



BSB51918

# Diploma of Leadership and Management

2019  
RPL Workshop  
Pathway  
Application  
Pack



## Acknowledgements

This work has been produced for the Centre for Community Welfare Training (CCWT) by Lesley Furneaux-Cook – Manager for Diploma of Leadership and Management.

|               |      |
|---------------|------|
| Version No.   | 12   |
| Date Released | 2019 |

### Disclaimer

CCWT does not give warranty nor accept any liability in relation to the content of this work.

### Copyright © CCWT

This publication is copyright. Except as expressly provided in the *Copyright Act, 1968*; no part of this publication may be reproduced by any means (including electronic, mechanical, microcopying, photocopying, recording or otherwise) without prior written permission from CCWT.

## Diploma of Leadership and Management

### Who is this qualification designed for?

Workers who undertake this qualification generally work as managers in community service organisations however it is transferable across sectors. They work independently and report to executive management or Boards, and may supervise other staff or be responsible for managing a team. These workers have input into the development of policies, procedures, budgets and operational plans.

### What is Recognition of Prior Learning (RPL)?

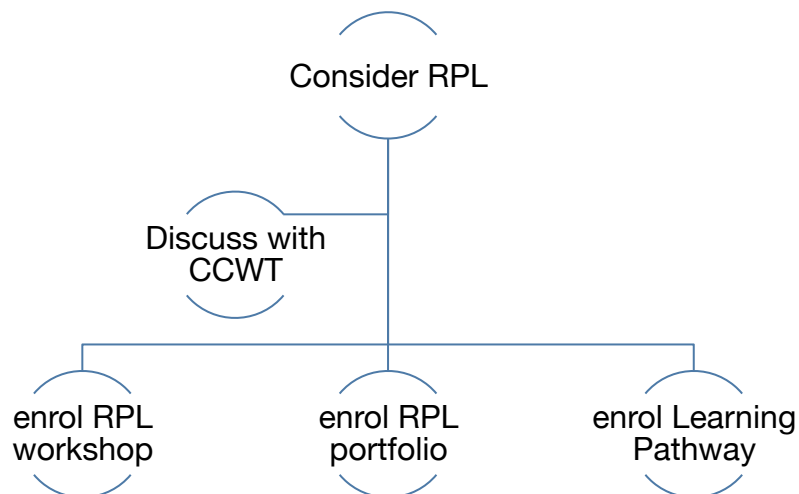
RPL is an assessment tool that recognises your current and prior knowledge/skills and measures it against what is needed to meet the learning outcomes and standards of the qualification. It means that you do not have to learn in a training setting what you already know or do.

### What are the advantages of RPL?

You don't have to sit through training courses or assessment tasks that you have already done before. It is normally less expensive than a learning pathway. You can therefore spend your training budget and time on different training.

### Am I a RPL candidate?

If you have the skills and knowledge in 12 units of competency then the answer is yes. To help you decide, please fill in the Self Assessment Checklist which is on our website [www.acwa.asn.au](http://www.acwa.asn.au). As a guide we believe that you will need at least 2 years experience in a management role.



### Are there any prerequisites?

There are no prerequisites for this Diploma however you will need to complete a LLN (Language, Literacy, Numeracy) tool, within due date and a Self Assessment Checklist.

## The RPL Workshop

### What is the structure of the workshop?

The RPL workshop is 3 days. Two of these days are delivered together with the third approximately 1 month later.

### What are the dates, times & location of the workshop?

You have three dates to choose from in 2019. They are:

| Dates                          | Time            | Location |
|--------------------------------|-----------------|----------|
| 10 & 11 April and 16 May       | 9.30am - 4.30pm | Sydney   |
| 11 & 12 September & 28 October | 9.30am - 4.30pm | Sydney   |
| 4 & 5 November & 5 December    | 9:30am - 4:30pm | Canberra |

**You must be able to attend all 3 days fully of your nominated workshop.**

### What subjects will I cover in the workshop?

To complete the Diploma you will need to achieve twelve (12) units of competency. Four (4) of these are core units, which must be completed.

**The RPL workshop will cover 10 units. These are:**

BSBMGT502.....Manage people performance

BSBMGT517.....Manage operational plan (Core unit)

BSBPMG522.....Undertake project work

BSBLED501.....Develop a workplace-learning environment

BSBWOR502.....Lead and manage team effectiveness (Core unit)

BSBLDR502.....Lead and manage effective workplace relationships (Core unit)

BSBLDR511.....Develop and use emotional intelligence (Core unit)

CHCMGT005.....Facilitate workplace debriefing & support process

**Two units will be completed as take home projects**

BSBMGT516...Facilitate continuous improvement

BSBWOR501...Manage personal work priorities and professional development

### How do I select, my remaining 2 units of competency?

CCWT offers a range of elective units that you can choose in order to complete your Diploma. These are:

BSBFIM501.....Manage budgets and financial plans

BSBWHS501.....Ensure a safe workplace

BSBR501.....Manage risk

BSBMGT521.....Plan, implement and review a quality assurance program

BSBHRM405.....Support the recruitment, selection and induction of staff

BSBADM502.....Manage meetings (RPL only).

These can be completed as RPL or a Learning Pathway Distance Kit.

### **What happens in the workshop?**

Once you have applied and been accepted, we will send pre-workshop resources which will help you prepare for the RPL workshop. In the workshop you and other Diploma participants will demonstrate your skills and knowledge in 10 units of your Diploma.

An assessor will determine if you are competent and give you feedback. The assessor will identify any gaps in competency and plan with you how to address them.

### **Is there preparation for the workshop and homework?**

Yes ...some. Before the RPL workshop you will receive a set of pre readings, which you will be required to complete prior to your workshop. 70% of assessments are done in the workshop but there will be two take home projects, one on Continuous Improvement and one on your own professional development. There are always resubmissions, although these are usually small.

### **When do I complete my other 2 units?**

Up to you. These can be completed before, in between or after the RPL workshop.

### **Credit transfers**

If you have any Diploma qualifications, some of those units may be mapped over to the Diploma of Leadership and Management. This is restricted if your qualification is from another Training Package e.g. Community Services. Talk over credit transfers with CCWT.

### **How long will it take me to achieve the Diploma?**

This really depends on you and submitting your assessments. The Diploma RPL workshop pathway is usually 6- 12 months.

### **How much does it cost?**

\$2500/\$2400 Members

This includes pre-readings, the 3 days of RPL workshops with catering, your two take-home projects, your 2 nominated elective units, assessment material and associated resubmissions.

### **How do I enrol?**

Send in the Self-Assessment Checklist and the Application Form with other required documents as outlined in the application.

### **Are there other ways for me to obtain my Diploma?**

If the RPL workshop is not for you may wish to consider either RPL by Portfolio or the Learning Pathway towards obtaining your qualification. Contact CCWT to discuss.

## Application Form

I understand that by lodging this Application Form, I am agreeing to CCWT's Terms and Conditions on page 15 of this form. Please note refund conditions in particular.

| 1. Personal Details   |                                     |                          |
|---|-------------------------------------|--------------------------|
| <b>Family Name:</b>   | <b>Given Names:</b>                 |                          |
| Home Address:   |                                     |                          |
| Postcode:   |                                     |                          |
| Phone (H)   | (W)                                 | (M)                      |
| Email:  | Alternate Email:                    |                          |
| Current Employer:   | Position:                           |                          |
| USI:<br>(Unique Student Identifier) If you do not have an USI, you can apply by following the following link <a href="http://www.usi.gov.au">www.usi.gov.au</a>         |                                     |                          |
| 2. Documentation  |                                     |                          |
| <b>Please attach the following:</b>   |                                     |                          |
| 1. Completed Application Form   |                                     | <input type="checkbox"/> |
| 2. Self Assessment Checklist + Questions  |                                     | <input type="checkbox"/> |
| 3. Current Job Description (if available)   |                                     | <input type="checkbox"/> |
| 4. Current Resume (if available)  |                                     | <input type="checkbox"/> |
| 5. Elective Unit & RPL Workshop Date Selection  |                                     | <input type="checkbox"/> |
| 6. Statistical Information Collection Form  |                                     | <input type="checkbox"/> |
| 7. Previous Transcripts (if available)  |                                     | <input type="checkbox"/> |
| 3. Payment Details  |                                     |                          |
| <i>Please note: CCWT does not require full payment up front if an individual is paying. For the full qualification the payment schedule is:</i>                         |                                     |                          |
| <i>1<sup>st</sup> instalment of \$1000</i>  | <i>on enrolment</i>                 |                          |
| <i>2<sup>nd</sup> instalment of up to \$1000</i>  | <i>due mid Diploma</i>              |                          |
| <i>3<sup>rd</sup> instalment of remaining payment</i>   | <i>due on completion of Diploma</i> |                          |
| <b><i>If your organisation is paying, the full amount can be paid upfront</i></b>   |                                     |                          |
| CCWT will invoice you for all payments. The invoice can then be paid by direct deposit, credit card (Visa, MasterCard or Amex), cheque or cash (at Sydney office only). |                                     |                          |
| <b>Total Amount Payable:</b>  |                                     |                          |
| <b>If your organisation's paying, please provide details on who to send the invoice to:</b>   |                                     |                          |
| <b>Contact name:</b>  |                                     |                          |
| <b>Invoice address:</b>   |                                     |                          |

## Return this form completed with your application

### Select your preferred RPL Workshop date

| RPL workshop                             | Tick your selection      |
|--|--------------------------|
| 10-11 Apr + 16 May                       | <input type="checkbox"/> |
| 11-12 September + 28 October             | <input type="checkbox"/> |
| 4-5 November + 05 December<br>(Canberra) | <input type="checkbox"/> |

Please note that you must attend all 3 days of your nominated workshop.

### Select your 2 elective units

#### Why do I need to choose two elective units?

As part of your 3 day RPL workshop we will cover 8 of the 12 units needed for the Diploma. 2 units (You as Manager and Continuous Improvement) are given as small assessments in between Day 2 and Day 3. Therefore you need to select 2 elective units to make up the 12 units for the Diploma of Leadership and Management.

#### RPL or Distance Kit?

RPL is Recognition of Prior Learning- it assumes that you have all the skills and knowledge in the unit you have selected. A Learning Pathway assumes that you don't. In a Learning Pathway we will give you a **Distance Kit** with readings and activities as well as assessment tasks. In **RPL**, we will give you a list of evidence that you need to collect from your workplace to show that you are undertaking all the areas needed to cover the unit. In both cases all parts of a unit must be deemed Competent.

When you choose a unit think about the following:

Do I do this as part of my job already?

Have I been doing this for 2-3 years?

If the answer is Yes to both, then you may wish to consider RPL. If the answer is No, then Distance is your best choice.

#### When do I complete my other 2 units?

Up to you. These can be completed before or after the RPL workshop.

| Unit  | Pathway – please tick your selection                                  |
|---|---|
| BSBFIM501 Manage budgets and financial plans                        | <input type="checkbox"/> Distance Kit<br><input type="checkbox"/> RPL |
| BSBHRM405 Support the recruitment, selection and induction of staff | <input type="checkbox"/> Distance Kit<br><input type="checkbox"/> RPL |
| BSBWHS501 * Ensure a safe workplace<br>BSBRSK501 * Manage risk      | <input type="checkbox"/> Distance Kit<br><input type="checkbox"/> RPL |
| BSBMGT521 Plan, implement and review a quality assurance program    | <input type="checkbox"/> Distance Kit<br><input type="checkbox"/> RPL |
| BSBADM502 Manage meetings   | <input type="checkbox"/> RPL  |

\* These can be chosen as separate units or together (2 units).

## Student Information Collection Form

The information gathered in this form is used to register and identify you in CCWT's information management system. The data is protected and is not used for any purpose other than the following:

- To adjust our training and assessment services to meet your requirements where necessary (e.g. using information about your needs and language background)
- Comply with government information management requirements on all Registered Training Organisations (RTOs)
- Provide you with the training and assessment services for which you have registered

The information may be accessed by:

- ACWA staff such as your trainer/assessors and administration staff
- The national body for registration of RTOs (ASQA) for the purposes of audits
- State Training Services (NSW Dept of Education and Communities) for the purpose of collecting data on access to, and completion of, vocational qualifications

***Please read the following Privacy Notice and complete the Student Information Collection Form:***

### Privacy Notice

Under the *Data Provision Requirements 2012*, CCWT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by CCWT for statistical, administrative, regulatory and research purposes. CCWT may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)). You can find out more about our Privacy Policy in the Student Handbook on our website.



Please ensure all details are clearly printed or typed.

## Personal details:

### 1. Name

|       |  |             |  |            |  |
|-------|--|-------------|--|------------|--|
| Title |  | First Names |  | Last Names |  |
|-------|--|-------------|--|------------|--|

Please enter the name you used when you applied for your Unique Student Identifier (USI) including any middle names. If you do not have a USI please go to [www.usi.gov.au](http://www.usi.gov.au) and follow the prompts to apply for one.

### 2. USI

Please enter your USI. If you do not have a USI please go to [www.usi.gov.au](http://www.usi.gov.au) and follow the prompts to apply for one

|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|

- Tick this box to consent to CCWT verifying your USI. As an RTO we are required to verify your USI with the USI Registry System to ensure the USI number you have supplied is valid and matches with your personal information. We can only issue you with qualification certification if we have a valid USI for you.

### 3. Date of Birth

### 4. Gender (please tick one)

|              |  |        |                                 |                               |                                |
|--------------|--|--------|---------------------------------|-------------------------------|--------------------------------|
| (day/mth/yr) |  | Gender | Female <input type="checkbox"/> | Male <input type="checkbox"/> | Other <input type="checkbox"/> |
|--------------|--|--------|---------------------------------|-------------------------------|--------------------------------|

### 5. Contact Details

|                 |  |     |  |     |  |
|-----------------|--|-----|--|-----|--|
| Phone (H)       |  | (W) |  | (M) |  |
| Email           |  |     |  |     |  |
| Alternate Email |  |     |  |     |  |

### 6. Usual address of residence

Please provide the physical address (ie., street number and name, not postal address)

|                        |  |       |  |        |  |
|------------------------|--|-------|--|--------|--|
| Building/Property Name |  |       |  |        |  |
| Flat/Unit              |  |       |  |        |  |
| Street/Lot Number      |  |       |  |        |  |
| Street Name            |  |       |  |        |  |
| Suburb/Town            |  | State |  | P/code |  |

### 7. What is your postal address (if different from the above)?

|                        |  |       |  |        |  |
|------------------------|--|-------|--|--------|--|
| Building/Property Name |  |       |  |        |  |
| Flat/Unit              |  |       |  |        |  |
| Street/Lot Number      |  |       |  |        |  |
| Street Name            |  |       |  |        |  |
| Suburb/Town            |  | State |  | P/code |  |

## Language and Cultural Diversity:

### 8. In which country were you born?

|                          |                         |
|--------------------------|-------------------------|
| <input type="checkbox"/> | Australia               |
| <input type="checkbox"/> | Other – please specify: |

### 9. Do you speak a language other than English at home?

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | No, English only                            |
| <input type="checkbox"/> | Yes – please specify the language/s spoken: |

### 10. Are you of Aboriginal or Torres Strait Islander background?

|                          |  |
|--------------------------|--|
| <input type="checkbox"/> | No   |
| <input type="checkbox"/> | Yes, Aboriginal                                |
| <input type="checkbox"/> | Yes, Torres Strait Islander                    |
| <input type="checkbox"/> | Yes, both Aboriginal or Torres Strait Islander |

## Special Needs:

### 11. Do you consider yourself to have a disability, impairment or long-term condition?

To help you respond please refer to the Disability Supplement on page 29.

|                              |   |
|------------------------------|---|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> Go to question 13 |
|------------------------------|---|

### 12. If yes, please indicate the areas of disability, impairment or long-term condition.

(NB. You may indicate more than one area. Please refer to the Disability Supplement on pages 15-16 of this form for an explanation of the following disabilities)

|                          |                           |
|--------------------------|---------------------------|
| <input type="checkbox"/> | Hearing/deaf              |
| <input type="checkbox"/> | Physical                  |
| <input type="checkbox"/> | Intellectual              |
| <input type="checkbox"/> | Learning                  |
| <input type="checkbox"/> | Mental Illness            |
| <input type="checkbox"/> | Acquired brain impairment |
| <input type="checkbox"/> | Vision                    |
| <input type="checkbox"/> | Medical condition         |
| <input type="checkbox"/> | Other                     |

Please describe any special assistance you will require during training and/or assessment:

|  |
|--|
|  |
|--|

## Educational Background:

13. What was the highest **COMPLETED** school level? (Tick **ONE** box only)

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Completed Year 12 or equivalent           |
| <input type="checkbox"/> | Completed Year 11 or equivalent           |
| <input type="checkbox"/> | Completed Year 10 or equivalent           |
| <input type="checkbox"/> | Completed Year 9 or equivalent            |
| <input type="checkbox"/> | Completed year 8 or below                 |
| <input type="checkbox"/> | Never attended school - Go to question 15 |

14. Are you still enrolled in secondary or senior secondary education?

|                              |                             |
|------------------------------|-----------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|------------------------------|-----------------------------|

## Previous Qualifications Achieved:

15. Have you **SUCCESSFULLY** completed any of the qualifications listed in question 16?

|                              |  |
|------------------------------|--|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> No – go to question 17 |
|------------------------------|--|

16. If **YES** please tick **ANY** applicable boxes

|                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Bachelor degree or higher degree   |
| <input type="checkbox"/> | Advanced diploma or associate degree   |
| <input type="checkbox"/> | Diploma or associate diploma   |
| <input type="checkbox"/> | Certificate IV or advanced trade certificate/technician                              |
| <input type="checkbox"/> | Certificate III or trade certificate   |
| <input type="checkbox"/> | Certificate II   |
| <input type="checkbox"/> | Certificate I  |
| <input type="checkbox"/> | Other education (including certificates or overseas qualifications not listed above) |

## Employment:

17. Of the following categories, which **BEST** describes your current employment status?  
(Tick **ONE** box only)

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Full-time employee (ie. 35 hours or more per week includes casual employment)   |
| <input type="checkbox"/> | Part time employee (ie. Less than 35 hours per week includes casual employment) |
| <input type="checkbox"/> | Self employed - not employing others  |
| <input type="checkbox"/> | Self employed - employing others  |
| <input type="checkbox"/> | Employed – unpaid worker in a family business                                   |
| <input type="checkbox"/> | Unemployed – seeking full-time work   |
| <input type="checkbox"/> | Unemployed – seeking part-time work   |
| <input type="checkbox"/> | Not employed – not seeking employment   |

## Study Reason:

18. Of the following categories, which **BEST** describes the main reason you are undertaking this course? (Tick **ONE** box only)

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | To get a job                              |
| <input type="checkbox"/> | To develop my existing business           |
| <input type="checkbox"/> | To start my own business                  |
| <input type="checkbox"/> | To try for a different career             |
| <input type="checkbox"/> | I wanted extra skills for my job          |
| <input type="checkbox"/> | To get a better job or promotion          |
| <input type="checkbox"/> | It was a requirement of my job            |
| <input type="checkbox"/> | I wanted extra skills for my job          |
| <input type="checkbox"/> | To get into another course of study       |
| <input type="checkbox"/> | For personal interest or self-development |
| <input type="checkbox"/> | Other reasons                             |

## Information About Your Employer:

|  |  |
|--|--|
| Name of Organisation                         |  |
| Program or Team<br>(if different from above) |  |
| Your Position                                |  |

## Fees and Payment:

|  |                          |  |        |
|--|--------------------------|--|--------|
| Who should be invoiced for this enrolment?   |                          |  |        |
| Myself   | <input type="checkbox"/> | <i>Invoice will be in your name and sent to the email address you provided</i> |        |
| My organisation  | <input type="checkbox"/> | Email to send invoice to:  |        |
| Someone else at my organisation  | <input type="checkbox"/> | Name:  | Email: |
| CCWT will invoice you for all payments. The invoice can be paid by direct deposit, credit card (Visa, MasterCard or Amex), cheque or cash (at Sydney office only). |                          |  |        |

Please note: the person who is named on the invoice is legally responsible for the payment of the invoice. If your employer is paying for you to undertake the qualification you should have the invoice made out to your employer.

## Terms and Conditions

By lodging this Application Form, you are agreeing to CCWT's Terms and Conditions.

### Course Attendance

It is essential to attend all workshops for the full duration.

### What does my course fee cover?

Course fees include:

- Course attendance and distance resources
- Assessment materials
- Support provided by the Learning and Development Coordinator;
- Tea/coffee, biscuits and lunch at workshops;
- Assessment services – if more than two attempts are needed an additional fee of \$50 per unit will apply;
- Relevant certification, that is, Statement of Attainment, or Diploma.

It is important that assessment tasks are submitted by the due date given by the trainer/assessor, or that you apply for an extension. Generally there is no problem with gaining an extension but it is essential to request one. You can request an extension by contacting the Learning and Development Coordinator or faxing in a completed Extension Request Form (found in your Student Handbook).

If completed assessment tasks are not received within six months from the completion of the workshop, and an extension has not been arranged, a further fee of \$50 per unit will be charged. This fee must be paid when you lodge late assessment tasks.

**Course fees remain valid until 9 December 2019. After this date, 2020 course fees will apply.**

### Receipts

Please note that invoices and receipts are only issued on request.

### Refunds

Once your registration is processed we will refund 75% of the course fees provided that you notify us in writing two weeks before the commencement of your first workshop. Course fees are not refundable after the first workshop that you attend, except in the case of illness or misadventure as stated below.

A pro-rata refund will be considered if a medical certificate is provided in the event of an illness or misadventure. Any requests for refunds or changes to your enrolment or attendance preferences must be made in writing.

If you register for a nominated workshop and do not attend, you will need to register in that workshop for the following year and will incur an additional charge based on the current CCWT Handbook fees.

### Course Cancellations/Postponements

CCWT does all it can to ensure that courses run in accordance with the course schedule, however CCWT also reserves the right to alter any arrangements, including course cancellations. In the event of a course cancellation, CCWT will negotiate a mutually satisfying arrangement. This may include registration into the same workshop at a different time, registration into a similar workshop, completion of distance packages, and/or personal support from a CCWT trainer/assessor.

### Travelling Costs

In the event of a workshop postponement or cancellation, CCWT is not responsible for travel costs that may be incurred. If a workshop is postponed or cancelled, CCWT will make reasonable efforts to contact you within seven days of the scheduled date. It is advisable that before booking travel you phone CCWT seven days prior to the workshop.

Thank you for completing this form.

If you have completed this form electronically you can email it to:

[ccwt@ccwt.edu.au](mailto:ccwt@ccwt.edu.au)

or:

[assessment@acwa.asn.au](mailto:assessment@acwa.asn.au)

Please send the completed form to:

CCWT VET Administration Officer

Locked Bag 13

Haymarket NSW 1240

**Manager – Diploma of Leadership and Management**

**CCWT**

**Locked Bag 13**

**Haymarket Post Office NSW 1240**

**Phone (02) 9281 8822**

**Or email to: [lesley@acwa.asn.au](mailto:lesley@acwa.asn.au)**

## Disability Supplement

The purpose of the Disability Supplement is to provide additional information to assist with answering the disability question.

**If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:**

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

### ‘11 — Hearing/deaf’

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

### ‘12 — Physical’

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

### ‘13 — Intellectual’

In general, the term ‘intellectual disability’ is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

#### '14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

#### '15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

#### '16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability, or psychosocial maladjustment.

#### '17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

#### '18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.