Workplace Learning Program

This course requires each learner to undertake a minimum of 80 hours in a suitable workplace within the industry.

If you are an existing worker in this industry, you can use your place of work to complete the practical hours and work based assessments. Mind Challenge have a designated Workplace Coordinator who will support you to obtain a suitable workplace and assess you within the workplace (where required). All units include a work based or simulated assessment. You will require a workplace supervisor to sign off on a range of documentation. Once you are enrolled, you will receive a Workplace Learning Booklet which consists of policies and procedures whilst undertaking workplacement and a number of assessments to be completed whilst undertaking the workplace hours. You will need to provide the workplace supervisor with this booklet whilst you are undertaking the workplacement hours. Your mentor will also be available for support and guidance whilst you are completing the workplace learning program.

Industry Connections

Mind Challenge have a strong and committed connection to industry. We work with industry to secure workplacement (work experience) opportunities for each learner and support learners in developing a network during and after completion of this course. Mind Challenge mentors regularly participate in networking activities and events to ensure industry currency and professional development. Networking opportunities our learners will have access to during their study includes:

-Job market day - Mind Challenge will host 2x Job Market days (per year) to provide learners the opportunity to meet with a range of businesses regarding job prospects, job application process, interviewing skills, resume writing, etc. Learners can source information, talk to key contacts within organisations and perhaps even participate in an interview for a vacancy. You may leave the job market day with a job!

-Job/Employment Board - Mind Challenge will provide an up to date job/ employment board on the website for all learners to access.

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Before you enrol

Step 1: Schedule your initial consultation
Complete the enquiry form on the website or phone Head Office 0410568872 to schedule your initial consultation with a trained mentor.

Step 2: Contact point
Mind Challenge will advise on the enrolment process, services and support available throughout your study

Step 3: Unique Student Identifier (USI)
If you have not previously undertaken any tertiary education, you will need to obtain your USI (Unique Student Identifier). To access your USI follow the link (www.usi.gov.au)
All learners participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

Step 4: Enrol
Complete the enrolment form (on the website or hard copy provided to you at your Initial Consultation). Mind Challenge will allocate a trained mentor to you

Step 5: Process course payment
Refer to available payment options and schedule above (under fees section)

Step 6: Welcome email
Each learner will receive a welcome email once their enrolment and payment have been processed. The email will outline the following:

- User log on details for your learner online portal
- Individual training plan.
- Instructions for navigating the website/accessing the portal.

Step 7: Individual Training Plan
(refer to section on Individual Training Plans)

Step 8: Orientation
Each learner will be encouraged to participate in orientation to the online system. We conduct a regular webinar "getting started". You will have access to all learning resources you require.

Step 9: Start Learning
You start your training program. Your Individual Training Plan will be constantly reviewed in response to your learning goals and circumstances.

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How to obtain a USI?

It is free and easy for you to create your own USI online at usi.gov.au. Mind Challenge can also provide any information. **If you already have your USI you do not need to apply for a new USI. Your USI stays with you and should be securely stored.**

Issuing Qualifications

Mind Challenge courses are nationally recognised. Mind Challenge is committed to issuing qualifications that are within its scope of registration. Certificates will be issued in a timely manner and in accordance with the 30 calendar day period stipulated by Clause 3.3 of the Standards for Registered Training Organisations.
Soft copies of certification documentation will, under no circumstances, be provided prior to the hard copy being posted to a graduate. Under no circumstances will a certificate of graduation be issued prior to full payment of any fees due.

Marketing

Mind Challenge is committed to ensuring that its marketing and advertising complies with AQF requirements. It uses the NRT logo only for qualifications within our scope. When using references or endorsements about its products and services, it ensures it has appropriate permissions. All marketing materials are approved by an authorised member of the RTO. The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.

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Privacy Policy

As an RTO, Mind Challenge is obliged to maintain effective administration and records management systems. This involves the retention of learner records.
Learners must have access to their own training records at all times. Should it be deemed necessary, information about learner records can only be divulged to a third party with the written consent of the learner. Learners are able to access their records via the Mind Challenge learner online portal through their dashboard. Once a learner has graduated they are able to access their records by emailing: learning@mindchallenge.com.au. If you have concerns about personal information held by Mind Challenge or require access to the privacy policy, please contact the Mind Challenge Chief Executive Officer on 0410 568 872.

Validation

Mind Challenge has a systematic way of ensuring that assessments undertaken are fair, reasonable and consistent with industry best practice. This is articulated in the Assessment Validation guidelines available upon request. Forms detailing assessment validation processes are also available upon request. Mind Challenge welcome feedback from learners and mentors and are committed to the principle of continuous improvement. We aim to support and strengthen compliance with standards (for RTOs) in a way that reflects the growth of Mind Challenge, encourages innovation and measures and monitors outcomes.

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Units of Competency

Core Units	Elective Units
BSBRSK401 Identify and apply risk management processes	BSBPMG522 Undertake project work
BSBWOR404 Develop work priorities	CHCCDE010 Develop and lead community engagement strategies to enhance participation
CHCCCS020 Respond effectively to behaviours of concern	CHCPRP001 Develop and maintain networks and collaborative partnerships
HLTAID003 Provide first aid	CHCDIV001 Work with diverse people
HLTWHS003 Maintain work health and safety	CHCCOM002 Use communication to build relationships
SISXCCS003 Address client needs	CHCYTH001 Engage respectfully with young people
SISXFIN001 Develop and review budgets for activities or projects	SISCCRD001 Facilitate community recreation activities
SISXIND004 Analyse participation patterns	
SISXIND005 Coordinate work teams or groups	
SISXMGT001 Develop and maintain stakeholder relationships	

PROOF

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