TRAINEESHIP INFORMATION GUIDE

Table of Contents

Welcome to Integrity Business College!

Established in 2005, Integrity Business College is a Nationwide Registered Training Organisation with students across multiple states, primarily in Victoria, South Australia and Tasmania.

As a leading Registered Training Organisation (RTO), we are committed to delivering high-quality training programs designed to meet your unique needs.

With our extensive expertise and industry experience, we specialise in providing tailored, nationally recognised programs in key areas such as Information Technology, Business, and Leadership and Management.

At Integrity Business College, we go beyond traditional training methods. We specialise in traineeship training, which offers a unique opportunity for individuals to gain practical skills and experience while working towards a nationally recognised qualification.

Additionally, we are deeply committed to fostering strong relationships between employers and job seekers. We understand the importance of employer engagement in facilitating successful career transitions. Through our extensive network of industry partners, we actively collaborate with employers to identify their specific needs and align our training programs accordingly.

We look forward to working with you and your team!

Kind regards

Peter Venables
Managing Director

Dylan Venables
Operations Manager

BUSINESS

BSB20120 – Certificate II in Workplace Skills*
Overview: For new entrants entering the workforce who will learning skills relating to customer service, Workplace Health and Safety, time management and proficiency in basic office computer applications.
Training Duration: 10-12mths

BSB30120 – Certificate III in Business*
Overview: This course will provide a sound knowledge and skill base for a business and administrative career, gaining skills in computer applications, customer service, creating business documentation as well as working effectively within in a team environment
Training Duration: 10-12mths

BSB30120 – Certificate III in Business (Customer Engagement)*
Overview: This is an ideal program for those aiming for a career as a customer service representative, contact centre operator or sales consultant. This course equips students with skills in handling customer complaints, delivering excellent customer service, utilising various communication channels, managing time efficiently and working effectively in a team environment
Training Duration: 10-12mths

BSB40120 – Certificate IV in Business
Overview: Individuals in these roles are working towards advancing their administrative career. Those in this role will develop the skills to create complex documents and spreadsheets, complete project work and build and maintain business relationships.
Training Duration: 6-12mths

BSB40120 – Certificate IV in Business (Operations)
Overview: This course is designed for individuals who are involve in or aspire to take on supervisory responsibilities. These individuals will carry out a blend of specialised and moderately complex administrative or operational tasks
Training Duration: 6-12mths

BSB40120 – Certificate IV in Business (Administration)
Overview: The qualification includes units designed to expand career opportunities in mid-level business administration. It allows the student to develop a wide array of business skills, aiding in their pursuit of a promotion or career transition. In the course students will learn to design and produce complex documents and spreadsheets, apply critical thinking skills and implement continuous improvement.
Training Duration: 6-12mths

BSB40520 – Certificate IV in Leadership and Management
Overview: This course will provide a sound knowledge and skill base for individuals working at developing and emerging as leaders and managers in the workplace. As well as assuming responsibility for their own work performance and likely to also be providing leadership, guidance and support to others
Training Duration: 6-12mths

BSB40820 – Certificate IV in Marketing & Communication
Overview: The course emphasises practical learning, preparing individuals to tackle real-world scenarios with confidence and creativity. Whether looking to grow their career, expand responsibilities, or step into a dedicated marketing role, this qualification is a pathway to success.
Training Duration: 6-12mths

INFORMATION TECHNOLOGY

ICT30120 – Certificate III in Information Technology*

Overview: This qualification equips individuals with the skills and knowledge to competently perform a variety of general information and communications technology (ICT) technical functions. It includes units that cover fundamental skills in networking and cybersecurity prevention.
Training Duration: 10-12mths

ICT40120 – Certificate IV in Information Technology

Overview: This course reflects the role of an individual who already has basic understandings of general Information and communication technology (ICT). With this course students will advance their skills relating to installing, configuring and testing networks and servers in organisations, systems administration support, and advanced skills in cybersecurity prevention.
Training Duration: 12-18mths

ICT50220 – Diploma in Information Technology

Overview: This course equips individuals with the skills and knowledge necessary to administer and manage information and communications technology (ICT) support in small to medium enterprises (SMEs). Participants will gain advanced networking skills, including configuring and managing virtual computer environments and securing ICT networks. Additionally, the course enhances their abilities in systems administration and cybersecurity by focusing on policy development, procedure improvement, and leadership /facilitation.
Training Duration: 12-18mths

ICT30120 – Certificate III in Information Technology & BSBSS00094 Cyber Security Awareness Skill Set

Overview: This course is designed to equip you with essential skills in information technology, including the installation and configuration of software, hardware troubleshooting, and basic network management. In addition, the Cyber Security Awareness Skill Set ensures that you develop a keen understanding of cybersecurity principles, including identifying and responding to potential security threats, maintaining secure digital environments, and understanding the ethical and legal responsibilities involved in managing sensitive data.
Training Duration: 10-12mths

ICT40120 – Certificate IV in Information Technology & BSBSS00093 Cyber Security Threat Assessment Risk Management Skill Set

Overview: Certificate IV in Information Technology (ICT40120) and Cyber security threat assessment risk management skill set (BSBSS00093) is for individuals looking to build on existing IT knowledge and gain specialised expertise in cyber security. Combining the advanced IT training of Certificate IV in Information Technology (ICT40120) with the strategic skills of the Cyber Security Threat Assessment Risk Management Skill Set (BSBSS00093), this program is ideal for those aiming to elevate their career in the ever-evolving field of technology.
Training Duration: 12-18mths

* Available to be delivered via a School Based Traineeship arrangement, please visit our website for further information

FEES:

Integrity Business College has State funding available in South Australia, Victoria and Tasmania however can also deliver Fee for Service in all other states and territories of Australia.

To view our fees you can visit our website at www.integritybusinesscollege.au or contact our Client Relations Team on 1300 731 451 or email customerservie@integritybusinesscollege.com

DELIVERY:

VIRTUAL CLASSROOM Logging into an interactive virtual classroom platform where a trainer is available for the entirety of the class.

Business: Either fortnightly or every 3 weeks, 3-hour classes with a trainer and other learners.

Information Technology: Weekly or fortnightly classes with a trainer and other learners. Logging into the virtual classroom platform

CLASSROOM
Business / Information Technology: Fortnightly classes held in our offices (Docklands Campus).

SBATS:
Business / Information Technology: Weekly 3-hour classes available on Wednesday or Friday with morning or afternoon sessions available. *In specific cases, other tailored options may be available

ENROLMENT PROCESS

To enrol a trainee there are a few steps that need to be considered.

1. Engaging with an Australian Apprenticeship Support Network provider. The provider will assign a consultant who will complete a national training contract between yourself and your trainee. They will register the contract on the official government portals and assist / administer federal incentives where applicable.
   Integrity Business College has great relationships with Apprenticeship Providers in all states and is happy to assist you in engaging with a provider if you do not already have a provider of choice.

2. Contact Integrity Business College advising of sign up and provide employer and trainee details (see page 9)

3. Once sign up has been completed with your Apprenticeship Provider and you have confirmed this with Integrity Business College we will begin our enrolment process.

4. Our enrolment team will be in touch where we will coordinate a time to complete an enrolment meeting (either in person or virtually) and will issue all required enrolment paperwork for completion prior to our enrolment meeting.

5. Once enrolment meeting has been completed and contract has been approved on relevant State Government system (where applicable) we will invite your trainee/s to attend an online induction and unit commencement where they will be informed on how to access their coursework and attend their classes.

6. Class / Unit schedule and trainer contact details are sent to all trainee/s with employer contact person included.

7. Training begins!

STUDENT MANAGEMENT

Integrity Business College prides itself on being responsive and communicative throughout the trainee/s training and understands the importance of keeping employers informed throughout the training.

To do this, we have a commitment to you that we will notify an appropriate employer representative if your trainee/s have not attended their classes within 30-45mins of class starting.

You will also receive monthly progress reports (see page 11) and are happy to discuss their progress should you have any questions at any time with a dedicated Integrity consultant assigned to yourself and your trainee/s

 We will also commit to completing up to four progress check-ins over a 12mth period where we will discuss attendance, progress and upcoming units with an appropriate employer representative.

We also love to celebrate the success stories; you will see us post a student of the month on our website and in our monthly newsletter and love to deliver certificates (where possible) in person.

ROLE OF HOST SUPERVISOR / MANAGER

- Where applicable the supervisor should provide work scenarios that the student can use when completing their practicals of each unit (Example – Creating a work instruction document that can be used within the workplace).

- Allows the student to attend their scheduled classes and ideally an additional 3hours of study time in their off week so they can complete their training within the scheduled timeframe.

- Communicates with Integrity Business College when a student has upcoming leave or is unable to attend their scheduled class due to personal leave.

- Where applicable will make themselves available to discuss their learners progress throughout the training schedule.

LEARNER OBLIGATIONS

- Participate and interact constructively and consistently during all activities associated within the program.

- Abide by all policies and procedures in relation to online learning and completion of documentation as advised by IBC.

- Be responsible for their own learning and only present their own work when submitting assessments.

- Display appropriate conduct.

- Submit and complete all assignments by the required due date and in the instructed format.

- Attend all sessions and always be punctual.

- Notify the Integrity Business College if unable to attend any activity.

LOCATIONS

Level 4, Suite 401B
198 Harbour Esplanade, Docklands, 3008

217 Flinders Street, Adelaide, 5000
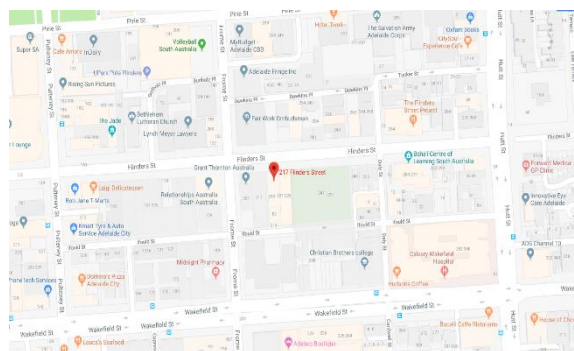
New Enrolment – Trainee Details Form

Trainee Details	
Name:	
Address:	
DOB	
Email	
Mobile Number	
Traineeship Details	
Name of Qualification	
Commencement of Employment	
Full Time / Part Time	
Health Care Card Concession (Y/N)?	
Sign up occurred with Apprenticeship Provider (Y/N)?	
Trainees School Details if Applicable (SBAT)	
Name of School	
School Contact	
Phone Number	
Email	
Employer / Host Details	
Host Employer Trading Name	
Contact Name	
Address	
Phone Number	
Email	
GT Details (where applicable)	
GT Consultant	
GT Consultant Email Address	
GT Consultant Mobile	
GT Admin / Generic Email to be CC	
Notes:	

UNITS OF COMPETENCY

BSB30120 - Certificate III in Business

Unit Code	Unit Name	Nominal Hours	Status	Delivery Date	Sign Off Date
BSBPEF301	Organise personal work priorities	30	C	21/03/2024	05/04/2024
BSBWRT311	Write simple documents	30	C	28/03/2024	15/04/2024
BSBPEF201	Support personal wellbeing in the workplace	50	C	11/04/2024	02/05/2024
BSBSUS211	Participate in sustainable work practices	20	C	02/05/2024	17/05/2024
BSBWHS311	Assist with maintaining workplace safety	40	C	09/05/2024	05/06/2024
BSBOPS304	Deliver and monitor a service to customers	35	CA	09/05/2024	
BSBTEC302	Design and produce spreadsheets	35	N.R.	27/06/2024	
BSBXCM301	Engage in workplace communication	40	N.R.	01/08/2024	
BSBINS302	Organise workplace information	30	N.R.	22/08/2024	
BSBCRT311	Apply critical thinking skills in a team environment	40	N.R.	05/09/2024	
BSBTEC301	Design and produce business documents	80	N.R.	19/09/2024	
BSBTEC404	Use digital technologies to collaborate in a work environment	50	N.R.	24/10/2024	
BSBTWK301	Use inclusive work practices	30	N.R.	14/11/2024	

Unit Status Legend

C	Competent / Pass	CA	Continuing Activity / In Progress	CT	Credit Transfer	N.R.	Not Reported / Not Yet Started

Please note this report is accurate as of 14/06/2024.

Version 2 10112023

CONTACT INFORMATION

For further information please don't hesitate to contact our Client Relations Team on 1300 731 451 / customerservice@integritybusinesscollege.com

Alternatively, if you wish to enrol please complete our online enquiry form available on our website https://www.integritybusinesscollege.au/traineeship-course-enquiry-form/ or by scanning the QR code below.