



NATIONAL COLLEGE OF
BUSINESS
THE SCHOOL FOR BUSINESS

National College of Business

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Student handbook

We're available to help you achieve your goals!

Welcome to the National College of Business. We value our students, and want to help you make a success of your time with us.

The National College of Business is dedicated to assisting you in the achievement of their individual goals.

Training offered by the National College of Business

The National College of Business offers a wide range of results driven training programs, aimed at achieving your business success.

We currently offer Nationally Recognised Training in the Certificate IV in Small Business Management, Certificate IV in Business Sales and Certificate IV in Frontline Management.

Expectations of participants

To avoid any confusion in the future the following expectations of behaviour are provided. Compliance with these expectations is required by all participants.

- ✓ Comply with occupational health and safety regulations at all times
- ✓ Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- ✓ Comply with workplace harassment, victimisation and bullying regulations at all times
- ✓ Ensure that behaviour is of a level acceptable to the workplace at all times
- ✓ Complete training and assessment activities within agreed timeframes
- ✓ Communicate any difficulties with completion of activities or assessment with your Course Coach
- ✓ Inform your college in advance of any intended absences
- ✓ If you are for some reason unable to attend one of your sessions. Please call the College to let us know so we can arrange for you to make up the session at another time.
- ✓ Feel free to ask any questions that are related to your course and the coaches will answer them to the best of their ability.
- ✓ We do ask that you are punctual at the start of your session and after all your breaks as the session will go on with out you.
- ✓ We also ask that you respect the other course participants by not speaking while others are speaking and giving others the same respect that you would like yourself.
- ✓ Please turn your mobile phone off while sitting in the program to avoid disrupting the course.

Selection of applicants for enrolment

- Applicants who meet the requirements for course entry as stated in the training package will be accepted
- Where there are more applicants meeting course entry requirements than there are available places, applicants will be accepted on a 'first come, first served' basis. Persons not accepted on this basis will be offered enrolment in the next course scheduled.

Enrolment and induction

- All potential participants are to be provided with a copy of the participant handbook prior to enrolment.
- All participants are to sign an acknowledgement form stating that all items on the form had been fully explained to them.
- Signed acknowledgement forms are to be placed on the individual student's file.

Fees and refund policy

- The National College of Business safeguards fees paid by students enrolled in Nationally Recognised Training. Funds will only be drawn down when you commence training.
- Refund decisions are to be made in writing and refunds granted by the Dollars Department. Processing of refunds may take up to 30 days.
- The National College of Business will grant participants a 100% refund if:
 - After 30 days of commencement of the program, they feel that the standard of information in the program did not meet their expectations
- A \$100 administration fee will apply.

Complaint, grievance & appeal procedures

The grievance procedures involve the complainant initiating the following:

- Discussion with the relevant coach, participant, administrator or coordinator about the grievance as soon as possible
- If it is unable to be resolved, the grievance is to be taken before the Training Manager at the college
- If it is unable to be resolved at this level, the grievance can be formalised and the written complaint/appeal lodged with the Training Manager who will refer the grievance to the appeals committee
- If the grievance is still unresolved, it may be referred to the Directors of the National College of Business
- The CEO will convene meetings of the appeals committee or directors of the National College of Business with the appellant/complainant as soon as is practical after the complaint, grievance, appeal is referred to that level in the grievance procedure.
- The Training Manager will provide to the appellant/complainant in writing, the outcome of each complaint, grievance or appeal, including reasons for the decision, within five working days of the decision being made.

Recognition of prior learning

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- π Life experiences
- π Previous formal learning
- π Employment
- π Recreational or personal interests

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply speak to your Coach.

Mutual recognition

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered including the recency of the qualification, mapping to the current training and if the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- π the original statement of attainment and/or certificate for your Trainer to sight
- π a copy of the statement of attainment and/or certificate

Competency based training & assessment

Participants enrolled in training that will lead to either a statement of attainment or certificate, are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:

- π Written/oral assessments
- π Practical demonstrations
- π Completion of case studies and similar activities
- π Development of a portfolio
- π Work samples
- π Third party reports
- π Completion of Assessment Activity Workbook

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed competent or not yet competent, through tasks relevant to the skills/knowledge being demonstrated.

Results

All participants will receive their assessment feedback and result within 14 days of submission of an assessment.

On completion of a certificate or unit of study the National College of Business will issue statements of attainment/certificates within 14 days.

Access to participant files

Participant files may only be accessed by the CEO, Training Manager, coach and/or assessor or an auditor appointed by the DET. Access by administrative staff to participants files will only be for the purpose of updating files as directed by one of the afore mentioned.

All Participants have a right to view their own files and may do so upon request to the training manager.

Access to a file by a third party other than as above can only be provided with the written consent of the participant.

Learning support

You have access to:

- Coaches at the beginning and end of each training session;
- Additional resource books and materials are available throughout the course;
- Reading lists and bibliographies relating to the course content;
- Comprehensive course manuals that cover all assessable material;
- Home study workbooks covering the curriculum of the course;

- Additional support services can be accessed on behalf of the participant if required, such as literacy and numeracy support

Assessment support

The course structure provides the following support:

- Individualised feedback from the course co-ordinator if you don't achieve competency in any unit;
- The opportunity to attend a refresher course at no charge;

During course support

The course structure provides the following support to students:

- Peer coaching and accelerated learning techniques are used to assist individual learning;
- Participants are offered the opportunity (free of charge) to re-attend components of the course that they feel they need further tuition in at any time;
- Participants can utilise the flexibility of the course structure to complete units at their own individual learning pace;
- Participants can arrange one-on-one sessions with our Coaches, at times to suit both parties

Post course support

Following the completion of the course participants may:

- Contact the course co-ordinator concerning clarification on any part of the course of study;
- Resit any course they have participated in at no additional cost.

Change of personal details

Should you change any of your personal details please inform the Happy Admin Team immediately of your new details. Such details include address, name, contact telephone number etc.

Course evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Through out your training you will be asked to provide your thoughts and comments on the training received. We also encourage all participants to contact us should they wish to provide feedback or comments on any aspect of the service they have received.

Access & equity policy

Based on the *Access and Equity Policy for the Vocational Education and Training System* National College of Business will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate, quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

Relevant Legislation & Acts

The following is a list of relevant legislation and Acts. Links have been set up on our website to provide you with more information should you require.

Visit www.collegeofbusiness.com.au

- Workplace Health and Safety Act 1995
- Industrial Relations Act 1999
- Privacy Act 1988
- Copyright Act 1968
- Legislation for Managing and Minimising Risk
- VETE Act 2000 & Training Reform Act 2003
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Trade Practices Act 1974
- Commission for Children and Young People and Child Guardian Act 2000

Additional information is available at www.smallbusiness.gov.au

Declaration

I _____ have read, understand and agree with the information provided within this handbook regarding:

- ✓ Training offered by the National College of Business
- ✓ Expectations of participants
- ✓ Student selection for enrolment
- ✓ Enrolment and induction
- ✓ Refund policy
- ✓ Complaint, grievance & appeals
- ✓ Recognition of Prior Learning
- ✓ Mutual recognition
- ✓ Competency based training & assessment
- ✓ Results
- ✓ Access to participant records
- ✓ Learning support
- ✓ Assessment support
- ✓ During course support
- ✓ Post course support
- ✓ Change of personal details
- ✓ Course evaluation
- ✓ Access & equity
- ✓ Relevant legislation & Acts

Signed: _____ Date: _____