



FOUNDED 1894
williams
business college

Student Handbook



RTO Code: 41316

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1 Welcome

Welcome to Williams Business College. We sincerely hope you will gain great benefit from the course in which you have enrolled. This student handbook has been put together to ensure participants have access to all the information they will need. Please feel free to call our Academic Manager, Stephen Mifsud, if you have any queries regarding your course or information provided to you. We wish you a rewarding experience in your pursuit of lifelong learning through education and training. Our staff are readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours. Should you have any feedback to provide us, it can be done through our feedback forms, trainers, coordinator or any of the management team.

2 Our Mission

To be a place for students to learn and unlock their potential for the business world.

3 Student Selection, Admission Process, Enrolment and Induction, WH&S and Student's Rights and Responsibilities

3.1 Selection

To be considered for direct entry to training programs offered by Williams Business College, applicants must meet the below requirements:

For entry into our Diploma courses, you need to:

- Demonstrate that you have the Language, Literacy and Numeracy Skills to be able to satisfactorily complete the training program applied for; and
- Engage in a selection interview to assess overall suitability.

Students must adhere to the Williams Business College code of conduct and student rights and responsibilities.

All candidates enrolling in courses at Williams Business College have the opportunity to withdraw and receive a refund (see below).

On pre-enrolment, students will need to provide formal identification through a birth certificate, driver's license or passport. These must be sighted and signed by a Williams Business College trainer/employee.

You may be eligible for credit or recognition towards other courses.

You may be eligible for Austudy or Abstudy by applying through Centrelink.

3.2 Enrolment

The Enrolment Process begins by completion of the Williams Business College Application for Admission form. The form can be found on our website and is to be submitted online. <http://williams.edu.au/enrol-now/>

3.3 Admission

Students are formally admitted at the conclusion of the first information session.

3.4 Induction

Students are given specific course information either as pre-reading to the first information session or at the first information session. Students are asked to sign that they have received information on the course hours, content, assessment requirements, WH&S and completion information at the first session.

3.5 Workplace Health and Safety

Participants are required to:

- Wear clothing and shoes appropriate to the course (see Student Dress Code) and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment;
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others;
- Listen carefully to the tutor when s/he is informing you of WH&S matters;
- Read the Williams Business College's WH&S Policy;
- Ensure the trainer is aware of issues relating to WH&S regulations or any practices you believe to be unsafe;
- Abide by WH&S rules; and
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.

3.6 The Rights and Responsibilities of Participants

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes;
- Students have the right to be reassessed if competency is not met in the first instance;
- It is the student's responsibility to notify Williams Business College or senior management when enrolling if support is required (e.g. help with literacy, transport, access to venue etc.);
- Students are responsible for personal possessions during class; and
- It is every participant's responsibility to respect the rights of other participants, tutors and staff while attending a Williams Business College course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk;
- Is deemed to be disruptive;
- Hampers others' learning; or
- Interferes with the Williams Business College's Code of Practice.

4 Students' Checklist

Each student should complete this checklist upon their enrolment into a course.

Course Name:	Course Code:
Unit Name / Code (if applicable):	
Course Study Method:	
National Provider Number:	
Trainer:	Phone:
Assessor:	Phone:
Course Coordinator:	Phone:

	Tasks To Do:	Date Completed:
1	Read through Williams Business College's course / unit / module information.	
2	Complete online <i>Application for Admission</i> Form.	
3	When received, complete <i>Student Declaration Agreement (found in Student Course Acceptance Agreement)</i> , place a copy in your course file and return to info@williams.edu.au	
4	Attend the first information session (either online or on campus) for your particular course. Finalise your training and assessment plan and keep a copy in your manual.	
5	Become familiar with the competencies in your course / unit of study.	
6	Prepare for your first instructional session where you may be able to nominate the competencies you can demonstrate immediately. Your assessor will discuss how you can demonstrate them and arrange an assessment.	
7	Prepare for your first assessment by practicing the tasks that will allow you to demonstrate the competencies to be assessed.	
8	After the assessment of a competency is completed, ensure that you and your assessor sign your <i>Assessment Record Log</i> .	
9	Contact the Williams Business College Academic Manager, Stephen Mifsud if you have any problems concerning your study.	
10	Ensure that you are available for the assessment tasks to be undertaken. Contact your assessor / trainer if you cannot complete the assessment at the pre-arranged time.	

5 Code of Practice

Williams Business College has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice provides all policies and procedures and it is a requirement of employment and a requirement of study at Williams Business College that all personnel abide by it. To obtain a copy, please ask at reception.

5.1 Legislation

We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few. There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation please visit the Australasian Legal Information Institute website - www.austlii.edu.au.

The legislation that particularly affects your participation in Vocational Education and Training includes:

- Commonwealth legislation
- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Skilling Australia's Workforce Act 2005
- Work Health and Safety Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Further Education and Training Act 2014
- Vocational Education and Training Act 2005
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Higher Education Support Act 2003

5.2 Access, Equity, Client Selection and Admission

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and minimum age requirements based on training package or industry advice and Language, Literacy and Numeracy skills will be accepted into any training/assessment program. Williams Business College incorporates the principles of equity into all programs. Williams Business College's staff have been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual

does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

5.3 Recognition of Prior Learning (RPL)

Williams Business College recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

5.4 National Recognition

Williams Business College may provide national recognition for any formal learning that a client has undertaken.

5.5 Enrolment, Induction and Orientation

Williams Business College conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

- The completion of an *Application for Admission Form* with at least **one of the three forms of identification** required:
 - Driver's License; or
 - Passport; or
 - Birth Certificate; and identifies any specific needs of the individual client with regard to:
- Language, Literacy and Numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support, welfare and guidance services arrangements;
- Appeals and complaints procedures;
- Disciplinary procedures; and
- Recognition arrangements.

5.6 Marketing

Should Williams Business College market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. Williams Business College will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

5.6.1 Ethical Marketing Practices

Williams Business College will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

Williams Business College will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

Williams Business College will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

Williams Business College will always accurately represent training products and services to prospective clients.

Williams Business College ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

5.6.2 Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to Williams Business College's RTO status, the products and services covered by the organisation's *Scope of Registration* are clearly identified. Williams Business College only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Williams Business College identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Williams Business College comply with the names/titles recognised by the State or Commonwealth Registration Authority.

Full information on specific courses is available from Williams Business College prior to enrolment.

5.7 Language, Literacy and Numeracy

Williams Business College recognises that all vocational training includes language, literacy and numeracy tasks and all Williams Business College trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.
 - Where some clients require additional practice and training, Williams Business College arranges appropriate language, literacy and numeracy support.

5.8 Delivery

Williams Business College ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

Williams Business College affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Williams Business College are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Williams Business College does not engage 3rd party delivery. We are the sole provider of training and assessment.

5.9 Assessment

Williams Business College has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses.

Williams Business College is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Williams Business College remains consistent with the National Assessment Principles and the requirements of Training Packages.

5.9.1 Assessment Principles

Williams Business College ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

- Reliable
All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- Flexible
Assessment will be offered in the classroom, in the training environment (simulated), or via recognition of prior learning/national recognition. Williams Business College will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- Fair
Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- Valid
Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

5.9.2 Assessment Pathways

Williams Business College offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Classroom training and assessment;
- Online training and assessment;
- Recognition of prior learning; and
- National Recognition.

5.9.3 Assessor Qualifications

Williams Business College ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses.

If staff members of Williams Business College do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Williams Business College may also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve Williams Business College staff members assessing in conjunction with industry specialists and/or qualified external assessors.

5.9.4 Assessment Resources

Williams Business College, when designing assessment resources, ensures that all aspects of competence are covered, including:

- Task skills (performance of individual tasks);
- Task management skills (managing a number of different tasks within the job);
- Contingency management skills (responding to problems, breakdowns and changes in routine); and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

5.9.5 Conducting Assessment

When conducting assessment, Williams Business College ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the AQTF Standards/ Standards for Registered Training Organisations (RTOs) 2015.

Williams Business College ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Williams Business College always follow the methodology outlined below:

1. Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (Recognition of Prior Learning/National Recognition) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.

5. As assessments are undertaken, Williams Business College trainers/assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to students.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by Williams Business College include, but are in no way limited to:

- Demonstration;
- Questioning;
- Role-play;
- Simulation;
- Oral presentation;
- Graphic presentation;
- Projects/assignments;
- Audio/visual display;
- Written tests; and
- Skills portfolio.

5.10 Complaints and Appeals System

The complaints and appeals system is designed to ensure that clients are able to present their complaint free of charge and in a fair and equitable manner.

The complaints and appeals procedure ensures that clients have access to an independent arbiter if necessary.

The complaints and appeals procedure ensures complaints and appeals are resolved within the specified time frame.

Management must, as part of the complaints and appeals procedure, inform clients clearly of the complaint or appeal outcomes in writing.

The complaints and appeals process will be available to all clients of Williams Business College, including where services are being provided on behalf of Williams Business College by a third party.

5.10.1 Complaint Process

To initiate the complaint process:

- The client speaks directly with the person concerned to resolve the problem within 7 days, or writes to the Chief Executive Officer within 21 days if unable to speak directly to the person concerned; and
- While not mandatory, it is strongly recommended that the client lodges the complaint in writing, and, where possible, using the appropriate form.

To investigate the complaint:

- Acknowledge receipt of the complaint and investigate the matter with all concerned parties;
- For complaints regarding assessment, organise remarking or reassessment as necessary;

- For non-assessment complaints, ensure that the investigation is appropriate to the nature and seriousness of the complaint, calling on external investigators if necessary; and
- In all cases, the investigation is to be conducted, fairly, openly, and impartially.

To resolve the complaint:

- Respond to all concerned parties in writing within 21 days of receiving the complaint with results of the investigation;
- If the complaint requires more than 60 calendar days to resolve, then the client will be notified in writing, including being provided a reason why, and will be notified in writing of the progress of the complaint every week thereafter until the complaint is resolved;
- Meet all parties to seek conciliation. If unsuccessful, refer the matter to an independent third party/panel acceptable to all parties;
- Ensure that results of the investigation include any corrective action necessary to prevent similar complaints and ensure that the changes are implemented; and
- Advise all parties of the Appeal Process and/or any external organisations that may assist, for example, police, counselling organisations, Consumer Affairs etc. if the complaint is unresolved.

To finalise the complaint:

- Update records including the Complaints & Appeals Register.

5.10.2 Appeals Process

To initiate the appeal process:

- The client lodges an appeal directly to the Chief Executive Officer within 21 days of being advised of the outcome of a complaint or assessment; and
- While not mandatory, it is strongly recommended that the client lodges the appeal in writing and, where possible, using the appropriate form.

To resolve the appeal:

- Acknowledge the appeal in writing and alert all concerned parties that an appeal has been lodged within 7 days of receiving the appeal;
- For appeals regarding assessment, organise remarking or reassessment acceptable to all parties to the appeal. Either the Chief Executive Officer or the client may seek reassessment or arbitration by an independent third party/panel acceptable to all parties;
- For non-assessment appeals, first meet all parties to seek conciliation. If unsuccessful, refer the matter to an independent third party/panel acceptable to all parties;
- Williams Business College has an arrangement in place with RTO Doctor to independently investigate all appeals on its behalf;
- If the appeal requires more than 60 calendar days to resolve, then the client will be notified in writing, including being provided a reason why, and will be notified in writing of the progress of the complaint every week thereafter until the complaint is resolved; and
- In all cases the appeal is to be conducted fairly, openly and impartially.

To notify all parties of the appeal decision:

- The independent appeals body and Williams Business College must report the results of the appeal and any corrective action to be taken to all concerned parties; and
- The independent appeals body and Williams Business College must advise all parties of any external organisations that may assist, for example, police, counselling organisations, Consumer Affairs etc. if the appeal is unresolved.

To finalise the appeal process:

- Update all records including the *Complaints & Appeals Register*.

5.11 Fees, Charges and Refunds

Refunds are made in accordance with the Refund Procedure. For more information please visit our website for the Fees, Charges and Refunds Policy and Procedure.

5.12 Fee Protection Mechanism

In accordance to the 2015 Standards for Registered Training Organisation (RTO) clause 7.3 states that where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements options set out in Schedule 6.

Williams Business College has decided to choose Option A of schedule 6. Where it stated that “The RTO collects no more than \$1,500 in advance, whether directly or through a third party.”

For more information, please refer to the document “Tuition Assurance Policy”.

Additionally, according to our “Financial Management Procedure” section 7.3 Fees Paid in Advance The Chief Executive Officer of Williams Business College will ensure that fees paid in advance are:

- Recorded separately in financial accounts;
- Accessed only on commencement of course;
- Not used for any other purpose; and
- Ensure that monies are drawn down only when the service for which they have been paid is provided.

5.13 Client Welfare, Guidance and Support Services

All students of Williams Business College are treated as individuals and are offered advice and support services which assist students in achieving their identified outcomes.

Williams Business College does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

5.14 Disciplinary Procedures

All Williams Business College students are expected to take responsibility, in line with the *Code of Conduct Policy*, for their own learning and behaviour. Any breaches of discipline will result in the client being given a verbal warning. Further

breaches will result in the client having to “show cause” as to why they should not be excluded from further participation in the program.

5.15 Access to Clients' Records

Each student's records are available to them on request. Students' records are not available to other people unless Williams Business College is requested in writing by the client to allow such access. Once the appeals process (28) days has passed all students work will be maintained in accordance with registration requirements only. If students wish to keep their work once assessed and if it has been maintained for auditing purposes, you are able to get photocopies at a cost of 20c per copy or notify the trainer within 28 days that you want to collect your work.

5.16 Recognition of Prior Learning/National Recognition

Recognition of Prior Learning/National Recognition assessment is available to all students. Students wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Students wishing to apply for Recognition should contact their trainer/assessor.

5.17 Financial Assistance

Williams Business College offer interest-free payment plans to eligible students. For more information on these, please visit <http://williams.edu.au/payment-plans/> or talk to a member of staff.

Government Assistance:

- AUSTUDY
Austudy provides financial help if you are aged 25 years or more and studying an approved full-time course at an approved institution. Please visit the Austudy Payments section of the Centrelink website for more information.
- ABSTUDY
Abstudy is a living allowance for Indigenous secondary or tertiary students, for which local Martin students may be eligible. Please visit the Abstudy Payments section of the Centrelink website for more information.
- YOUTH ALLOWANCE
You may be eligible for Youth Allowance if you are 16 to 24 years of age (or 15 years if considered independent) and studying full-time at an approved institution.
Please visit the Youth Allowance section of the Centrelink website for further information regarding your eligibility.

For more information on government study assistance, please visit <http://studyassist.gov.au/sites/StudyAssist>

6 Williams Business College's Scope of Registration with Australian Skills Quality Authority

Williams Business College offers accredited courses, short courses, units of competency and full qualifications from Training Packages. Williams Business College' course offerings change regularly in accordance with our students' needs and industry requirements. As at January 2016, Williams Business College's *Scope of Registration* includes:

- BSB50415 - Diploma of Business Administration
- BSB50215 - Diploma of Business
- BSB51915 - Diploma of Leadership and Management

Williams Business College will provide mentoring programs for job seekers in the local area. The program will be made up of a series of workshops aimed to support meaningful employment.

7 Australian Qualifications Framework

7.1 AQF Qualifications - Diplomas

For a complete listing of the occupations and qualifications available, please refer to <http://www.training.gov.au>

Contact List

CEO: Kel Gleeson

Academic Manager: Stephen Mifsud

Admissions: Catherine Thoroughgood

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