Welcome to Phoenix Business College. This student handout outlines the responsibilities that you have to Phoenix Business College and the responsibilities that Phoenix Business College has to you if you choose our College to further your education and career prospects.

About Phoenix Business College

Phoenix Business College is a Registered Training Organisation that has been established in Western Australia since 1990. Phoenix has grown and developed over the years offering a wide range of training courses to the general public, auspice services to schools and professional development to private organisations. In the last three years Phoenix has operated the Federal Government Productivity Places Program that assists job seekers and employed people gain further qualifications to enhance their future employment prospects and career goals.

Phoenix Business College has grown as a result of our strong commitment to maintaining an excellent customer focus and to offering the very best in training.

Phoenix Business College aims to:

- Support and facilitate Vocational Education and Training
- Assist learning and development initiatives in industry
- Focus on continual improvement across all our areas of training and delivery
- Provide an excellent customer service
- Provide on-going help and assistance with employment

We do this by:

- Producing high quality teaching and learning materials
- Providing professional development to teaching staff
- Identifying learning and development needs
- Evaluating and reviewing existing learning and development systems
- Delivering high quality training
- Working with all stakeholders to provide appropriate services that are cost effective, focussed on delivering solutions and benefits, flexible and contextualised to the individual/enterprise.
- Maintaining a high standard of training

Our areas of expertise include:

- Business Services
- Financial Services
- Training and Assessment
- Occupational Health and safety
- Advertising
Phoenix Business College

CODE OF PRACTICE

*Phoenix Business College is committed to providing quality training to all participants and recognises that training and learning is a two-way relationship.*

- As a Registered Training organisation, Phoenix Business College operates within the principles and Standards of the Australian Quality Training Framework.

- All trainers and assessors are qualified.

- All trainers and assessors are sensitive to the needs of course participants.

- Participants are provided with the appropriate learning materials necessary to achieve outcomes.

- Participants are given on-going guidance and support.

- Phoenix Business College complies with relevant Commonwealth and State legislation and requirements including OH&S, anti discrimination, VET and privacy.

- Participants will be provided with all appropriate information including, course details, assessment requirements, and all relevant policies and procedures.

- Phoenix Business College will continually monitor and improve their performance by collecting and acting upon information gathered, including, evaluation, learner feedback, and self assessment.

- Phoenix Business College provides a safe, inclusive and happy learning environment.

The next few pages outline some of our Policy and Procedures that you should know about.
CONFIDENTIALTY AND PRIVACY

Phoenix Business College will only use personal information provided by you for the purpose/s for which it has been collected, and will not disclose the personal information to any third party without your written consent.

Phoenix Business College is bound by the National Privacy principles contained in the Commonwealth Privacy Act.

What information do we collect?

The type of information Phoenix Business College collects and holds is personal information, including sensitive information, about:

- Students that enrol in Phoenix Business College courses and qualifications.
- Job applicants, staff members, student’s using our employment services.

Phoenix Business College will collect personal information held about an individual by way of registration forms filled out by the students when enrolling in courses. On occasions people other than students provide personal information (Centrelink, welfare and employment agencies or insurance companies dealing with students who are re-training.

How will Phoenix Business College use this information?

Phoenix Business College will use personal information for the primary purpose of registration in courses and sending out statements and certificates, or correspondence relevant to this, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which the student has consented.

Who might Phoenix Business College disclose personal information to?

Phoenix Business College may disclose personal information, including sensitive information, held about an individual to:

- Government departments as directed and required
- Anyone the individual authorises Phoenix Business College to disclose information to in writing.

Management and security of personal information.

Phoenix Business College has in place steps to protect the personal information held from misuse, loss unauthorised access, modification by use of various methods including restricted access rights to computerised records. Phoenix Business College endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information at any time by contacting the reception.

Students have the right to check what personal information Phoenix Business College is holding at anytime. Phoenix Business College will not hold information longer than is legally necessary. Information that is no longer required will be shredded.
Assessment

Vocational Education and Training is about providing skills and knowledge for work. In order to gain your qualification you need to provide evidence that you are competent in a number of skills, knowledge and understanding. To gather the evidence you will be given tasks to carry out. These may be case studies, projects, reviews or demonstrations. You will also have to complete some integrated assignments or make up a portfolio of work.

When you have developed all your new skills and learning and we have collected sufficient evidence of your competency, you will receive your qualification.

This type of competency based learning, means that you are not being assessed or measured against other people. You are simply demonstrating that you have certain skills, knowledge and understanding.

RPL – Recognition of Prior Learning

RCC - Recognition of Current Competencies

Phoenix Business College will recognise the AQF qualifications and statements of attainment issued by other RTO’s.

A requirement of all Registered Training Organisations (RTOs) is to provide recognition for participants who may have already attained competence through a combination of:

- Training completed through other RTOs (Credit Transfer)
- Work experience
- General life experience.

Phoenix Business College has produced RPL/RCC self assessment guides for students. These guides provide information on how to apply for recognition and how to determine if the student’s previous experiences support a claim being submitted. If you would like more information on the RPL process please contact the College Administration.

FEES

The College will not collect fees in advance on Nationally Accredited Courses. A deposit of $250 will be collected on enrolment. If students have requested a deferred payment plan, this will be implemented according to their application.

Where student wish to pay their fees in advance of their studies these will be invoiced and collected at the commencement of each group of units. At no time will these fees amount to more than $1000.

For short courses and non accredited courses the full fee will be payable in advance, or through a payment plan by agreement with the College Administration.
PAYMENT PLAN

Phoenix Business College operates an in-house payment plan. This means that students can spread the cost of their course of study out over the duration of the course. An initial non-refundable $250.00 deposit is required. An administrative cost of $150 is added to the course fees. The balance is then divided by the number of weeks the course is likely to run for and this is the amount that will be deducted by direct debit. Students will be provided with the conditions and direct debit forms on request.

GRIEVANCE POLICY

Complaints

If you have a complaint or a grievance that has not been resolved to your satisfaction the following procedures will be implemented.

The student will be given the opportunity to outline their grievance to the College Administrator on a one on one basis. The student will be informed prior to the meeting that they may have a person of their choice with them.

If the grievance is not resolved at this meeting the student will be informed that they may put their grievance in writing and given the opportunity for it to be heard by a third person independent of the College.

If these steps do not bring about an adequate solution the student will be informed of their right to go to the Training Accreditation Council and given any assistance they need to put their grievance to the Council.

Appeals Policy

If a student wishes to appeal against a particular result, the assessment is remarked and then reviewed with the student. If the student is still unhappy, a supplementary assessment may then be completed. If the appeal is unsuccessful, then the student is advised of their right to approach the Training Accreditation Council with the complaint.

Details about the course you have enrolled in or are considering are outlined in the following pages.

Enjoy you study at Phoenix Business College and Rise Above all the others when it comes to Career Goals.