



Student Handbook

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What is this Training all about?

The Commonwealth Government has engaged an Industry Association (IBSA) to develop Training programs for Business and Customer environments. In turn, the Commonwealth Government has endorsed these training packages and they are now recognised by every State & Federal government. The aim is to teach, recognise and reward you with a Certificate for the skills you learn in the courses.

Who will Train me?

A qualified and experienced Trainer from Edmund Barton College will work with you to get you the Training you need to complete the course. This Trainer will assist in Training and assessing your work.

What will I get out of it?

When you have completed the course, you will receive a nationally accredited qualification under the banner of the government endorsed Nationally Recognised Training.



If you start but do not complete the course, you will receive a Statement of Attainment for those units which you have completed and have been assessed as competent.

How long will Training take?

This training is delivered to you 100% online. You can work through the training at your own speed. This means you can fast-track getting your qualification, or take your time. In the table below, you can see expected and maximum lengths of time for each course;

Course Name	Expected duration	Maximum Duration
Certificate III in Customer Engagement BSB30215	6 months	12 months
Certificate III in Business BSB30115	6 months	12 months
Certificate III in Business Administration BSB30415	6 months	12 months
Certificate IV in Customer Engagement BSB40315	8 months	12 months
Certificate IV in Business BSB40215	8 months	12 months
Certificate IV in Business Administration BSB40515	8 months	12 months
Certificate IV in Leadership & Management BSB42015	8 months	12 months
Diploma of Business BSB50215	8 months	24 months
Diploma of Leadership and Management BSB51915	12 months	24 months



Can anyone do the Training?

Yes. In accordance with our Code of Practice, Edmund Barton College will, in no way, discriminate against anyone.

Where will the Training be Held?

All training and assessments are delivered and submitted online. You will not need to attend any physical location. You can study at a place of your choosing. However, we do recommend that you study in a quiet place, free of distractions.

What do I have to do?

You will be entering into a Training Arrangement, which will be agreed upon by you and Edmund Barton College. We all need to work together so that you earn the Qualification to which you are entitled.

These are your responsibilities:

1. You are required to tell us if you have any prior learning or credit transfers that might assist in the early completion of your course.
2. You are required to participate in and complete any Training and assessments which Edmund Barton College will provide to you.
3. You are required to inform us of any changes to your personal details for our records.
4. You are required to be on good behaviour and not under the influence of alcohol or illegal drugs.
5. You must allow other Trainees to complete their course without disruption or threat or intimidation or bullying.
6. We ask you to tell us if you are having problems completing or understanding the course.
7. We ask you to tell us if you think you have been treated unfairly or have been assessed unfairly.
8. We ask you to tell us if you think you are experiencing technical difficulties during the study of your course.



What are my Rights?

As a Student of Edmund Barton College, you have a number of rights; these are:

1. Edmund Barton College staff must obey our Code of Practice which details a required standard of behaviour. You have the right to access this Code of Practice and, if you feel we have breached this, you are free to contact us to make a complaint.
2. You have a right to receive training that will enable you to successfully complete the course in which you have enrolled; this includes sufficient time, resources, instruction and assessment.
3. You have a right to appeal your assessments;
 - Simply put your request for an appeal to your Trainer within seven (7) days of receiving your assessment. Edmund Barton College will provide you with a document for your appeal.
 - Your Trainer will discuss your appeal with you within seven (7) days and will propose a resolution.
 - If you are unhappy with the Trainer's resolution, you are permitted to appeal further.
 - You are entitled to a second assessment by an independent Assessor and you will be advised of the outcome in writing within fourteen (14) days.
 - If you are unhappy with the second assessment, you are permitted to appeal further. You have seven (7) days to lodge your second appeal.
 - You have the right to have your case heard by a representative of the Department of Education and Training.
4. You have a right to study in a safe environment without prejudice, discrimination, harassment or threat; you are covered under the following Acts of legislation*:
 - Industrial and Commercial Training Act 1989 (C'wealth)
 - Anti-Discrimination Act 1977 (NSW)
 - Human Rights and Equal Opportunity Commission Act 1986 (C'wealth)
 - Racial Discrimination Act 1975 (C'wealth)
 - Sex Discrimination Act 1984 (C'wealth)
 - Disability Discrimination Act 1992 (C'wealth)

* For more details, go to <http://www.austlii.edu.au/> or contact us.



What's the Cost?

The fees for each course are on our website at www.edmundbartoncollege.edu.au/

The fee you pay to Edmund Barton College provides for all learning resources, tuition and issuing of your Qualification. Note; supplying a second copy of your Qualification will incur a fee of \$55 (inc GST) every time you request a copy.

I have already completed full or part of a related Qualification(s)

That's great! Just as indicated above, you may be eligible for **Credit Transfer**. You must tell us **BEFORE** you agree to beginning a course with us, as your Qualifications might help you to get through the course and receive your Certificate more quickly, or they might prevent you from doing the course altogether. If you are not sure, please ask a representative of Edmund Barton College.

Edmund Barton College recognises the AQF qualifications and Statements of Attainment from other Registered Training Organisations.

Does my experience help?

Yes. You may be entitled to **Recognition of Prior Learning** which is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

If you have any skills and/or experience that you feel may contribute to your course, please tell us **BEFORE** you agree to commencing a course. Edmund Barton College may be able to help you to get through the course and receive your Qualification more quickly.

Will I get Assignments or Homework?

Yes. Depending on the course and level, you may be given tasks or projects to complete. These help us to determine if you have the skills and knowledge and evidence to determine how competent you are in the training. You might be asked to *review* a skill if your assessment of a skill is not satisfactory the first time.



How will I be Assessed?

Edmund Barton College assesses according to evidence demonstrated in pre-determined performance criteria for competencies as detailed by the training package developed by the Industry Association (ITAB).

Each course will be broken into individual units (or subjects) of skills and knowledge, which are called Competencies.

Each competency can be broken down to Elements, which describe the competency in detail.

Each element has its own Performance Criteria, which will tell you exactly what you need to learn and practice in order to be assessed as "competent".

Edmund Barton College will provide you with Learning Material, which gives you all the information about the competencies, elements and performance criteria and you will be shown what they mean. Your Trainer will help you to learn and practice the performance criteria before you are assessed.

You will be assessed on your skills and knowledge of the performance criteria.

For example:

Course Name:	Certificate III in Customer Engagement BSB30215
Unit of Competency:	BSBCUE203 Conduct customer engagement
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Provide quality service in response to customer queries
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	2.1 Use technology to respond to customer queries 2.2 Greet customer according to enterprise protocol and encompass cultural diversity 2.3 Establish and clarify customer needs 2.4 Satisfy customer needs promptly, efficiently and effectively to maximise customer satisfaction and minimise delays and need to refer customer elsewhere 2.5 Respond to customer concerns in a positive manner and in line with enterprise policy for complaint resolution 2.6 Treat customer with respect and courtesy, and enhance and develop customer loyalty 2.7 Complete follow up action according to engagement escalation policy, timeframes, business rules and practices, and in line with customer expectations



Course Name:	Certificate III in Business BSB30115
Unit of Competency:	Maintain business resources BSBADM311
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Monitor resource usage and maintenance
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	2.1 Ensure resource handling is in accordance with established organisational requirements including occupational health and safety requirements 2.2 Use business technology to monitor and identify the effective use of resources 2.3 Use consultation with individuals and teams to facilitate effective decision-making on the appropriate allocation of resources 2.4 Identify and adhere to relevant policies regarding resource use in the performance of operational tasks 2.5 Routinely monitor and compare resource usage with estimated requirements in budget plans

Course Name:	Certificate III in Business Admin BSB30415
Unit of Competency:	Develop keyboarding speed and accuracy BSBITU307
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Identify and develop keyboard skills
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	2.1 Identify and apply keyboard functions for both alpha and numeric strokes 2.2 Apply touch-typing technique to complete tasks 2.3 Develop speed and accuracy in accordance with workplace requirements for level of responsibility



Course Name:	Certificate IV in Customer Engagement BSB40315
Competency:	BSBCUS401 Coordinate implementation of customer service strategies
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Identify requirements of the customer contact role
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<ul style="list-style-type: none"> 1.1 Identify <i>specific customer contact operations</i> and relate these to the industry-wide context 1.2 Identify the role of customer contact in relation to the organisation 1.3 Identify personal customer contact role and operations 1.4 Relate personal operations to organisation’s customer contact objectives 1.5 Identify the major components of the <i>customer contact infrastructure</i> 1.6 Relate personal operations to customer contact infrastructure

Course Name:	Certificate IV in Business BSB40215
Unit of Competency:	Coordinate business resources BSBADM409
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Determine resource requirements
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<ul style="list-style-type: none"> 1.1 Determine resource requirements in accordance with business and operational plans and organisational requirements 1.2 Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements 1.3 Ensure resource expenditure is realistic and makes efficient use of available budget resources 1.4 Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology



Course Name:	Certificate IV in Business Admin BSB40515
Unit of Competency:	Organise meetings BSBADM405
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Make meeting arrangements
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<ul style="list-style-type: none"> 1.1 Identify the type of meeting being organised and its purpose 1.2 Identify and comply with any legal or ethical requirements 1.3 Identify requirements of the meeting and its participants 1.4 Make meeting arrangements in accordance with meeting and participants requirements 1.5 Advise participants of meeting details

Course Name:	Certificate IV in Leadership & Management BSB42015
Unit of Competency:	Make a presentation BSBCMM401
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Prepare a presentation
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<ul style="list-style-type: none"> 1.1 Plan and document presentation approach and intended outcomes 1.2 Choose presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed 1.3 Select presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas 1.4 Brief others involved in the presentation on their roles/responsibilities within the presentation 1.5 Select techniques to evaluate presentation effectiveness



Course Name:	Diploma in Business BSB50215
Unit of Competency:	Plan and manage conferences BSBADM503
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Organise conference
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<p>3.1 Make conference arrangements in accordance with booking lead times and budget allocation/s</p> <p>3.2 Record acceptances, receipt fees and confirm participants within designated timelines</p> <p>3.3 Identify and cater for participants' specific needs</p> <p>3.4 Confirm program details and prepare conference papers in accordance with speakers' requirements and conference timeline</p> <p>3.5 Despatch pre conference information to participants within designated timelines</p>

Course Name:	Diploma in Leadership & Management BSB51918
Unit of Competency:	Develop and use emotional intelligence BSBLDR511
Element: <i>Elements describe the essential outcomes of a unit of competency.</i>	Identify the impact of own emotions on others in the workplace
Performance Criteria: <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	<p>1.1 Identify and use evaluation criteria to determine own emotional strengths and weaknesses</p> <p>1.2 Identify personal stressors and own emotional states related to the workplace</p> <p>1.3 Analyse and document potential emotional triggers in workplace situations which may require determine appropriate emotional responses</p> <p>1.4 Evaluate the impact of own workplace behaviours that demonstrate management of emotions</p> <p>1.5 Use self-reflection and feedback from others to improve development of own emotional intelligence</p>



What Evidence will we seek?

When you are being assessed on the performance criteria, Edmund Barton College will look for evidence that is accurate, relevant and valid which will substantiate your skills and knowledge. This is what is known as an Evidence Guide. You will be advised on what evidence you need to supply for every competency.

Using an example of *Work effectively in customer contact*, the Evidence Guide that your Assessor will seek in this instance is:

**Evidence
Guide:**

- demonstrate professional performance, compliance and adherence to KPIs in contact centre role
- demonstrate effective teamwork
- demonstrate knowledge of industry-specific regulatory and legislative requirements and how they apply to work performance.

Each Evidence Guide will also show you what the essential, or underpinning skills and knowledge that needs to be learned for that competency.

How will we collect the Evidence?

Evidence can take many forms, but commonly they are:

Direct

- Written tests or Projects
- Observing and inspecting past performance or a simulated demonstration
- Scenario or role play demonstration
- Case study analysis
- Demonstrations

Indirect

- Checking reports, job cards, data sheets, etc.
- Certificates or statements from courses you have completed or attended
- Analysing your work experience prior to commencing the course

Supplementary

- Asking questions verbally
- Asking your supervisor for his/her opinion
- Asking your clients how they have found your performance



Where will we find the Evidence?

Normally, we will ask you to collect this evidence and send it to us online.

What variables will we take into account?

We will be careful not to disadvantage you due to factors that cause difficulty in meeting the performance criteria; e.g., difficulties with technologies, low light, loud noises, etc.

What are the possible outcomes from my Assessment?

After an Assessment has been conducted, there are two possible findings. These are:

A. Competent

You have demonstrated through the evidence given that you have met the performance criteria

B. Not Yet Competent

You have not met the performance criteria and you need further training or development or practice before competency can be recognised

What if I don't agree with my Assessment?

If you receive an assessment that you do not agree with, you are free to appeal. If you want to appeal, please refer to [What are my Rights? – Page 4.](#)

Can I cancel once I've started?

Yes, but you must let us know by emailing us at; info@edmundbartoncollege.edu.au

You can be provided with a Statement of Attainment from Edmund Barton College, which will allow you to start the course again (at another time / registered training organisation) without losing the effort or achievement that you have already completed.

Please refer to our Refund Policy for details of cancellation fees and possible refunds.



What is Edmund Barton College's Refunds Policy?

In addition to our obligations under Australian Consumer Law, if for any reason you are not 100% happy with your course, Edmund Barton College offers you a 30-day money-back guarantee.

That is, if you choose to cancel, Edmund Barton College will refund anything you have paid in excess of our admin fee*.

*The conditions are;

1. You have not completed more than 1 unit through to assessment stage, and
2. You let us know in writing that you wish to cancel within 30 days of enrolling, and
3. We will be entitled to retain an admin fee, which is equal to one month's payment under your chosen course's "Start Me Up" plan.

Cancellations and Refund Requests need to be emailed to us at info@edmundbartoncollege.edu.au

The expected time to process refunds is around 21 days.

What if I need Help?

Edmund Barton College is committed to helping you to get through your Training. We are here to help you with any problem that you may have which you find is interfering with your completing the course. We encourage you to tell us what the problem is, and we will do our best to help. No judgement.

We're not necessarily experts so, if Edmund Barton College cannot help you, we might be able to refer you to someone or an agency that can provide specialist help.

Problems Speaking, Understanding or Reading English?

No problem. Our Trainers can assess your language skills. You may be entitled to English Language Training that will help you to better understand the Training course. You simply need to tell us that you need help.



What if I have a Complaint?

Edmund Barton College Pty Ltd welcomes your complaints. While we try everything to provide a wonderful experience to you, we know that we are not perfect, and we see your complaints as opportunities to improve our service to you. So, please do let us know your complaint. You can do this by following these steps.

- If you have a complaint about how we have handled your personal information, please contact us (details are below).
- Our Customer Experience Team will endeavour in the first instance to deal with your complaint and take any steps necessary to resolve the matter within a week.
- If your complaint can't be resolved at first instance, you can escalate your complaints to the CEO in writing.
- We will endeavour to acknowledge receipt of your complaint within 5 business days of receiving it and to complete our investigation into your complaint in a timely manner.
- In most cases, we expect that complaints will be investigated, and a response provided within 30 days of receipt of your written complaint. If our investigation may take longer, we will let you know.
- If you are unhappy with our response, you can refer your complaint to ASQA who have an online complaints portal (asqaconnect.asqa.gov.au).
- You have a right to put forward your complaint anonymously or by using a pseudonym if your complaint is of a general nature. But, if it's specific in nature, ASQA will probably require you to identify yourself.
- We may be required to refer complaints about breaches of privacy to the relevant Commonwealth Department.

Code of Practice

Edmund Barton College staff must obey our Code of Practice which details a required standard of behaviour when we deliver and assess your Training. You have the right to access and question this Code of Practice, by contacting Edmund Barton College. It covers:

1. *Recruitment and admission of Students*
2. *Training Delivery Procedures*
3. *Assessment Procedures*
4. *Marketing of Training and Assessment Services*
5. *Appeals and Grievance Procedures*
6. *Client Fees, Charges and Welfare Policy*
7. *Student Welfare and Guidance Services*
8. *Legislation Compliance*
9. *Occupational Health & Safety*
10. *Entry Requirements for Traineeships*



Occupational Health and Safety

Please take care of the health and safety of yourself and others when studying. Watch out for things like;

- Back issues
- Fatigue
- Eye-sight issues
- Listening when the volume is too loud

What is our Privacy Policy?

You will find our Privacy Policy on our website.

If you want to know any details about you that we may have on file, you simply need only ask us by emailing us at info@edmundbartoncollege.edu.au

What's the Process from Here?

Once you understand all about the courses, we will proceed along these steps:

1. Considering trying a free unit on the www.edmundbartoncollege.edu.au website.
2. Choose a course that is right for you.
3. Click on the 'Enrol Now' button on the www.edmundbartoncollege.edu.au website.
4. Complete the enrolment forms.
5. Edmund Barton College will help you to determine what credit transfer and prior learning and experience you may already have.
6. Edmund Barton College will help you work through the course and to ensure that the skills and knowledge are being learned to the necessary level of competency.
7. Edmund Barton College will assess if you have learned the nominated skills.
8. When you have completed every skill in every unit, Edmund Barton College will arrange for your Certificate to be issued.



What Units can I choose in any given course?

Every course will have its own specific training package. In that training package will be rules on what units are **core** and what are **electives**. You must do all core units. You can choose which elective units you want to do, but they must add up to the required number and may be restricted to certain groups. Take a look at each course on the www.edmundbartoncollege.edu.au website to see what you can do. You'll find that every course has more units than you need to do, so you will have some choice in what you want to study.



What do you think of us?

Trainee Feedback Form

Edmund Barton College is continually searching for the best way to deliver our Training to you. As such, we encourage and value your feedback. At the completion of the course, we will ask you to answer the questions below;

Your name: _____

Your Employer: _____

Your Trainer's name: _____

Please answer the questions below by putting a tick (✓) in the box which you think is best.

Questions	Very Poor	Poor	Good	Very Good
How happy are you with your Trainer?				
How well did your Trainer give directions?				
How relevant were your assessments?				
How easy was it to follow the course content?				
How accurate was your assessment?				
How helpful was Edmund Barton College?				
How well did Edmund Barton College cater for your individual needs?				
How much fun did you have?				

Any comments on how Edmund Barton College can make it better for the next Trainee?

Signed: _____

Date: ___ / ___ / ____

Thank you for your comments!

Please note that all your records as a Trainee are confidentially maintained by Edmund Barton College and are available at any time for you to access simply by emailing us at info@edmundbartoncollege.edu.au



Our Contact Details

You can reach us via:

- **Phone:** 02 9135 2966
- **Email:** info@edmundbartoncollege.edu.au
- **Website:** www.edmundbartoncollege.edu.au
- **Post:** PO Box 1142 NORTH SYDNEY NSW 2059
- **Office:** 100 Walker St NORTH SYDNEY NSW 2060