BSB50420
Diploma of Leadership & Management

Module Learning Pathway

Application Pack

Centre for Community Welfare Training

NATIONALLY RECOGNISED
TRAINING

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Welcome to CCWT

The Diploma of Leadership and Management is nationally recognised, so you can use it to gain work across Australia. Nationally recognised qualifications can only be delivered by a registered training organisation (RTO). **CCWT** is the learning and development arm of the *RTO Association of Children's Welfare Agencies (ACWA _ RTO number 90494)*.

Please read through this information package carefully. If you have any questions, we can provide additional information and help you with the selection process.

Contact us to discuss your application further email:
lesley@acwa.asn.au

Qualification Overview

Who is this qualification designed for?

Generally, students who undertake this qualification with CCWT, work, or aim to work, as managers in community service organisations, however, it is transferable across different sectors.

This Diploma has a strong focus on building your leadership skills and abilities that can then be applied to your own workplace, teams and situations. It offers practical training to develop your initiative and judgment in planning, organising, implementing and monitoring your own workload and the workload of others.

You will learn to use communication skills to support individuals and teams to meet organisational needs.

You will also discover practical management skills to plan and design solutions to unpredictable problems and the ability to analyse information from a variety of sources.

You will need to undertake **twelve (12)** units to qualify for this Diploma. Six (6) of these are core units, which means they must be done and the other six (6) are electives.

What is Module Learning?

CCWT uses a modularised approach to your learning. Instead of undertaking the 12 units separately, we have designed Modules where similar units are bundled together while you only need to undertake the one assessment per module. All the 6 core units are covered in the Module Learning Pathway as well as 3 elective units which work well together with a core unit.

Some Modules contain only one unit. This is because they are either a large unit in themselves or don't map well to other units.

Each Module contains all the information you need to undertake the assessment. Modules can be undertaken in any order, but we recommend the following:

Module	Units of Competency	Delivery Mode
You as Leader	BSBPEF501 (elective unit) Manage personal and professional development BSBPEF502 (core unit) Develop and use emotional intelligence	Online delivery **Optional workshop:** Emotionally Intelligent Leadership
Communication	BSBCMM511 (core unit) Communicate with influence BSBLDR523 (core unit) Lead and manage effective workplace relationships	Online delivery No optional workshop
Critical Thinking	BSBCRT511 (core unit) Develop critical thinking in others	Online delivery No optional workshop
People 1: Teams	BSBTWK502 (core unit) Manage team effectiveness	Online delivery **Optional workshop:** Team Leadership
People 2: Individuals	BSBLDR522 (elective unit) Manage people performance	Online delivery **Optional workshop:** Manage People Performance
Planning	BSBOPS502 (core unit) Manage business operational plans BSBSTR502 (elective unit) Facilitate continuous improvement	Online delivery No optional workshop

This leads to completion of the six (6) core units and three (3) elective units.

How do I choose my remaining 3 electives?

That's up to you. Think about which ones suit your workplace or your career aspirations.

Choose **3** from this list:

Module	Units of Competency	Delivery Mode
Debriefing	CHCMGT005 Facilitate debriefing and support processes	Online delivery **Optional workshop:** Debriefing Skills
Difficult Conversations	BSBCMM412 Lead difficult conversations	Online delivery No optional workshop
Effective Meetings	BSBTWK503 Manage meetings	Online delivery No optional workshop
WHS in my workplace	BSBWHS521 Ensure a safe workplace for a work area	Online delivery No optional workshop
Getting to know Budgets	BSBFIN501 Manage budgets and financial plans	Online delivery No optional workshop

What do we mean by online?

You will be able to access your Module directly on your computer and undertake your assessments in a writeable format. The learning is self-paced and you do not have to log in or attend facilitated workshops. All the material you require is within your nominated Module. If you feel you need more information or simply want to explore the topic further, consider attending a workshop related to your topic. See below for more information.

Can I still attend a workshop related to the unit?

Yes

Many of our students find a facilitated face to face/online workshop helpful to understand the concepts and practical skills needed to gain their selected units. Our workshops are interactive, full of information and tailored to our sector. All our facilitators are experts in their fields.

CCWT offers Diploma students the opportunity to attend a workshop related to their unit for a small additional fee. The cost of attendance to workshops for you is less than if you were a non-Diploma student. Please note that not all units of the Diploma are covered by a workshop.

To check which workshops currently scheduled click here **https://www.ccwt.edu.au/courses** and search for workshops related to the diploma or contact **yasmin@acwa.asn.au** for more information.

Can I do just do one Module without undertaking the whole Diploma?

Yes

You can learn more about a specific topic and gain that Unit of Competency without making the commitment to the full qualification.

How long will it take for me to achieve the Diploma?

The length of time that you need to achieve the Diploma will depend on your time commitment.

Generally, we give 4-6 weeks for you to complete each Module assessment once you have received your Module. Extensions are available. This means that you could potentially finish your Diploma in 12 months. However, you can take up to two (2) years to complete your qualification. The fees that you pay are applicable for this two-year period. After this period, you will need to pay an extension fee.

You may wish to consider the Recognition of Prior Learning pathway. In this case, again depending on your time commitment, you could achieve your Diploma in 6-12 months. If you are considering the RPL pathway, you will need to demonstrate that you have a **minimum of three (3) years' experience** in a management role.

Are there prerequisites for the Diploma?

There are no prerequisites to enrol in this Diploma.

However, if you do not hold a Year 12 Certificate or equivalent; or have not completed a Certificate IV (or higher) in Australia, you will need to complete a language, literacy and numeracy (LLN) assessment that we will send you. This assessment will assist us to identify whether you have the LLN skills to successfully complete the qualification and/or if you have any LLN support needs.

Can I get credit transfers?

If you have a Unit of Competency from a different qualification you may be eligible for a credit transfer. This means that you don't have to undertake the assessment related to the unit. However, each Diploma has "rules" about what credits it will or will not accept.

Please contact **lesley@acwa.asn.au** to discuss or simply attach the documentation with your application.

RPL is explained in more detail in the Pre-Enrolment Booklet and the Student Information Booklet.

Pathways to your Qualification

Pathway 1: Module Learning

This pathway is recommended for students who have limited management experience. Assessment is through completion of written assessment tasks supported by learnings and resources within each Module. You will draw on your workplace experience to complete these assessments.

Pathway 2: A Combination of Module Learning and RPL

If you have the skills and knowledge for one or more units of competency contained in the Diploma, you may apply for RPL for these units and complete the remaining units by undertaking Module Learning. The cost of this pathway will depend on the mix of RPL and Modules that you complete.

Pathway 3: RPL

This process is known as recognition of prior learning (RPL) and is designed for experienced managers or coordinators to demonstrate their skills and knowledge to gain a formal qualification. You must have a **minimum of 3 years' experience in a management role** to be eligible for RPL. CCWT offers a group RPL workshop for RPL candidates.

Contact **lesley@acwa.asn.au** for more information.

How do I know which pathway to choose?

Pathways 2 and 3 require you to complete a self-assessment process before registering.

Contact **lesley@acwa.asn.au** to discuss.

How much does the Diploma cost?

Cost: $2200

What does my fee cover?

Fee includes:

- Access to Modules to cover all required 12 units
- Ability to undertake assessments that may cover more than 1 unit
- Selection of electives to suit your needs
- Support provided by the course coordinator
- Discounted cost to attend optional facilitated workshops
- Relevant certification, that is, a statement of attainment, or Diploma
- Assessment services for two (2) attempts for each Module

To find out more about payment methods, and our terms and conditions, click on the link below:
https://www.acwa.asn.au/ccwt/terms-and-conditions/

Cost of optional facilitated workshops

Some workshops are 1 day and others 2 days. This can be via zoom or face to face. The discounted cost for Diploma students is $100 per day per workshop.

For example:
Emotional Intelligence (1 day) workshop = $100 (non-Diploma cost is $270)
Lead Teams (2-day workshop) = $200 (non-Diploma cost is $540)

Please enrol in your nominated facilitated workshop by contacting **yasmin@acwa.asn.au**

Costs will be calculated and invoiced separately from the Module Learning fee.

What do I need to provide?

You simply need access to a computer and the internet and have basic computing skills to complete the assessments.

Pre-Enrolment booklet

The Pre-Enrolment Booklet gives you an overview of the terms and conditions for your training and assessment program. We are required to make this information available for you prior to registration and it will be emailed to you as part of your enrolment. For more detailed information see the Student Information Handbook (which will also be emailed to you as part of your enrolment).

The Student Information Handbook

Our Student Information Handbook contains useful general information about undertaking training and assessment with us, including:

- Your privacy
- Assessment arrangements
- Issuing of certification documents
- Access, equity and support
- Your health and safety
- Student conduct
- Providing feedback

Complaints and appeals

This will be contained in the Student Information Handbook.

More about the Core Modules

You as Leader	
Units in this Module	
BSBPEF501 Manage personal and professional development	Elective
BSBPEF502 Develop and use emotional intelligence	Core unit

This Module focuses on the need for leaders to be organised, motivated and skilled and to effectively manage not only their work but the work of others. It is a vital topic particularly as leaders serve as role models and have a significant influence on the work culture and patterns of behaviour. This is especially true in understanding Emotional Intelligence in the workplace. Knowing personal triggers and stressors as well as recognising those in others, helps leaders to have an emotionally healthy workplace and build team cohesion.

Optional facilitated workshop

Emotional Intelligence

You can find more information about this workshop here
https://www.ccwt.edu.au/course/MLG08

Please note:
To register you will need to contact Yasmin Stein at **yasmin@acwa.asn.au** to receive your discounted price.

Communication	
Units in this Module	
BSBCMM511 Communicate with influence	Core unit
BSBLDR523 Lead and manage effective workplace relationships	Core unit

Collaborative leadership builds a healthy workplace where staff are optimistic, highly engaged and committed to their organisation. They are resilient in the face of challenging and complex work. This Module examines how to build a culture of collaboration particularly around a leader's ability to communicate with influence as well as looking at strategies to manage conflict and flag issues before they impact on relationships in the workplace.

There is no optional facilitated workshop related to this Module.

Critical Thinking	
Units in this Module	
BSBCRT511 Develop critical thinking in others	Core unit

What are the best practice models and concepts of creative and critical thinking in the workplace? How do you create a safe environment for critical and creative thinking approaches? What are the organisational barriers that may impede its success? This unit explores a leader's skill to develop critical and creative thinking in their teams and staff.

There is no optional facilitated workshop related to this Module.

People 1: Teams	
Units in this Module	
BSBTWK502 Manage team effectiveness	Core unit

Effective teamwork is a crucial factor in organisations achieving their strategic goals and ensuring the quality-of-service delivery. Managers and leaders can develop the quality of teamwork, bring together the range of capabilities in the team, and promote collaborative problem solving. First you need to know where your team is at and then develop a plan that pulls everyone together towards a common goal.

Optional facilitated workshop

Team Leadership

You can find more information about this workshop here
https://www.ccwt.edu.au/course/MLG17

Please note:
To register you will need to contact Yasmin Stein at **yasmin@acwa.asn.au** to receive your discounted price.

People 2: Individuals	
Units in this Module	
BSBLDR522 Manage people performance	Elective

Want to manage your staff and their workloads more efficiently? Ensure you support your team to get great outcomes for your clients? Work with a staff member to address performance issues? Encourage a positive culture and workplace conditions to get the best out of people? This Module begins with the development of work plans and the systems needed to monitor work, provide feedback and coaching to staff, and to initiate and manage performance support and improvement systems.

Optional facilitated workshop

Manage People Performance

You can find more information about this workshop here
https://www.ccwt.edu.au/course/MLG19

Please note:
To register you will need to contact Yasmin Stein at **yasmin@acwa.asn.au** to receive your discounted price.

Planning	
Units in this Module	
BSBOPS502 Manage business operational plans	Core unit
BSBSTR502 Facilitate continuous improvement	Elective

Operational, business, service or centre plans are the framework which help an organisation provide the best level of service for its clients. This Module will develop your understanding of the process for developing an operational plan as well as identifying the resources to ensure its success. Learn how to support and motivate staff and teams to implement the plan and to keep the plan 'on track'.

In developing an Operational Plan or even as part of the review, you will come across processes that just haven't worked. So what do you do? Repeat the same problem next year? A continuous improvement process is needed to ensure services and processes are both client and staff focused.

You will explore a whole range of Continuous Improvement tools that you can then take back to your workplace and initiate new strategies to improve quality.

There is no optional facilitated workshop related to this Module.

More about the Elective Modules

Debriefing	
Units in this Module	
CHCMGT005 Facilitate debriefing and support processes	Elective

Are you a manager or team leader who supervises client-centred staff? How do you debrief staff after a difficult situation or support them through a crisis intervention?

It is always a juggling act when we supervise. We need to look after our clients, our staff, our organisation, and of course ourselves. This Module examines the range of methods by which support can be provided including structured, planned supervision, reviewing incidents and support to achieve the required skills.

Optional facilitated workshop

Debriefing Skills

You can find more information about this workshop here
https://www.ccwt.edu.au/course/MLG06

Please note:
To register you will need to contact Yasmin Stein at **yasmin@acwa.asn.au** to receive your discounted price.

Difficult Conversations	
Units in this Module	
BSBCMM412 Lead difficult conversations	Elective

It is daunting for a leader to have those difficult conversations, but they must be done. But how do you plan for it to ensure the outcome you are seeking? What delivery style is best suited for each conversational context? How and who do you get feedback from to improve your skills? This Module explores all those questions and provides you with some practical strategies to use in your organisation.

There is no optional facilitated workshop related to this Module.

Effective Meetings	
Units in this Module	
BSBTWK503 Manage meetings	Elective

We all run meetings. But are they effective? How do you get everyone engaged and on track? And what do you do with those pesky minutes? This Module examines the best way to plan, hold and follow up on workplace meetings.

There is no optional facilitated workshop related to this Module.

WHS in the Workplace	
Units in this Module	
BSBWHS521 Ensure a safe workplace for a work area	Elective

The recent pandemic has highlighted the need for organisations to have effective WHS processes that reflect real world situations. It's the number one job of a leader to ensure that staff are safe in their roles within the workplace. This Module explores how you set up WHS systems and processes that are consultative, responsive, meet legal requirements and are well maintained and resourced.

There is no optional facilitated workshop related to this Module.

Getting to Know Budgets	
Units in this Module	
BSBFIN501 Manage budgets and financial plans	Elective

If the words 'budget', 'debt recovery' and 'cash flow' bring fear into your heart this Module is for you. It covers the entire financial management process, including setting financial goals, planning a budget, working with staff to effectively implement and monitor the budget and reporting financial information. The theory is well supported by practical activities.

There is no optional facilitated workshop related to this Module.

Application Form

☐ I understand that by lodging this Application Form, I am agreeing to CCWT's Terms and Conditions that can be found on our website:
https://www.acwa.asn.au/ccwt/terms-and-conditions/

Please note the refund conditions in particular.

Privacy Notice

When ACWA enrols students into qualifications we are required to collect certain information and to obtain permission to use this information in certain ways. Please complete all parts of this form, save it with your name in the title, and email to:
assessment@acwa.asn.au

If you have any questions, please contact Yasmin Stein on: 02 8974 9825

Consent to use and disclosure of personal information

I,
(first, middle and last name)

Of,
(current residential address)

With date of birth

understand and agree that, under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, the Association of Children's Welfare Agencies (trading as the Centre for Community Welfare Training), is required to collect personal information (information or an opinion about me), collected from me, my parent or my guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity related information (together **Personal Information**) and disclose that Personal Information to the National Centre for Vocational Education Research (Ltd).

My Personal Information (including the personal information contained on this enrolment form and my training activity data), may be used or disclosed by CCWT for statistical, regulatory and research purposes. CCWT may disclose my personal information for these purposes to third parties including:

- School—if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer—if I am enrolled in training paid by my employer
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (**the Department**), and
- NCVER
- Organisations (including the Department) conducting student surveys, and
- Researchers

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

- Issuing a VET Statement of Attainment of VET Qualification; and populating Authenticated VET Transcripts
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation

I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. I may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at **www.ncver.edu.au**).

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions of Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone, email or post, during or after I have ceased subsidised training with CCWT for the purposes of evaluating and assessing my subsidised training.

I declare that the information I have provided is to the best of my knowledge true and correct.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

PRINT FULL NAME: _____

SIGNATURE: _____ DATE: _____

Personal details

1. Name

Title		First names		Family name	

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** 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** 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/month/year)		Gender	Female ☐	Male ☐	Other ☐

5. Contact Details

Mobile		Work phone		Home phone	
Email		Alternate email			

6. Usual address of residence

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

Building/property name			
Flat/unit			
Street or lot number			
Street name			
Suburb		State		P/code	

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

Building/property name	
Flat/unit	
Street or lot number	
Street name	
Suburb	

Suburb		State		P/code	

Language and cultural diversity

8. In which country were you born?

☐	Australia
☐	Other – please specify:

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

☐	No, English only
☐	Yes – please specify the language/s spoken:

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

☐	No
☐	Yes, Aboriginal
☐	Yes, Torres Strait Islander
☐	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 21.

Yes ☐	No ☐ Go to question 13

12. If yes, please indicate the areas of disability, impairment or long-term condition
Note: You may indicate more than one area. Please refer to the Disability Supplement on page 21 of this form for an explanation of the following disabilities:

☐	Hearing/deaf
☐	Physical
☐	Intellectual
☐	Learning
☐	Mental illness
☐	Acquired brain impairment
☐	Vision
☐	Medical condition
☐	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)

☐	Completed Year 12 or equivalent
☐	Completed Year 11 or equivalent
☐	Completed Year 10 or equivalent
☐	Completed Year 9 or equivalent
☐	Completed year 8 or below
☐	Never attended school — **Go to question 15**

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

Yes ☐	No ☐

Previous qualifications achieved

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

Yes ☐	No ☐ Go to question 17

16. If YES please tick ANY applicable boxes:

☐	Bachelor degree or higher degree
☐	Advanced diploma or associate degree
☐	Diploma or associate diploma
☐	Certificate IV or advanced trade certificate/technician
☐	Certificate III or trade certificate
☐	Certificate II
☐	Certificate I
☐	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)

☐	Full-time employee (i.e. 35 hours or more per week includes casual employment)
☐	Part time employee (i.e. Less than 35 hours per week includes casual employment)
☐	Self-employed — not employing others
☐	Self-employed — employing others
☐	Employed — unpaid worker in a family business

☐	Unemployed — seeking full-time work
☐	Unemployed — seeking part-time work
☐	Not employed — not seeking employment

Study reason

18. From the following categories, which BEST describes the main reason you are undertaking this course?

(Tick ONE box only)

☐	To get a job
☐	To develop my existing business
☐	To start my own business
☐	To try for a different career
☐	I wanted extra skills for my job
☐	To get a better job or promotion
☐	It was a requirement of my job
☐	I wanted extra skills for my job
☐	To get into another course of study
☐	For personal interest or self-development
☐	Other reasons

Employment:

Name of organisation	
Program or team (if different from above)	
Your position	

Fees and payment:

Payment details
Payment will be for the Module Learning Pathway (excluding optional facilitated workshops) Please note: CCWT does not require full payment up front if an **individual** is paying qualification **The payment schedule is**: 1st   instalment of **$1000** — on enrolment 2nd   instalment of up to **$1000** — due mid Diploma 3rd   instalment of remaining payment **$200** — due on completion of diploma **If your organisation is paying, the full amount ($2200) can be paid upfront**
CCWT will invoice you for all payments. The invoice can then be paid by cheque, credit card (Visa or MasterCard), direct deposit.

Who should be invoiced for this enrolment?		
☐ Myself (Invoice will be in your name and sent to the email address you provided)		
☐ My organisation	Name:	Email:
☐ Someone else at my organisation	Name:	Email:

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.

Selection of 3 elective Modules (Tick 3 boxes only)

☐	Debriefing
☐	Difficult Conversations
☐	Effective Meetings
☐	WHS in the Workplace
☐	Getting to Know Budgets

List any units you may like to apply for credit transfer

Please attach a copy of your transcript and record of achievement with your application. There is no fee for a credit transfer. Please note that we can only offer credit transfers based on the requirements of the Diploma.

List any units you may like to apply for RPL

These units maybe from either the compulsory or elective unit list. RPL is $175 per unit.

Documentation

Please attach the following:

Application form (pages 14 to 20)
Previous transcripts and credit transfers (if available)

Please return your application form and required documentation to:

Leadership Manager

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.