



NATIONAL COLLEGE OF
BUSINESS
THE SCHOOL FOR BUSINESS

Career Application

Professional Standard Requirements for ALL Team Members

Whatever you think about business...

*...think
the* **OPPOSITE**

| | |
|---------------------------------|--|
| <i>Your Name</i> | |
| <i>Your Address</i> | |
| <i>Your Email Address</i> | |
| <i>Your Best Contact Number</i> | |
| <i>Your Birthday</i> | |
| <i>Today's Date</i> | |

The Fine Print

The NCB receives your Career Application in the strictest Privacy and Confidence. Information you provide will NOT be used as market research, sold or passed on to third party's.

Our intention is to ensure that we match the very best people with the very best career position on the Team. It is through this application and our interview process that we maintain our reputation as being the standard in our Industry by the quality of people we select.

All the very best as you explore your potential opportunity with us!

Date received: / /

Handed to:

Thank You Letter Sent:: / /

The National College of Business

INTENTION

To increase the success of small and medium sized businesses in Australia.

VISION

To be a \$100 million international brand; a recognised name when it comes to street smart education for small business. With 10 locations throughout Australia, and colleges in the UK, Asia and New Zealand, the company is privately owned with equity partners and is known as 'the place' to work, with profit sharing opportunities for team members and a strong internally driven leadership program. There is a team of 150 people who are positive, passionate, enthusiastic, extra mile, very much customer oriented and proud to be part of such a dynamic, ever evolving organisation that lives and breathes constant and never ending improvement and fulfils on its intention, team and individual goals. We donate a percentage of our profit each year to charity, and we are an inspiration to those who use our services.

MISSION

To create an experience for everyone who comes in contact with us. We do this by being a hub for business, going the extra-mile in whatever we do and adding value at every interaction.

We are committed that our clients win at the game of life!



NATIONAL COLLEGE OF
BUSINESS
THE SCHOOL FOR BUSINESS OWNERS

Your Application, Career Description & Professional Expectations for Joining the Awesome Team at the ...



**NATIONAL COLLEGE OF
BUSINESS**
THE SCHOOL FOR BUSINESS OWNERS

All positions available at the NCB are an integral part of the success and smooth operations of our colleges. Our goal is to put you in a position that keeps you challenged, makes you happy and “work” becomes a fun place and a place you enjoy being. Please complete the following application with brutal honesty so that we can ensure we place you in a position that really will make work fun!!

The following pages contain all of the requirements for our current available positions...

- Our business mission statement
 - The detailed promises we make to our customers and clients
 - The beliefs and philosophies we preach and practice at the colleges
 - A brief personality profile
 - A quick quiz regarding your current work skills
 - An evaluation of the work activities you most enjoy doing
 - Some easy questions so we can get to know you better
 - The general requirements for all team members
-
- *Please read every page and each individual point*
 - *Please sign and date each individual requirement you feel you can perform at 100% on a daily basis*
 - *Please mark the points where you may have a problem meeting the required standard. Open discussion is welcomed*
 - *Please complete the personality profile*
 - *Please complete the attitude and skills evaluation*
 - *Please answer the get to know you questions*

We will review and give feed-back on your performance after your...

- First week
- First month
- Every 3 months ongoing

If you have any questions or problems regarding any of the requirements please feel free to discuss them with me personally at anytime.

We wish you every success in securing an exciting position with our company, however we look forward to seeing you achieve all of your business and personal goals...whatever your future may hold.

Yours in health, happiness and much success...

Jon & Danyelle Mailer
College Directors

*“If you want something you have never had...
You may have to do something you have never done!!”*

Personality Profile...*What kind of person are you?*

In the spaces provided below identify the behaviors which are MOST—TO—LEAST characteristic of you as a person. Working left to right across the top of the page place 4 next to the word used to describe you best, 3 second, 2 next and 1, the least like you.

4 Directing

3 Influencing

1 Steady

2 Cautious

| | | | | | | | |
|------------------------|---------------|--|--------------|--|---------------|--|---------------|
| | Directing | | Influencing | | Steady | | Cautious |
| | Self certain | | Optimistic | | Deliberate | | Restrained |
| | Adventurous | | Enthusiastic | | Predictable | | Logical |
| | Decisive | | Open | | Patient | | Analytical |
| | Daring | | Impulsive | | Stabilizing | | Precise |
| | Restless | | Emotional | | Protective | | Skeptical |
| | Competitive | | Persuading | | Accommodating | | Curious |
| | Assertive | | Talkative | | Modest | | Direct |
| | Experimenting | | Charming | | Loyal | | Consistent |
| | Forceful | | Sensitive | | Sincere | | Perfectionist |
| Add your totals | | | | | | | |

| 1. 40 | 2. 40 | 3. 40 | 4. 40 |
|-------|-------|-------|-------|
| 38 | 38 | 38 | 38 |
| 36 | 36 | 36 | 36 |
| 34 | 34 | 34 | 34 |
| 32 | 32 | 32 | 32 |
| 30 | 30 | 30 | 30 |
| 28 | 28 | 28 | 28 |
| 26 | 26 | 26 | 26 |
| 24 | 24 | 24 | 24 |
| 22 | 22 | 22 | 22 |
| 20 | 20 | 20 | 20 |
| 18 | 18 | 18 | 18 |
| 16 | 16 | 16 | 16 |
| 14 | 14 | 14 | 14 |
| 12 | 12 | 12 | 12 |
| 10 | 10 | 10 | 10 |

- Be brutally honest
- Go with your first thought
- Analyze your personality from the perspective of your work environment-Which word describes you best at work?

Briefly describe the kind of person you are at work...

Work Quick Quiz

How organized are you

1....2....3....4....5....6....7....8....9....10

I live life moment by moment

I plan every hour of my day

Comments: _____

Describe your time management skills

1....2....3....4....5....6....7....8....9....10

I never have enough time to do the things I have to or want to

I always make time for work, rest and PLAY!!

Comments: _____

How do you handle stress

1....2....3....4....5....6....7....8....9....10

I never let anything get to me. I love a challenge.

I often feel out of control

Comments: _____

Describe your attitude to your career

1....2....3....4....5....6....7....8....9....10

I work so I can make money to enjoy life outside work

I don't work to make money-the money is an extra bonus for the fun and challenge I get from working

Comments: _____

Describe your ability to handle evaluation, feed-back and confrontation

1....2....3....4....5....6....7....8....9....10

I don't seek out regular evaluation and /or feed-back and I avoid confrontation

I couldn't work without regular evaluation and feed-back and I find confrontation a challenge

Comments: _____

Describe how you present yourself

1....2....3....4....5....6....7....8....9....10

I hate going to the effort

Being confident and dressing well is who I am

Comments: _____

Describe your desire to work as part of a team

1....2....3....4....5....6....7....8....9....10

I prefer to work by myself

I work better in a team environment

Comments: _____

NOTE: There are no right or wrong answers, we just want to place you in a position that will make you the happiest and most productive

Your Career Missions

These are the missions that happen regularly at our colleges. In your position you will need a general understanding of all of the following. Please identify your honest likes and dislikes in all of the following areas so we can provide you with a career position you will really enjoy...

| Activity | Love it | <i>I don't love it but doing it doesn't bother me</i> | Hate it | Comments |
|---|----------------|--|----------------|-----------------|
| Following systems | | | | |
| Making phone calls to people you don't know | | | | |
| Making calls to people you do know | | | | |
| Returning phone messages | | | | |
| Handling customer complaints on the phone | | | | |
| Handling customer complaints in person | | | | |
| Meeting people you don't know in your work environment | | | | |
| Meeting people you don't know in their work environment | | | | |
| Sales on the phone | | | | |
| Sales in person | | | | |
| Meeting targets and budgets | | | | |
| Filling out reports | | | | |
| Speaking in front of a group of people | | | | |
| Researching new information | | | | |
| Dealing with dollars, accounts, stock take of supplies | | | | |
| Cleaning | | | | |
| Shopping/running errands for the office etc on foot | | | | |
| Shopping/running errands for the office etc in the car | | | | |
| Driving for 45 minutes—1 hour during work hours | | | | |
| Working weekends | | | | |
| Working nights | | | | |
| Working public holidays | | | | |
| Team meetings & Team Training outside 9-5 hours | | | | |
| Work social events outside 9-5 hours | | | | |
| Wearing a corporate suit and being superbly well presented at all times | | | | |
| Wearing a name badge, having a business card and being known by a unique NCB position description. E.g. Princess of Paperwork, Business Guru, E Queen, Course Coach, Campus Captain | | | | |
| Representing your College in a positive manner both in presentation and action at all times during and after your work hours | | | | |

NCB Management Activities

- *What do you love to do at work, what turns you on to come to work?*
- *What will you be prepared to do even if you don't love it?*
- *Activities that would stop you from enjoying your work ?*

| Activity | Love it | I don't love it but doing it doesn't bother me | Hate it | Comments |
|---|---------|--|---------|----------|
| Organising, running and reporting on team meetings | | | | |
| Organising, running and reporting on individual team member meetings | | | | |
| Hiring team members | | | | |
| Training team members | | | | |
| Managing team members who are no longer working to expectation | | | | |
| Firing inappropriate team members | | | | |
| Acknowledging and praising your team for doing things right (publicly, specifically, immediately, verbally and in writing) | | | | |
| Noticing and reprimanding your team when things are not being done correctly (in private, specifically, immediately, verbally and in writing) | | | | |
| Managing team conflict | | | | |
| Producing and writing new systems and systems manuals | | | | |
| Updating current systems manuals | | | | |
| Setting agendas and rosters | | | | |
| Constantly working on the smooth operations of your department in every area | | | | |
| Holding your team accountable to their career description | | | | |
| Accepting and analyzing weekly reports from the team members in your department | | | | |
| Delegating missions | | | | |
| Accepting responsibility for your team | | | | |
| Organising business or social events | | | | |
| Reporting to the directors regarding your team and your position (written and verbally) | | | | |

Please answer the following questions so we can help you achieve your goals

If you could have any job or career, what would you absolutely love to do? _____

How much money would you really like to earn to live really comfortably? _____

How old do you want to be when you retire from work? _____

Where would you really like to live? Describe the house, suburb, city, country. _____

What is your dream car/form of transport? What color is it, how much does it cost, have you driven it/ridden it/flown it?

Where would you like to go on holidays and how often would you like to go? _____

Do you want to/have you ever travelled? Where to and for how long? _____

What are some of the things you would really like to have in your life on a regular basis but you can't afford at the moment?

What are 5 things you would like to do with your life but you haven't done yet and 2 reasons why you haven't?

- 1.
- 2.
- 3.
- 4.
- 5.

What was the last book you read that you really enjoyed? _____

What was the last movie you watched that you really enjoyed? _____

What kind of music do you like? _____

What hobbies/interests do you have? _____

Do you have the support of your partner, family, friends when it comes to your career/job?

Comments:

Questions about yourself AT WORK, to help us get to know you better...

- I am happiest when....
- My greatest career satisfaction comes when...
- I am most proud of myself because...
- My major strengths are...
- The areas I need to work on are...
- I get angry, upset or sad when...
- My frustrations are...
- The thing/things that hinder my progress are...
- Right now I am feeling...
- The emotion I find the most difficult to control is...
- In a group I usually get most involved when...
- When I meet new people I ...
- When I am working by myself I ...
- I believe in...
- My most frequent daydreams are about...
- When I think about the future I see myself...

General requirements for the entire NCB Team

You must be punctual. You must arrive 30 minutes before the start of any presentation if you are a Course Coach, 15 mins early for all other team members. *Sign and date:* _____

If you are one of the last team members at the college, at the end of the day, you will need to help clean the college, complete a cleaning checklist and lock up. *Sign and date:* _____

Please wear corporate, business attire at all times, whenever you are in the college. This includes your days off, if you are attending any NCB courses/programs or if you *drop into the college when you are not working*.

- Black business suits. Guys and Girls. Girls can wear a corporate purple suit or jacket. Purple must be showing significantly from the front
- Black, white or purple business shirt. No T-Shirts, stretch tops, sleeveless tops or cleavage showing
- Purple business tie for the guys (Black is fine if you are wearing a purple shirt, a white tie is fine if your are wearing a purple shirt)
- Purple tie or scarf for the girls
- Plain cotton or wool, hole-less **black** socks for the guys-no exceptions
- Professional make-up for the girls (red and natural are the only 2 corporate colours)
- Corporate jewellery for the girls. One only necklace, one bracelet, one ring on each hand, one earring in each ear (earlobes only)-no piercings or tattoo's are to be visible except corporate earrings for the girls
- No jewellery for the guys except a tasteful ring and watch-no piercings or tattoo's are to be visible
- Neat, clean, well cut, tidy hairstyle (short for the guys)
- Modest length skirt length for the girls (if you kneel on the floor, your skirt must touch the ground), corporate pants are great
- A jacket must be worn at all times for all team members including arriving and leaving the college
- No belly buttons, abdominals, midriffs to be showing
- Crisply ironed and clean clothing
- Your name badge (supplied) must be worn at all times on the right side of your jacket. If you forget your badge you must wear a generic badge
- Professional, **all black**, corporate shiny shoes (Girls are not to wear flat or sling-back shoes. All shoes must be fully closed in.)

Sign and date: _____

Graduation is a Black Tie event: Name badge for all team members. Guys must wear a suit and tie, Girls must wear a **long**, elegant, evening dress. Graduation is a very important part of the "WOW experience" for our participants. Please remember you are representing the NCB at all times so practice your superb communication techniques and do everything you can plus more to make our participants, their family and friends, feel special, important and worthwhile!! Drinking alcohol is limited.

Sign and date: _____

Please treat everybody who comes in contact with our college with the utmost respect. Treat them as the most important people in the world, special & worthwhile....Consistent, friendly, enthusiastic, helpful personality. Consistent, happy, smiley face. Administration missions and team conversations ALWAYS come second to the phone or NCB visitors

Sign and date: _____

After you have practiced and are great with the phone script, you must answer any ringing phones at anytime. It is a # 1 priority. *Sign and date:* _____

Please uphold all of the the NCB beliefs, philosophies and mission statement *Sign and date:* _____

Do not disclose or discuss company business with people outside your team *Sign and date:* _____

Please work as part of our team, communicating any problems, frustrations or misunderstandings. Your inability to resolve any personal issues with other team members will conclude your association with the team-immediately!!

Sign and date: _____

There must be no physical, personal relationships with any of our present participants. Should you find your soul-mate/life partner among our students we wish you every happiness however you will have to wait until they have completed their course and graduated to pursue a relationship. *Sign and date:* _____

Honesty is of utmost importance. We are unable to tolerate dishonesty and it will be a reason for your immediate retirement from our team. *Sign and date:* _____

Please do not bring your personal problems, challenges or hassles to work. We do not want you to come to work if your are unable to function at 100% the whole time you are at work. 24 hours notice would be most appreciated

Sign and date: _____

As a member of The NCB Team, your career choice will represent a company that believes in success, health, wellness and respect for ourselves, each other and all the people we come in contact with. Our request is that your life, both in and out of your working hours be a representation of your career choice.

If your are unable to live up to this expectation, we would respectfully ask you to seek out another career choice!!

These professional standards have been carefully considered and they are representative of our college and our business. Please review each point very seriously before signing and please expect to be held accountable to your signatures. Thank-you!

Your Professional Value & Worth

The following attributes are valued and necessary in the NCB Team please tick and comment on the attributes that you bring to our team.

Positive attitude []

Honesty []

Loyalty []

Integrity []

Commitment to excellence []

Commitment to customer service excellence []

Accountability []

Ability to handle and grow from feed-back []

Responsibility and the willingness to accept it []

Common sense []

Self confidence and self belief []

Lateral thinking []

Punctuality []

The ability to be a positive member of a team []

Extra mile attitude []

Immaculate presentation []

The ability to disassociate from negative talk, gossip and complaints []

What formal qualifications do you bring to your position at the NCB?

Tertiary qualifications [] Please describe

Post Graduate qualifications [] Please describe

Certificate IV workplace assessor []

Current First Aid []

Other certified areas []

Your Professional Value & Worth (cont')

What formal skills do you bring to your position at the NCB?

Formal Publisher, Access and Excel computer skills [] Please describe:

Formal professional speaking skills []

Formal sales skills []

Formal business ownership skills []

Formal business management skills []

Formal manual writing skills []

Formal data storage skills []

Formal research skills []

Formal administration skills []

Formal accounting or money handling skills []

What experience do you bring to your position at the NCB?

Computer experience [] Please describe:

Professional speaking experience [] Please describe:

Sales experience [] Please describe:

Business ownership experience [] Please describe:

Business management experience [] Please describe:

Manual writing experience [] Please describe:

Paid speaking engagements [] Please describe:

Marketing and advertising experience [] Please describe:

Administration experience [] Please describe:

Accounting or money handling experience [] Please describe:

Your Professional Value & Worth (cont')

Your ideas that have been successfully implemented into the organisation you work for that have...

Improved the customer service excellence:

Improved the smooth running and efficiency of the administration systems:

Improved the quality of the product or service:

Drastically increased the bottom line for your company:

Your professional development:

Training you have undertaken in the past 12 months, outside of work hours that have improved your value or worth to your organisation...

Books you have read:

Audio tapes you have listened to:

Seminars, workshops or conferences you have attended:

National College of Business courses:

Others:

Skills you have gained in the past 12 months, outside of work hours that have improved your value or worth to your organization...

Computer skills:

Sales skills:

Management skills:

Business skills:

Others:

Your Professional Value & Worth (cont')

Your productivity scale

1....2....3....4....5....6....7....8....9....10

You waste time, procrastinate, do the easy things first

At least 3 times a day

Comments: _____

You make full use of every working hour with

important and urgent business growth missions

Your responsibility scale

1....2....3....4....5....6....7....8....9....10

You blame other people or justify if you make a mistake

Comments: _____

You take full responsibility for your mistakes, blame

nobody but yourself and learn from your mistakes

Your positivity scale

1....2....3....4....5....6....7....8....9....10

You share your problems and complaints with other team members

You get involved in office gossip and you complain about the things that don't suit you

You never share your problems and complaints with other team members. You never get involved in office gossip and you only discuss your challenges with the people who can

Your accountability scale

1....2....3....4....5....6....7....8....9....10

You blame other people for your success or failure

You work to a set of rules and professional standards determined by your organization or your boss

You hold your self accountable to your own professional standards and you are always striving for excellence, improvement and growth, regardless of the people around you

Demand more of the world and it will laugh in your face!

Demand more of yourself and the world will reward you in the most amazing ways!

*Thank you for completing this application for a position on the NCB Team.
Next step is to email, fax or hand this application in person to the NCB.*



“YOU” PTY LTD...

You are the CEO, the Director and The
General Manager of your own life!!

You are strong
You are powerful
You are confident
You are secure in your own self worth
You do not seek attention
You do not need the acceptance of others
The only approval you need is the silent approval of your own
self respect

You have no comfort zone
Whatever you fear you do it-and fear it no longer

You are the example you lead by
You add value to peoples lives
You dream for the people who have forgotten how
You teach others what you know
You help those who truly want to help themselves
You make the people around you happy, wealthy and successful
You give without condition

You are the designer of your life
You are the leader for your team
You are the producer of your success
You lay no blame, make no excuses and you take full
responsibility for yourself
You are a winner because you have decided to be!!

Rowena Szeszeran-McEvoy