



# ACTB.

Australian College of Technology & Business P/L

## ACTB DEFINED

### OUR TRAINING PHILOSOPHY

Training that:...

- ▶ Engages
- ▶ Empowers
- ▶ Enables
- ▶ Excites
- ▶ Instils confidence
- ▶ Challenges engrained traditions, mindsets and norms (including our own)
- ▶ Is deliberately, unashamedly real-world orientated
- ▶ Is constantly calibrated to the learners' needs and abilities
- ▶ Opens up a world of possibilities for every learner
- ▶ Awakens the slumbering spirit/ entrepreneurial spirit
- ▶ Cultivates the desire to become a better human being, a global citizen, a leader.

....Is compliant with AQTF requirements

### OUR TEAM MUST WALK THE TALK

Our core values:

- Care
- Excellence
- Integrity
- Innovation

### WHAT IT LOOKS LIKE IN ACTION

- Ultra-friendly
- Ultra-caring
- Empathetic
- Non-judgemental
- Willing to do whatever it takes to help every student
- Treating every student like a highly valued, respected customer. Therefore, delivering customer service that far exceeds the norm
- Delivering higher than expected outcomes for even the most challenging of students
- Displaying a high level of integrity and personal accountability for delivering agreed outcomes
- Using innovative techniques for course delivery and development
- Contributing proactively to a healthy, friendly, positive work culture (by not displaying negative emotions such as moaning, complaining, talking behind people's backs, blaming, fault finding, stirring up discontent, undermining others)
- Being a happy worker

## WHAT WE WANT OUR STUDENTS TO SAY ABOUT US

- “ACTB is better than any other College I have ever attended”
- “I feel cared for and looked after by every staff member”
- “I feel like it is a ‘second home’, a ‘family’ I can come to for respite from other troubles”
- “I feel respected”
- “I feel valued”
- “I am learning new skills and acquiring new knowledge”
- “I feel empowered and confident”
- “I am really glad I chose ACTB”
- “No other College gave me what ACTB is giving me”
- “I will definitely recommend ACTB to my friends”

## OUR USP (UNIQUE SKILLING PROPOSITION)

We will continually challenge ourselves to deliver innovative training that enhances our students’ core work-life skills

- ▶ Communication skills in a social context
- ▶ Communication skills in a work context
- ▶ Discussion skills
- ▶ Analytical skills
- ▶ Research skills
- ▶ Conflict resolution skills
- ▶ Relationship skills
- ▶ Problem solving skills
- ▶ Decision making skills
- ▶ Goal setting skills
- ▶ Social skills
- ▶ Cross cultural understanding
- ▶ Personal effectiveness
- ▶ Self esteem
- ▶ Confidence
- ▶ Business etiquette in the Australian context
- ▶ Cultural etiquette in the Australian context

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