




**Australian  
College**  
of Commerce & Management

RTO ID: 1441



# ACCM College

## An Introduction

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 [www.accm.edu.au](http://www.accm.edu.au)

# WHO WE ARE

ACCM College is one of Australia's leading experts in distance training. Our experience has been earned supporting 50,000+ learners over 27 years.



## What we do

- Offer subjects suitable to online learning
- Create industry relevant course materials
- Allow 24/7 access to learning materials
- Reach out directly to help our students
- Form a real partnership with employers
- Deliver real-time course progress updates
- Employ experienced and passionate staff



We feel our motto says it all...

***If you want to study, we want to help***

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# Making Traineeship Management Easier

Experience has shown us that employers need easy to use management tools and meaningful support

*You should never have to wonder how your Trainee is travelling.*

Our Employer Dashboard gives you instant and up to the minute information you can use to help keep your Trainee on track.

Online support is only one way we keep you informed. Our Student Advisers will also reach out and partner with you to overcome any challenges your staff may face impacting their qualification.

*Traineeship paperwork should be easier*

Printing, signing and scanning is time consuming. ACCM College uses DocuSign for most government Traineeship forms.

## Employer Dashboard

*available 24/7 on-line*

### PROVIDES:

- Real-time progress (down to the actual questions completed)
- Log-on and off times
- Subject due dates
- Assessment results
- Receive notes from ACCM advisers
- Ability to sort by trainees, supervisors or qualifications



*For more information click or scan the QR code*



*A successful Traineeship requires a team effort, and we are on your side*



Click on the link below to see other ways we can help you support your trainees

[HTTPS://ACCM.EDU.AU/FOR-EMPLOYERS/EMPLOYER-SUPPORT/](https://accm.edu.au/for-employers/employer-support/)



# Simplifying Competency

*Verifying on-the-job competency is the cornerstone of a Traineeship. This is how we can help...*

**Training Record Books** have been created for each subject your Trainee completes. This living document is designed to capture the most common workplace activities your trainee may complete while demonstrating their on-the-job competence. This forms part of the “evidence” required in vocational training.

A **Supervisor Competency Agreement** is found at the end of each subject in your Trainee’s course. It is also the final step in the workplace Supervisor verifying the Trainee’s competence for that subject.

The Agreement provides an explanation of what competence means, guidance on how to complete the checklist of workplace skills observed, a declaration of competence to be signed and how to update the Training Plan.

**Supervisor Support Packs:** We understand that determining your trainee’s on-the-job competency may be difficult or confronting, especially for first-time supervisors, that’s why every ACCM College subject includes a *Supervisor Support Pack* designed to help by providing:

- A list of skills the Trainee should be competent in upon completion of the Subject
- Practical tasks for developing Trainees’ skills
- Suggested areas for on-the-job training
- Resources for Trainee supervision

*Click here to see other ways we can help you support your trainees*



## Responsibilities of the Supervisor

- Observe Trainees in the workplace
- Determine on-the-job competence
- Complete the Supervisor Checklist
- Sign the Competency Agreement

**Traineeships are at the core of our business, let our experience make your journey easier.**



# Delivery Method and Learning Materials

Scan or click here  
to see **Webclass**  
in action



Our learning materials are delivered online via **Webclass**.  
A state of the art Learning Management System accessible  
24/7 from any web-enabled PC, laptop, tablet or smart phone.  
*All of our materials are written in-house by our industry experts.*



## Self-contained topics

*No "back and forth" within  
our learning material*

Each Section contains  
the specific learning and  
assessment materials  
for that topic.

No need to search through  
pages of material



## Bite sized sections

*Encouraging progress in  
busy work places*

Bite sized sections allow  
shorter study periods.

Easy to jump in, complete a  
section and get back to work.

Ideal for busy work places with  
limited time for study.



## Relevant and meaningful learning material

*Designed for a wide range  
of learning styles*

Written in plain English  
Utilises videos, case studies,  
practical examples, charts, dot  
points and pictures

Great use of white space...  
no word walls of text



Our materials are  
designed and written  
in-house to appeal to a wide-  
range of learning preferences:

## Visual, Audio and Hands-on

*Keeping things interesting and relevant is  
important for learning success.*

# Assessment Materials

*Thoughtfully designed activities gather the evidence we need to determine vocational competency for your staff.*

*We use a range of methods and techniques to keep things fresh, support personal preferences and ensure a depth of coverage.*

- Short answer, Long answer and multiple choice
- Role plays (referred to as Skills Checks)
- Case studies using realistic industry scenarios
- Reports, letters and actual workplace examples
- Direct photo/video evidence of workplace skills
- Completion of industry-relevant forms and activities.

## **Quick turn-around time for Assessment Marking**

Nothing destroys a learner's motivation like waiting for results and feedback.

We normally assess submissions within 2 business days (often the same day), in an industry where the "normal" turn-around is often measured in weeks.

Recognition and positive feedback are always provided, and revisions will always include meaningful feedback to point learners in the right direction.

We will also offer on-the-spot coaching where extra assistance may be needed.

There is never a charge for resubmitting tasks or asking for more help. Ever.



*Students and clients tell us they need...*

**Learning materials that get to the point, encourage regular progress and fit into the gaps of their busy lives.**





# STUDENT SUPPORT

*The foundation of our business and success*

- Our Student Training Advisers (STA) are hired for their industry experience and the ability to establish rapport, build long-term supportive relationships and effectively help their students learn.
- Each Adviser is part of a larger team that work together to support their students.
- Advisers regularly reach out to your staff to offer assistance. Learners are encouraged to call us too!
- Student support , coaching and contact is delivered by phone, video email and SMS - *there is never a charge for any of the support we deliver.*

*Student Training Advisers are hired on a permanent basis, directly from the industries they support. Each Adviser completes their Certificate IV in Training and Assessment, meets the current Standards for RTOs and maintains their industry currency and expertise. Meet some of our team below...*



**Megan M.**

*Student Adviser*

**25 years experience:**

Human Resources  
Leadership and Management  
Project Management



**Karolyn G.**

*Student Adviser*

**35 years experience:**

Business Administration  
Customer Engagement  
Medical Reception

## OUR STUDENT ADVISERS

*drive competent results and progress by:*

providing training, coaching,  
conducting skills checks,  
assessment support  
and other activities



For more information  
click or scan the QR code





# ON BOARDING AND INDUCTION

*Great results start with strong beginnings... ACCM's Service One team is purpose built to help your staff start strong.*



## It Starts with an Enrolment Link

We will send you an email with important information to review and a link to forward to your staff. That link will take your staff straight to our online enrolment form, and in under 7 minutes...they are on their way.

## Initial Skills Assessment

Your staff will complete an Initial Skills Assessment to tell us about their industry experience (if any), prior VET studies, course suitability and language, literacy, numeracy (LLN) and digital skills and help determine any individual support needs.

## Personalised Welcome Call

Within 24 hours of enrolment our Service One onboarding team will call to introduce ACCM, get them started on Webclass and book their full induction.

## On-boarding Discussion

This one-on-one induction will explain their course, ACCM's delivery methods, using Webclass, on the job requirements, accessing learning materials and other program information. We will also finalise the LLN and suitability stage to complete the enrolment process.

## RPL Opportunities

If your staff have completed prior VET studies, it could be applied to their program. This can reduce their workload or highlight where new subjects can be undertaken.

## Determine Elective Choices

If applicable, our Service One team will work with you and your staff to determine the electives to match their roles or goals. If there is a specific skills your staff will need, let us know and we will try to help.

## Strong Starts

The first few weeks are critical to a strong start. Our Service One team will reach out to your staff weekly at first. Ensuring they are making progress, getting the help they need and enjoying their course.

# Client SUPPORT



As part of ACCM College's ongoing support, an experienced member of the Client Relationship team will look after your students and needs, as well as serve as your primary point of contact.

*If you need anything at all, you only need to reach out to one person.*

They will directly support you with:

- Information on funding opportunities***
- Enrolments and completions***
- Regular updates on staff progress***
- Quarterly Client Reviews***

## Tania Holmes

Director of Client Relations

*If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing [info@accm.edu.au](mailto:info@accm.edu.au) or just call me on 1300 515 321.*

*Because recognition matters to everyone*

## ACCM Monthly



Students that do great work deserve recognition.

Our monthly awards programs recognises both outstanding submissions and extra effort.

We have seen a direct relationship between future performance and timely recognition

## Client Awards



Where a client has a large enough student cohort, a client award program is an amazing opportunity to generate enthusiasm.

Watch your staff enjoy some healthy competition and meaningful recognition for their work and progress.

It works.

## State Awards



Every State and Territory in Australia runs regional and state-level awards.

ACCM is always happy to support your staff in these prestigious events.

Our students have a long history of success and we love being part of thier journey.



***Recognising effort and results have a massive impact on motivation and outcomes.  
A little recognition goes a long ways.***

ACCM College Trainees have a long history of success

In addition to the many regional and state winners we have supported, ACCM has been fortunate to have two Australian Trainee of the Year winners.

**Bridie Searle**



*Australian Trainee of the Year 2023*

**Breanna Cassidy**



*Australian Trainee of the Year 2021*

## CONTACT US



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