

Host Employer Information

Integrity Business College assists young Australians completing their secondary school education to have a head start on their business and administration careers by being an Australian School Based Trainee (SBAT).

As a registered training provider with the Australian Skills Quality Authority (ASQA), Integrity Business College has been facilitating SBATs at some of Melbourne's most respected schools across Melbourne for many years.

Schools that have previously had students enrolled in our SBAT Programs include:

- CRC Sydenham
- Diamond Valley Learning Centre
- Diamond Valley Secondary College
- Essendon Keilor College
- Mackillop Catholic Regional College
- Melton Christian College
- Melton Secondary College
- CRC Melton
- St Bernard's College
- Strathmore Secondary College
- Werribee Secondary College
- Santa Maria Secondary College
- Mt Ridley Secondary College
- Bundoora Secondary College
- Caroline Chisholm Catholic College
- East Preston Islamic College
- Fitzroy Secondary College
- Greensborough College
- Keilor Downs Secondary College
- Lakeview Secondary College
- Lalor North Secondary College
- Northcote Secondary College
- Parade College
- Reservoir High School
- The Pavilion
- Thornbury High School

What is a school based traineeship (SBAT)?

A school-based apprenticeship or traineeship (SBAT) arrangement combines part-time work, structured training with a registered training organisation and school studies.

SBAT is available to high school students in Years 10-12 and enables them to gain a nationally recognised qualification and combine their school study with paid employment, as well as the opportunity to gain valuable work skills and increase future employment options.

A SBAT may give students credit towards their Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL).

Why should schools and host employers support this program?

Integrity Business College assists young Australians to have a head start on their careers by being a School Based Trainee while still completing their secondary school education.

Integrity Training Solutions

Level 3, Suite 315, 198 Harbour Esplanade, Docklands, Vic 3008

Adelaide: 217-219 Flinders Street, Adelaide SA 5000

Tel. 1300 731 451

Students gain the following:

- Valuable employment skills
- Hands-on industry experience
- Paid work-placement
- Contribution towards the students VCE or VCAL
- Successful completion of a nationally recognised qualification (Certificate III in Business BSB30115 or Certificate III in Information, Digital Media and Technology ICT30118)

Course structure

Students are required to:

- Partake in 7 hours per week industry work-placement
- 6 hours per week in scheduled classes

Work-placement can be completed:

- One full day per week
- A couple of hours each day
- Completed in blocks (usually coinciding with school holidays)
- Or a combination of the above

School Based Trainees are paid to learn and can be employed directly by their host employers or by **Integrity Training Solutions** who will employ the student directly and pay The seven (7) hours work-placement as well as associated costs giving the host employer the opportunity to provide valuable workplace experience **without the burden of paying another employee**.

Host Employers

Integrity has a large data base of host employers who they work with every year. Host employers play an integral part in the School Based Traineeship process and provide the valuable employment skills and hands-on industry experience.

Work-placement can be done in any industry, for example:

- Real Estate
- Leisure Centres
- Neighbourhood Houses
- Schools
- Councils
- Libraries
- Computer repair stores
- Private enterprises
- And many more

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What will they be able to do at the host employers?

The following is a recommended list of tasks which students enrolled with Integrity Business College could undertake (under appropriate supervision) within a workplace through the duration of their traineeship.

Business & Administration

Months 1-3 Customer Service

- Answer to client queries in a professional manner
- Attend to tasks directed by supervisor
- Ability to prioritise jobs when directed
- Cleaning and tidying the office environment
- Ability to consult with supervisor when unsure of policies and procedures in the workplace
- Assisting and observing in an office
- Produce basic documents

Months 3-6: Administration duties

- Produce basic documents
- Troubleshoot basic printer issues: paper jams, out of paper issues
- Resolving mouse/keyboard issues
- Assist in the process of customer complaints
- Ad hoc duties such as filing, scanning, printing, archiving

Months 6-9: Support Administration

- Produce complex documents
- Proficiently use Word, Excel and PowerPoint
- Receive and process customer complaints professionally
- Troubleshoot computer hardware and software problems without support
- Provide computer support to clients and staff
- Organise and priorities workloads ensuring efficiency and productivity

Information Technology

Month's 1-2: Customer Service

- Answer to client queries
- Attend to helpdesk/job logging system
- Organise and tidy IT store room/ software store/hardware store as directed
- Assisting and observing senior IT staff in level 2/3 support
- Assisting and observing external technicians (Hardware warranty repairs/Xerox printer technicians)

Months 3-4: Hardware Support

- Using Hardware diagnostic tools
- Resolving mouse/keyboard issues, CRT/LCD monitor issues.
- Basic Printer issues: paper jams, connection issues.
- Assist in the Support of Audio Visual Equipment (Data Projectors, Audio Devices, Video Editing Tools)

Months 5-6: Software Support

- Run Windows diagnostic tools
- Basic BIOS configuration
- Anti-virus/Ad-aware configuration and installation.
- Basic software installations
- Troubleshoot basic windows and application issues.

Months 7-8: Network Support

- Network hardware issues
- Basic Wireless troubleshooting
- Basic Network diagnostics
- Joining computers to the domain