



NATIONALLY RECOGNISED
TRAINING

BSBPEF502

DEVELOP AND USE EMOTIONAL INTELLIGENCE

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JustCareers
TRAINING

About this Course



This program **BSBPEF502 Develop and Use Emotional Intelligence** is for those required to development and use of emotional intelligence to increase self-awareness, self- management, social awareness and relationship management in the context of the workplace. It applies to leaders who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems.

PRE-REQUISITES

There are no educational prerequisites for entry into this training program; however a workplace is required to complete the third party report.

CAREER PATHWAYS

Once complete, successful participants can further their skills and knowledge by undertaking full qualifications such as BSB40520 Certificate IV in Leadership and Management and BSB50320 Diploma of Human Resource Management.



Course Content

The course is made of 1 Units of Competency.

Unit Code	Unit Title
BSBPEF502	Develop & Use Emotional Intelligence

This unit describes the performance outcomes, skills and knowledge required to development and use of emotional intelligence to increase self-awareness, self- management, social awareness and relationship management in the context of the workplace.

Delivery Options



FACE-TO-FACE

If interactions with others is a key component in your learning style, then Face to Face learning is the best delivery mode for you.

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations.

DURATION

Once you have been booked into the program, you will receive a confirmation email confirming your enrolment and you complete your theory component online, followed by 1 day attendance for practical training and assessment at one of our training centres.

Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training





ONLINE

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive a confirmation email and log in details that is password protected. On our Learning Management System (LMS) you will be able to access:

- Reading materials
- Links to relevant information
- Assessment Tasks, projects and requirements

Some of the assessments will be completed online (such as questions), others will need to be downloaded, printed and completed, then uploaded back into the portal. As such, this option is suitable for you if have:

- access to a computer or similar
- access to a printer
- access to a scanner
- an email address
- a reliable internet connection

DURATION

Online in 2-4 weeks. Enrolments are valid for 6 months after which re-enrolment (including payment of course fee) is required.

Access to a real workplace (paid or work placement)
Choose the online option if:

- You live anywhere in Australia (including Sydney) and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email, phone and video (if required)
- You would rather watch webinars as required





Assessment Information

Your training is competency based, meaning that you will need to provide evidence that you have met the required competency.

This evidence will be generated and or collected by:

- Tasks and assignments you undertake during your self paced study

The result is that the assessor will assess your evidence and assess your competence. There is no such thing as “pass” or “fail” in this type of training, rather aiming to reach the required competency.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency. Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”. In the event of being deemed Not Satisfactory and a resubmission is required a fee of \$10 is payable before a resubmission will be viewed for remarking.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.

Outcome

The Unit of Competency is nationally recognised. Upon successful completion you can be issued the statement of attainment:

BSBPEF502 - Develop and Use Emotional Intelligence



Participants who exit the training program without completing all assessments will not be issued with a Statement of Attainment.

Other Important Information

ENROLMENT

In order to undertake this, course you will be required to complete our Application and Enrolment form available on the internet. This is also available from our Enrolment Officer, please call one of our friendly staff on 1300 558 241 and request an enrolment form to be sent to you.

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

Enrolment forms and fee arrangements must be finalised prior to commencing your course. While it would be ideal to do this prior to the first day of the course, some arrangements can be made to commence after the formal and advertised start date.

FEES INFORMATION

Complete fee information can be found on our website or call our office.

RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

The most practical benefit of RPL is that participants may achieve their certificate in a shorter time and with no formal training. During the RPL assessment participants present evidence of their competency to our assessor who will then assess the evidence against the requirements of the course. Should the evidence meet the requirements of the course then

participants may be awarded the unit and not require any training. Refer to the terms and conditions at the end of this document and/or contact us for further information about RPL assessments.

CREDIT TRANSFER (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

PARTICIPANT SUPPORT

Your trainer will provide you with telephone and email support.

Email support is available on support@justtraining.com.au and this form of support is unlimited and telephone support is also available by appointment. there is a limit to telephone support of 1 call per module up to 30 minutes per call.

Additional phone support may be purchased. Visits to our training office or one on one training in the workplace or another suitable site may also be arranged (subject to trainer availability and for a fee).

JUST CAREERS TRAINING offers support to all Participants with their learning needs; we can tailor or adjust the training and assessment program to assist people with learning issues and to more limited degree personal issues. Any enquiries should be addressed to the staff of Just Careers Training. Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

FLEXIBILITY AND REASONABLE ADJUSTMENT

JUST CAREERS TRAINING is flexible in the format and timing of learning and assessment activities to ensure that we provide every opportunity for participants to demonstrate their skills and abilities.

LANGUAGE LITERACY & NUMERACY REQUIREMENTS

The course is delivered in English, to be able to successfully complete our training programs participants must be able to read and write English to a sufficient standard to work with the supplied texts. You may also be requested to undertake a Language Literacy and Numeracy assessment

EXTENSION FEES

You may be entitled to one free extension of up to 1 month; this request must be made in writing before the end of your 6 months.

REFUNDS, WITHDRAWALS AND CANCELLATIONS

- The enrolment fee is non-refundable and non-transferable (to another person) once you have enrolled into our programs and you have been issued with an Enrolment Acceptance Notice (EAN) or a Confirmation email.
- The course fees applicable are in line with the Unit of Competency. Once a fee becomes payable then there can be no refunds for cancellation.
- The course fee is non-refundable once you have received your EAN or Confirmation email.
- Commencement of a Unit of Competency is defined as the date that the Unit is accessed online or on the date the Unit was due to commence.

- If you withdraw (in writing as per the procedure in this information brochure) before the commencement of a Unit then any fees paid for that Unit will be refunded
- Should Just Careers Training Pty Ltd not be able to deliver the intended program for any unforeseen circumstances, then options will be made available to the student including a refund of any Unit paid for but not commenced.

WITHDRAWAL PROCESS

If you decide to withdraw from your course, then our Enrolment Officer will need to interview you to ascertain the reason and if there is any way that we can assist you in continuing your learning journey.

This may include extensions of time and other available support mechanisms.

If you still want to withdraw then you will need to submit an email to our Enrolment Officer with all your details, the details of your course and your trainer and the date of withdrawal.

We will respond to your request in writing and include any outstanding fees that may apply.

ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the VET Quality Framework and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of education guidelines.

CERTIFICATES

Once you have met the requirements of the qualification then you will receive your certificate **via email** within 14 days. You may order a reprint of your certificate once you have made this request using the required form from the office and paid the administration and processing fee of \$30. Please note that Certificates will not be issued unless payment has been finalised or arranged (as part of a Payment Plan). There is a \$10 postage fee if you request a printed version.

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration.

Further information about complaints and appeals can be found in our Client/Participant Handbook available on our website.

TERMS & CONDITIONS

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email when you enrol into any Just Careers Training Course)

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

MORE INFORMATION

Refer to your Client/Participant Handbook or contact our Customer Service staff.

Just Careers Training Pty Ltd
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