

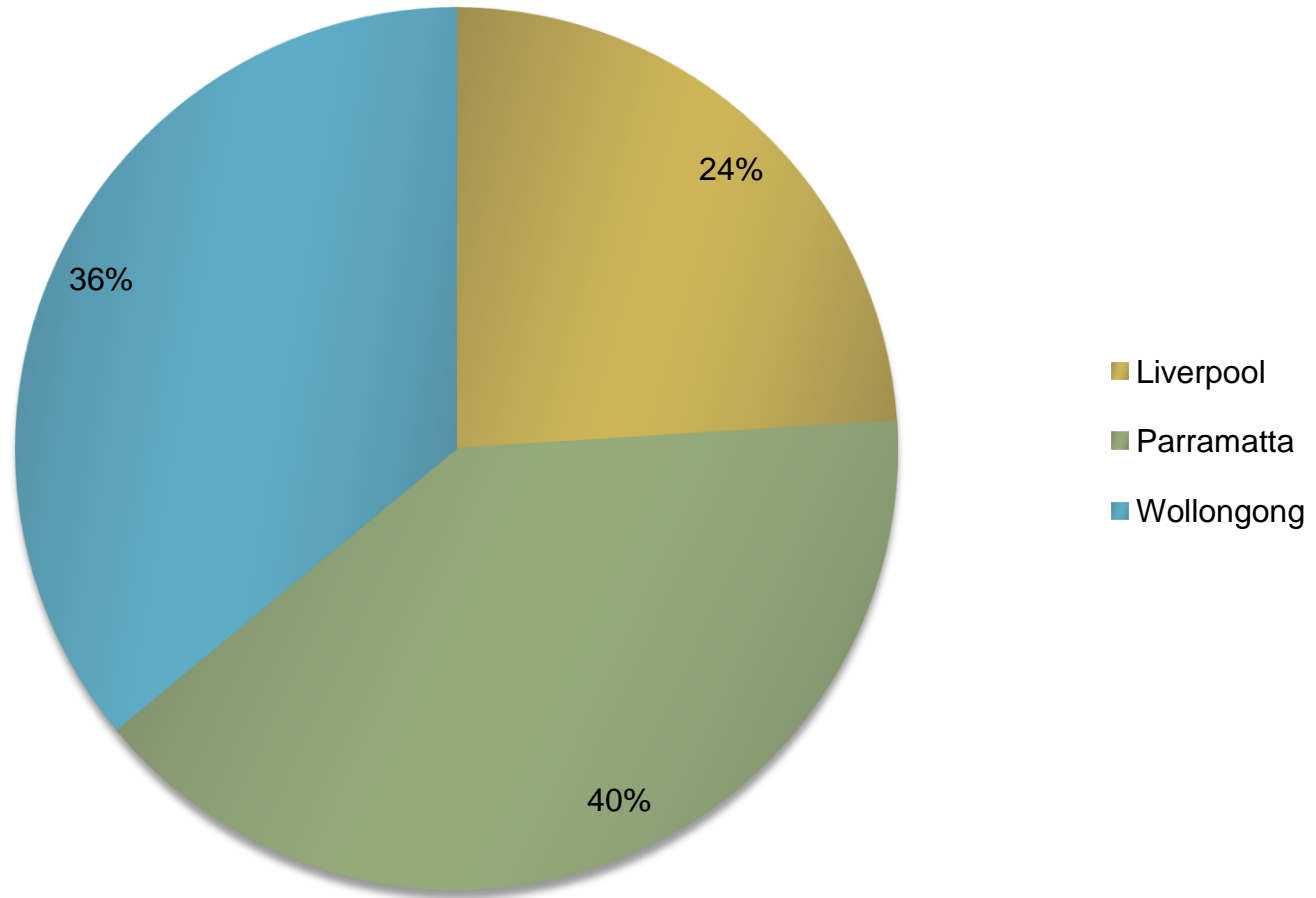
Host Employer Survey

January 2016

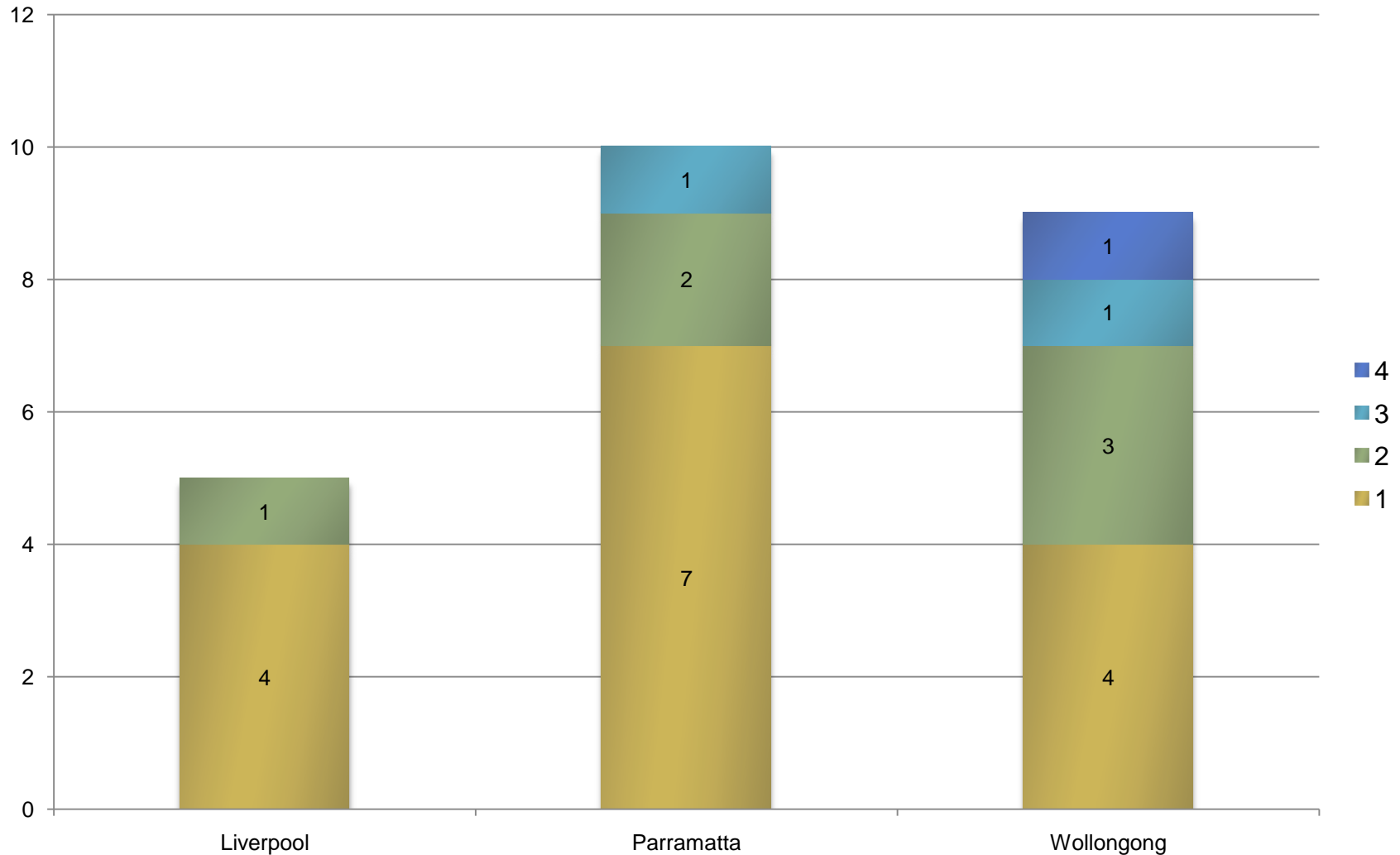


Wise Up Marketing Solutions
Dedicated to helping small business grow.

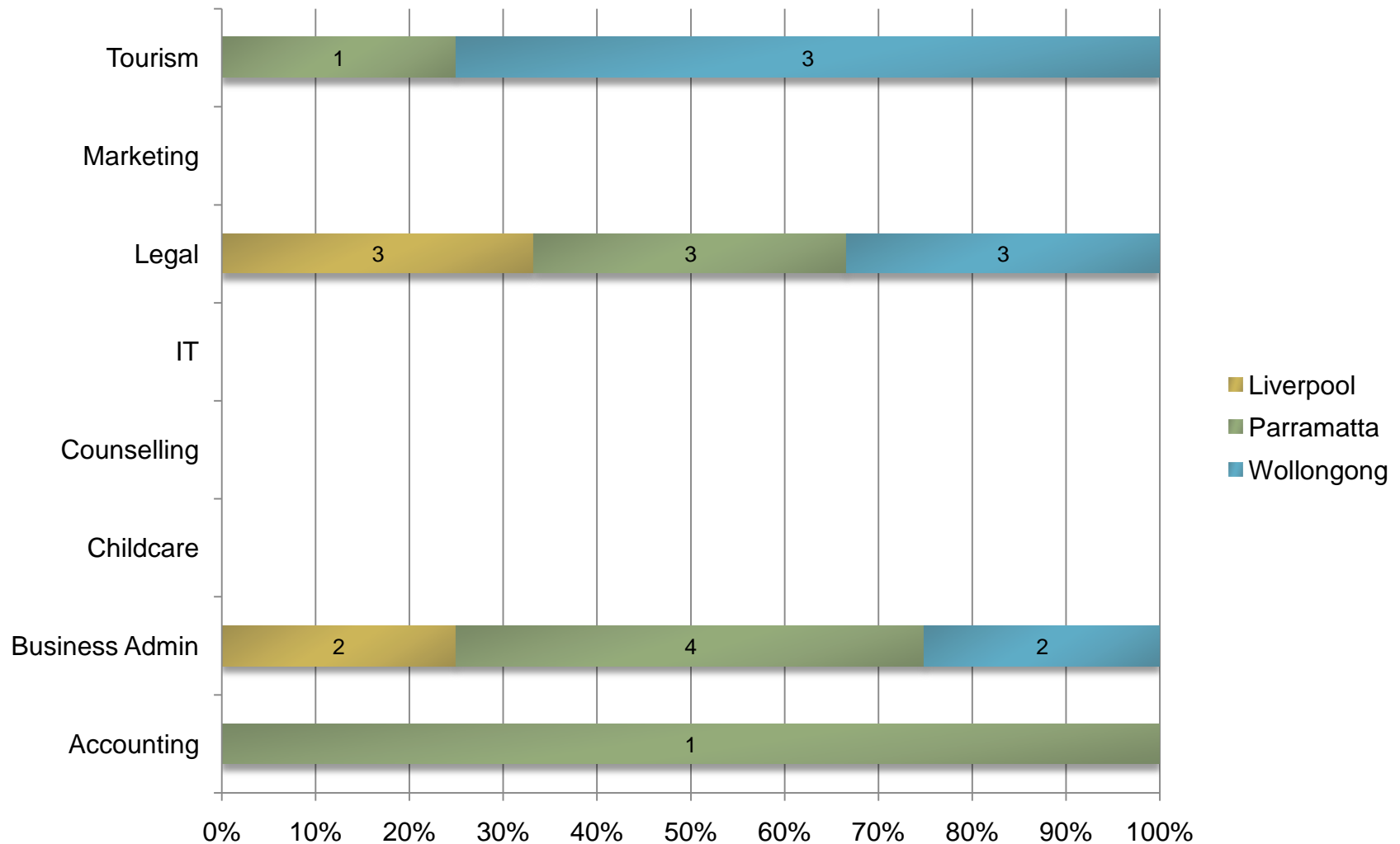
From which campus did you take students?



How many work placement students did you host in 2015?



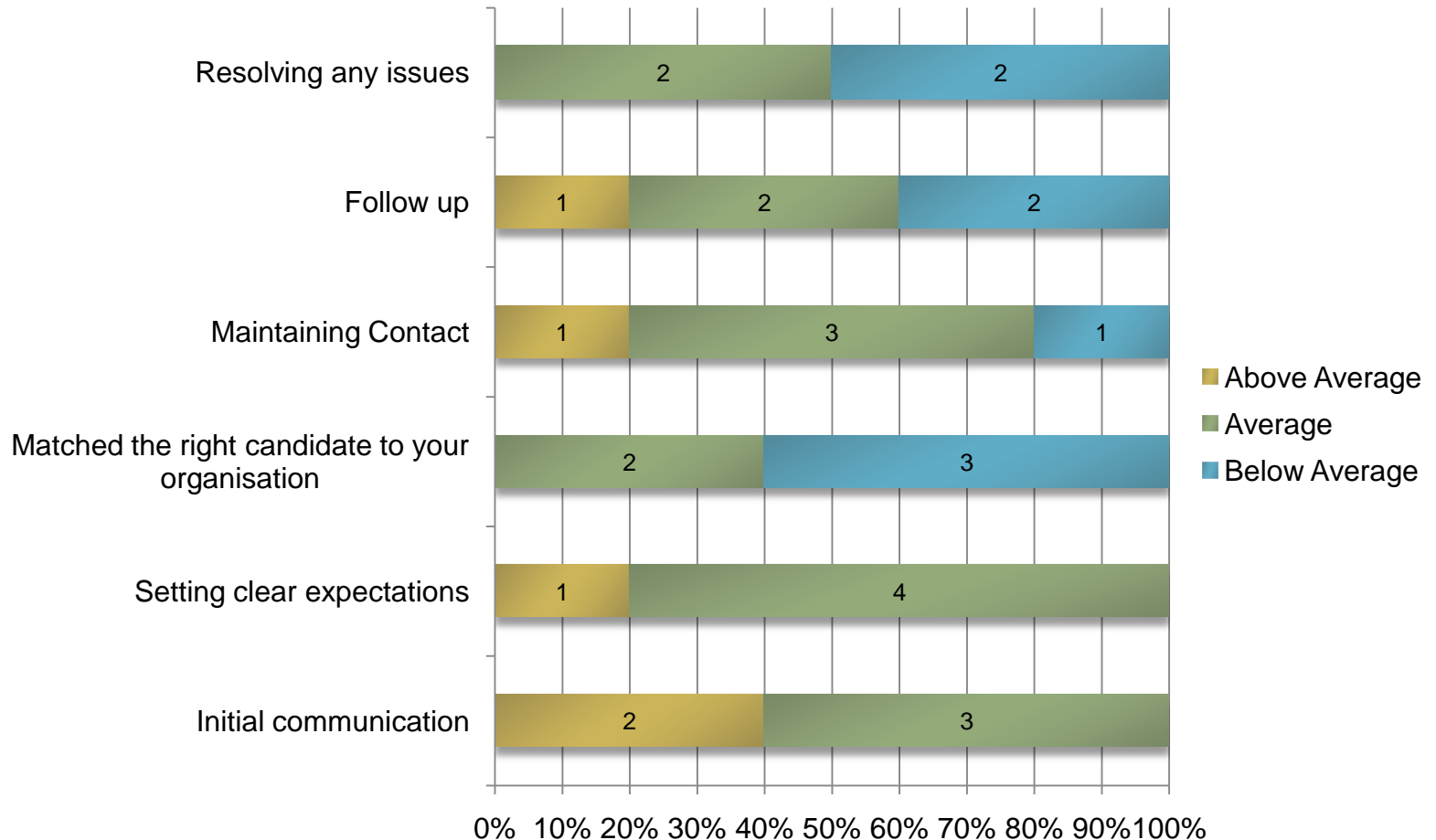
What faculties were work placement students from?



Experience relating to
organisation of work placement

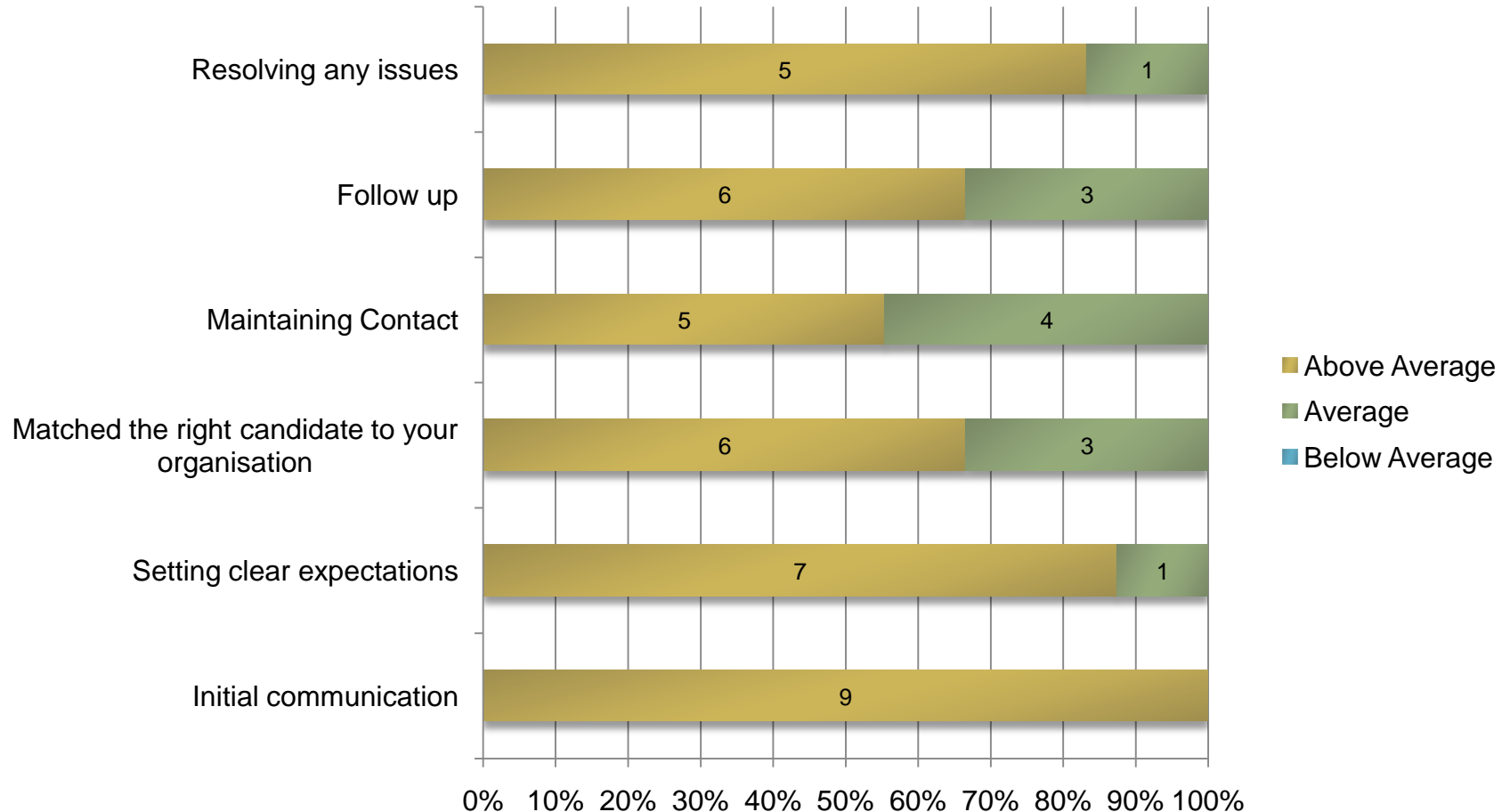
Organisation of work placement

► Liverpool



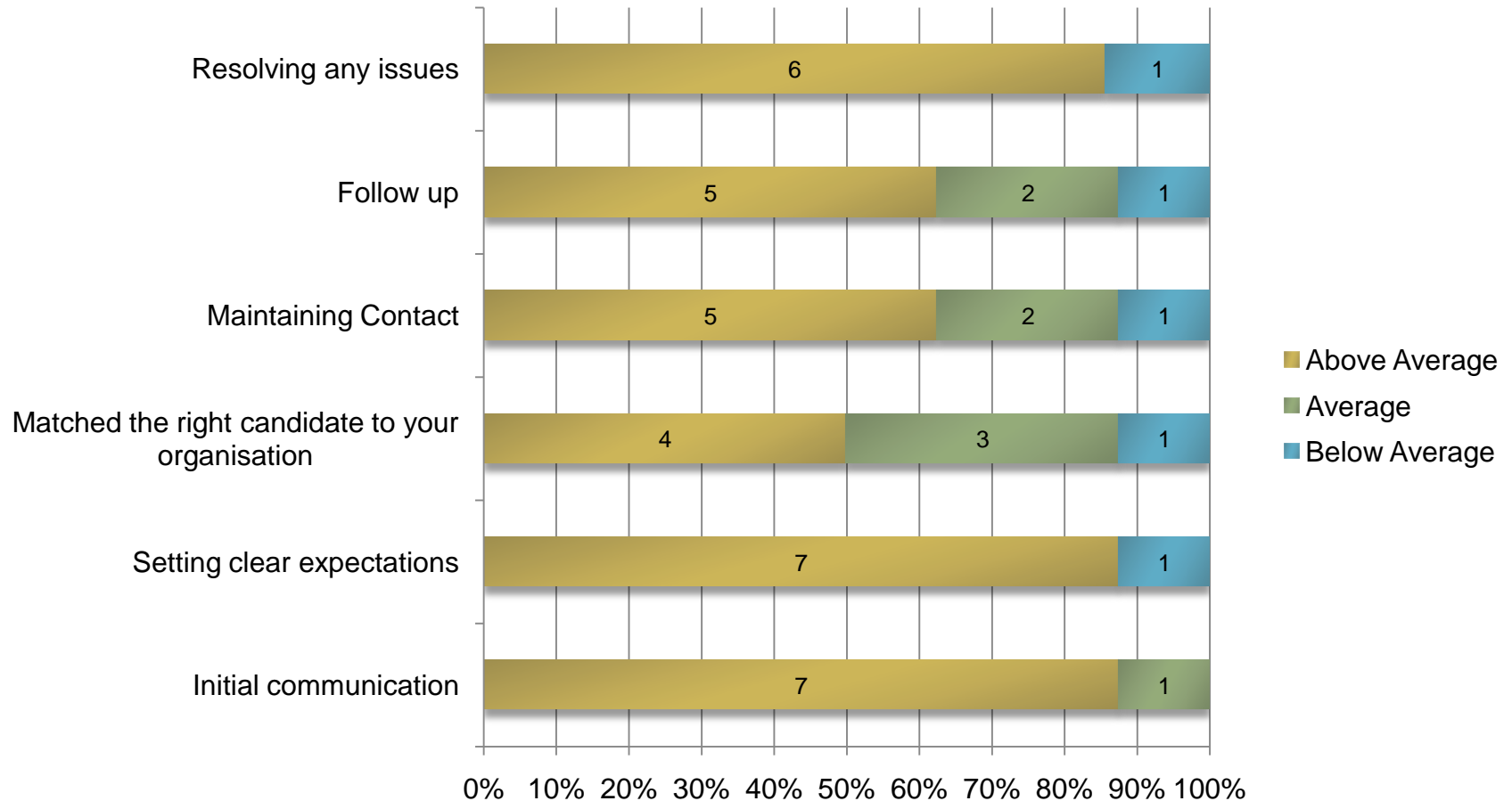
Organisation of work placement

► Parramatta



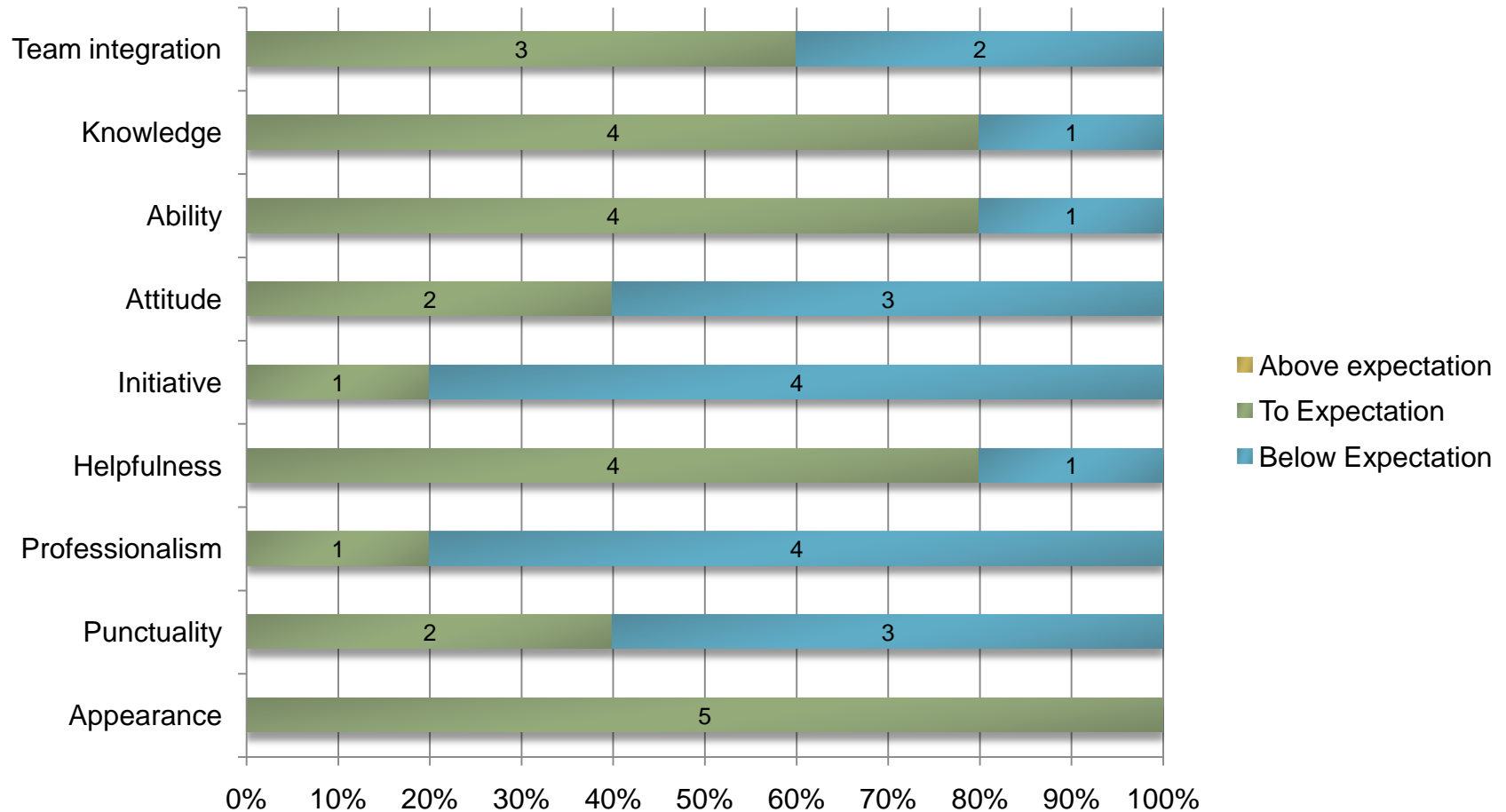
Organisation of work placement

► Wollongong



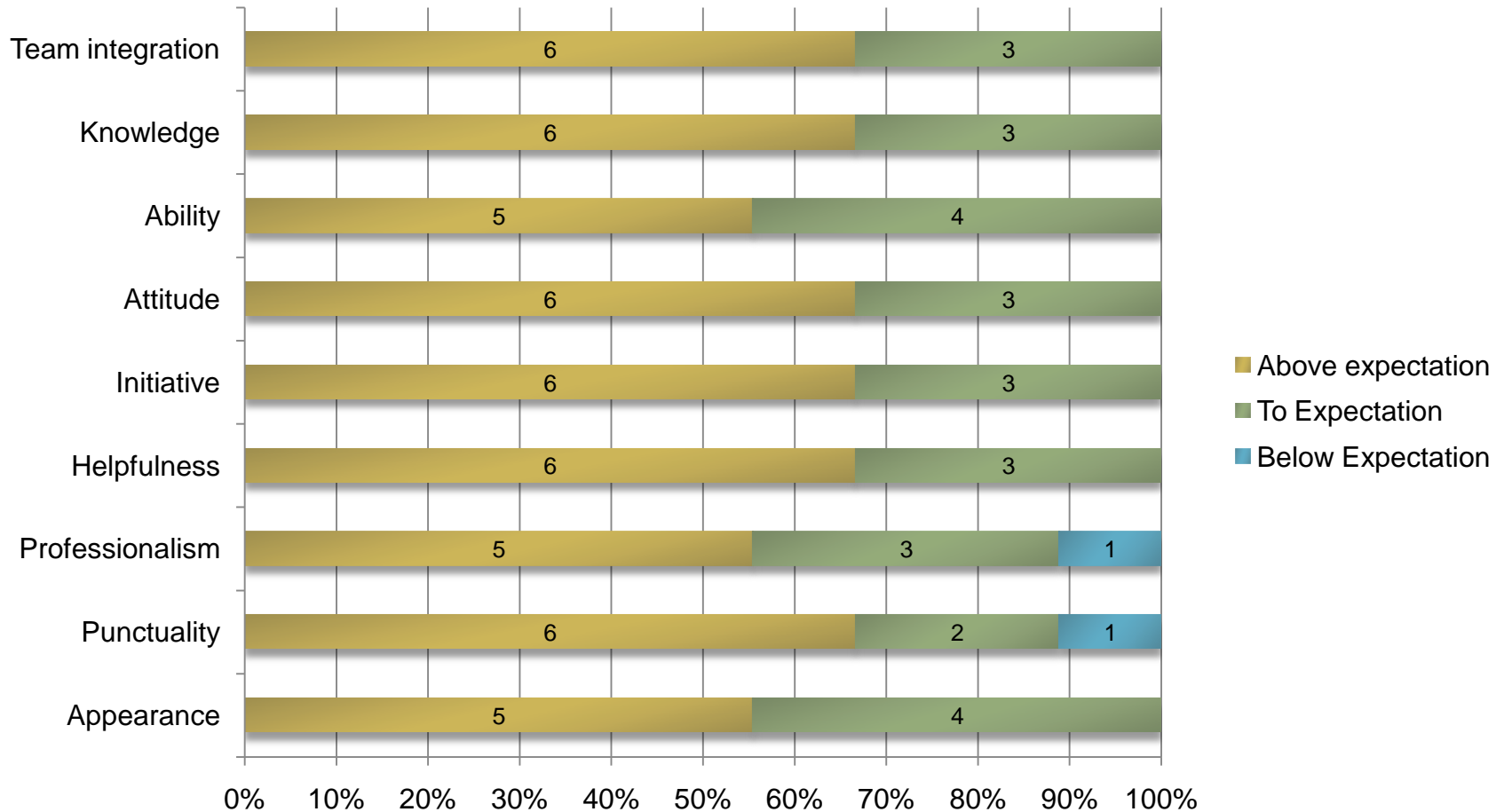
Satisfaction with students

► Liverpool



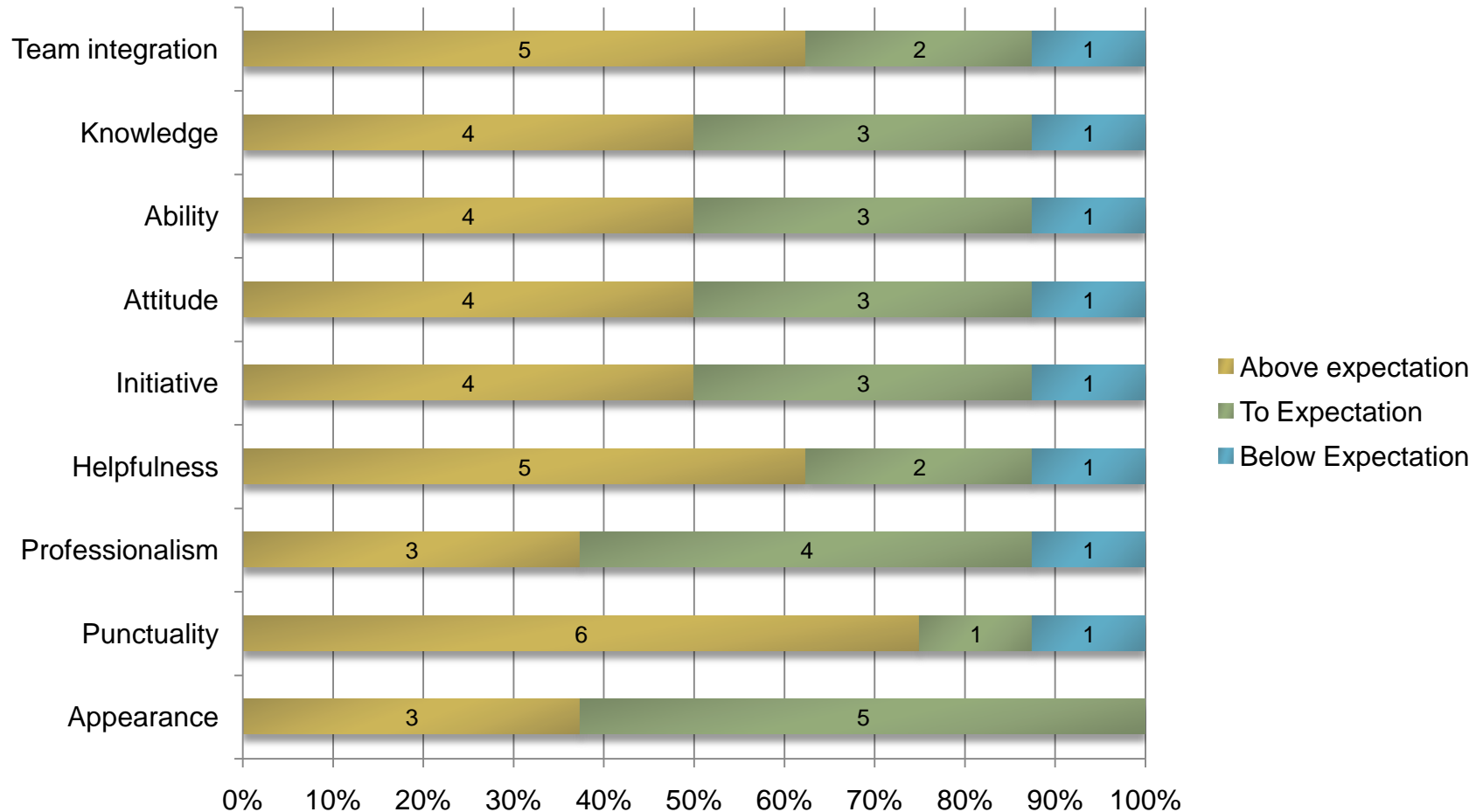
Satisfaction with students

► Parramatta



Satisfaction with students

► Wollongong



■ Above expectation
■ To Expectation
■ Below Expectation

Feedback on Student Expectations

- ▶ Overall what stood out
 - ▶ Student absences
 - ▶ Students well groomed and presented
 - ▶ Lack of communication

“Needed to be more diligent with communication.”

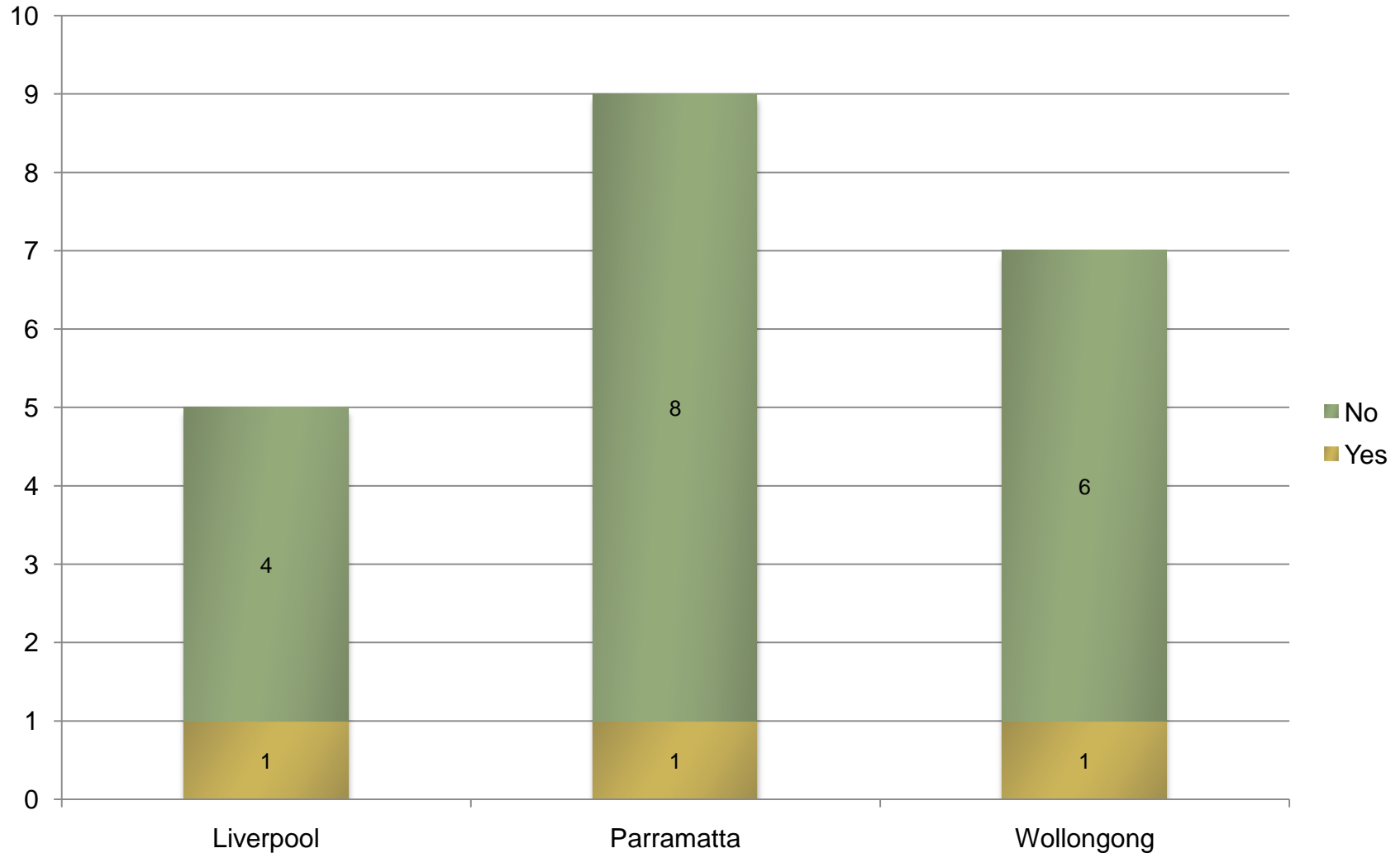
“Always on time and if anyone was running late they would call and notify us.”

“Poor response other than to offer a new student!”



Employment of ACBC students

Did you offer employment to your ACBC student?



List of students who received offers of employment

- ▶ **Rachael**

- ▶ Sebel Harbourside Kiama – she however declined job as it was full time and she was continuing on with her studies at university

- ▶ **Jack Khosh**

- ▶ Paralegal

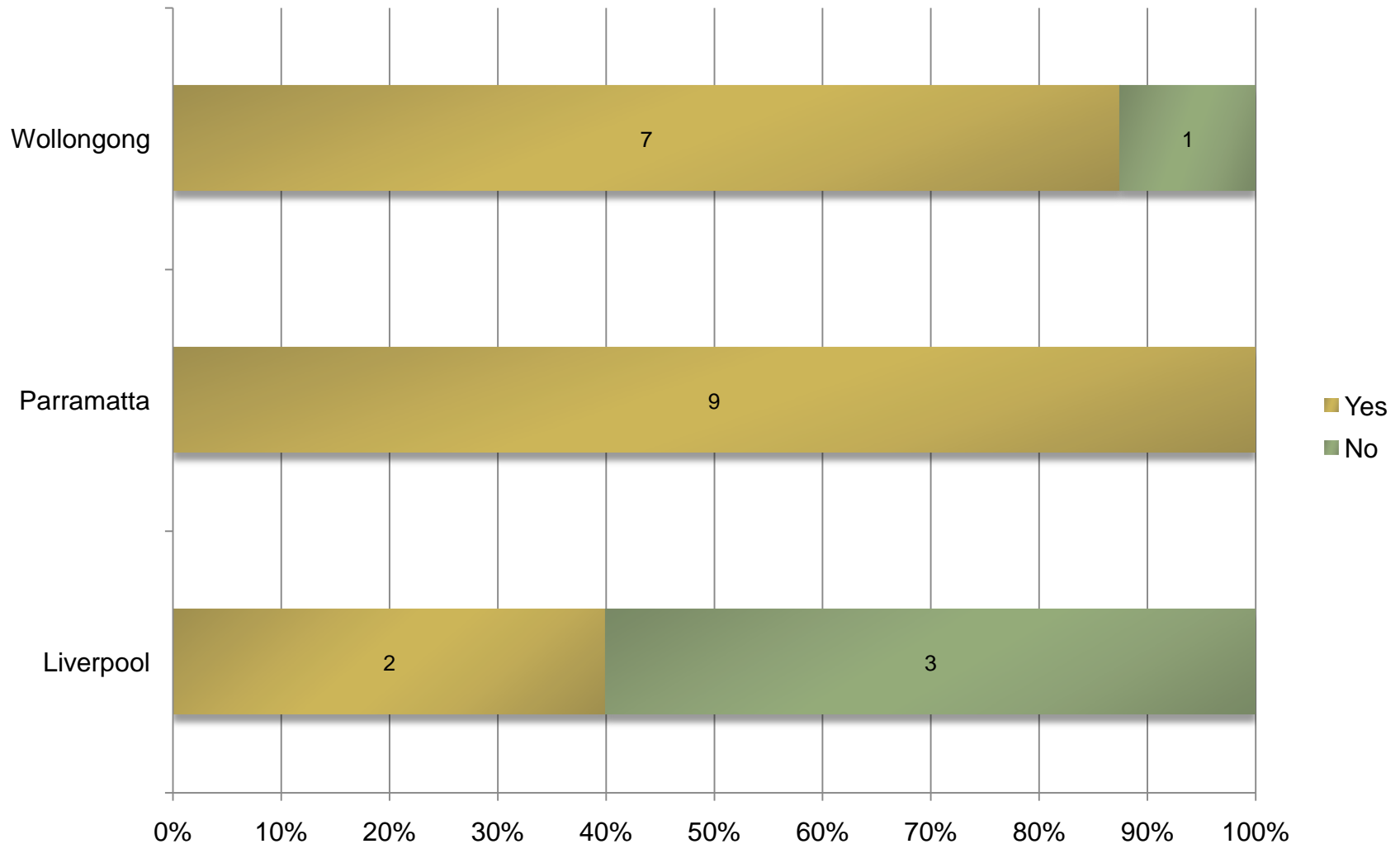
- ▶ **Chloe Taylor**

- ▶ Trainee Secretary



Future Engagement with ACBC

Would you be interested in participating in the work placement program in 2016?



Specific reasons on why you would not participate in the program again

- ▶ Overall what stood out
 - ▶ Lack of student motivation
 - ▶ Student absences
 - ▶ Lack of response from ACBC to resolve issues

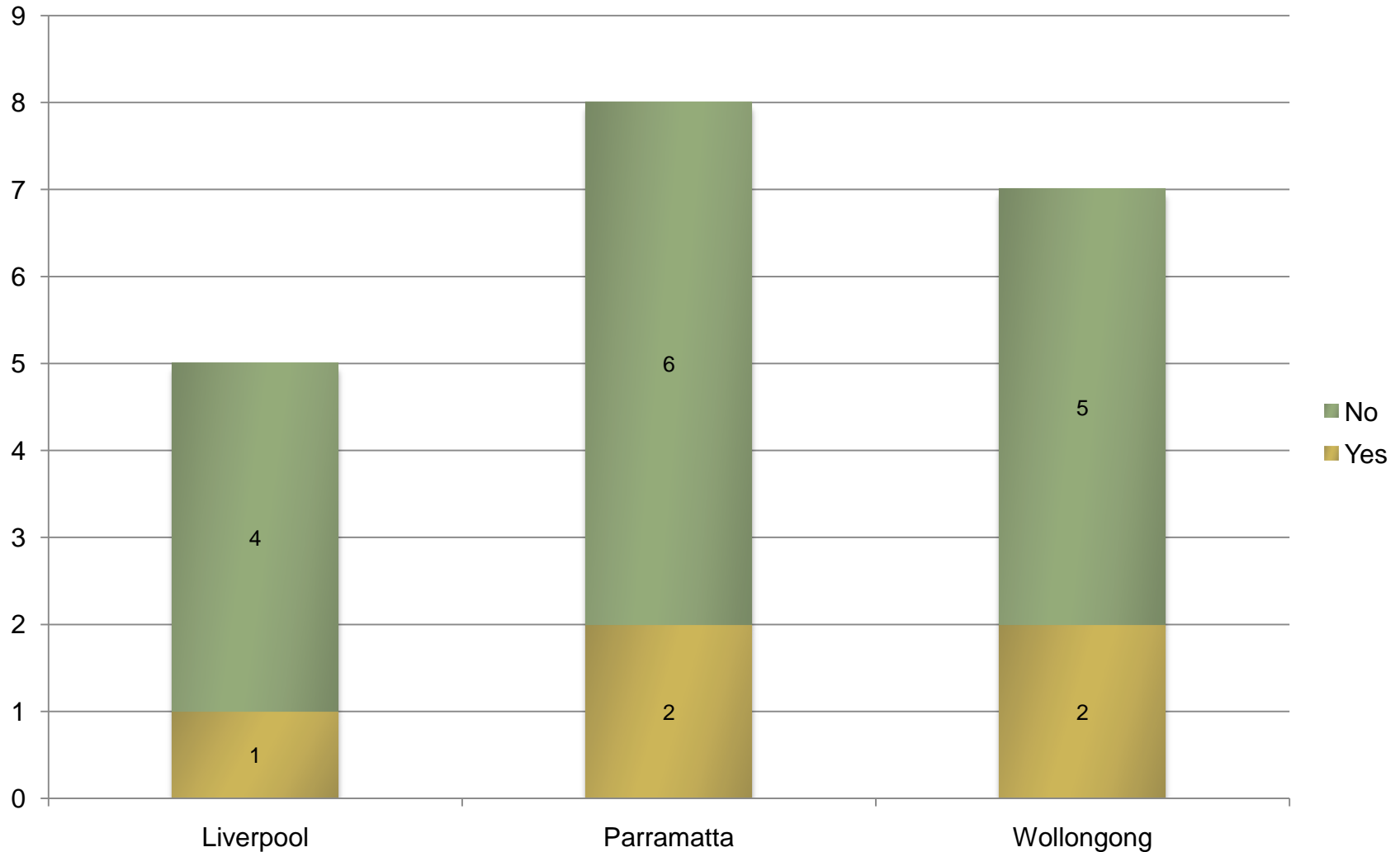
“They had no interest in the business and no desire to learn. Totally lacked motivation from day one. The last student we had went to lunch and never returned, no message or phone call. The college did not seem surprised or concerned when informed.”

“Student utterly unmotivated and I don't think ACBC's response at the time was in any way adequate.”



Up Coming Vacancies

Do you have up coming vacancies that may be suitable for our graduates?



Employment Opportunities

▶ Juggle Street

- ▶ We require someone for customer management and administrative marketing tasks. Desirable attributes: good written english, high attention to detail, thorough, responsible, adaptive and outgoing. The work includes using our CRM, basic excel functions, mail merge in word, printing, and other administrative tasks. As we are a startup company, there would be opportunities to learn new things, continuously, depending on the students interest in involvement. The job is ongoing, we would be interested in hiring someone who performed well in this role.

▶ CatholicCare, Wollongong

- ▶ Already speaking with Svet, thank you

▶ Baker & McKenzie

- ▶ Trainee Legal Secretary role, send application and cover letter to hollie.jones@bakermckenzie.com



Additional Feedback for ACBC

Additional feedback

- ▶ Overall what stood out
 - ▶ Wanting to continue on with ACBC
 - ▶ Need for ACBC to communicate with placement company more

“We have had a very successful experience with ACBC, and look forward to continue our partnership in the future.”

“Ideally, I would like someone from ACBC to contact us partway through the placement, to provide the opportunity for dual management (Placement company and ACBC).”





Testimonials

Testimonials

▶ Raine & Horne Penrith

- ▶ “Lauren was very pleasant and was a great help. I am sure she learnt a lot from us and us from her.”

▶ Arnotts Lawyers

- ▶ “Jack applied for work experience at my office via ACBC and was an excellent candidate who now is employed by my legal practice.”

▶ Juggle Street

- ▶ “Our company benefited through the placement of two students. If you are considering taking on an intern, I would recommend ACBC.”

▶ Baker & McKenzie

- ▶ “Baker & McKenzie are very pleased to continue working with Australian Careers Business College as we have found their Diploma program provides good preparation for professional careers, and their graduate students are readily welcomed into our fast-paced environment. Our thorough and supportive induction program has been very successful for our ACBC students.”



Appendix of Answers

How did you feel we performed organising work placement

- ▶ **Resolving any issues**
 - ▶ Unsatisfactory - we would seriously consider not continuing with the program with you in 2016
- ▶ **Follow up**
 - ▶ Poor response other than to offer a new student!
- ▶ **Maintaining contact**
 - ▶ Problem was not identified and addressed early enough
- ▶ **Matched the right candidate to your organisation**
 - ▶ Ok - candidates needed to produce better quality CVs and cover letters - attention to detail is paramount
 - ▶ Ashley was excellent
 - ▶ Person ill suited and elected not to continue with the placement
- ▶ **Setting clear expectations**
 - ▶ Good
 - ▶ None were really set, not discussed as far as I can recall and this turned into a major problem down the track
- ▶ **Initial Communication**
 - ▶ We reached out to your College to offer placements, and the College was very receptive.



Overall how would you rate the students on:

▶ Team Integration

- ▶ Some of the girls worked better with the team than others but they all made an effort when they were here to get to know other team members.
- ▶ See above, not a team player as her routine absences created admin headaches and an extra burden on co-workers

▶ Attitude

- ▶ One student had a very positive and willing attitude, and one did not
- ▶ Appalling, discourteous in the extreme in not attending when she should and giving no notice or reason for her no show.

▶ Initiative

- ▶ One student showed initiative and one did not

▶ Helpfulness

- ▶ Missed so many days she could not be upskilled to the stage where she would be useful to our organisation

▶ Professionalism

- ▶ One student was more professional than the other
- ▶ Needed to be more diligent with communication.
- ▶ Lack of maturity or appreciation of the opportunity provided.

▶ Punctuality

- ▶ Always on time and if anyone was running late they would call and notify us.
- ▶ Often late, often a no show without the courtesy of a call or SMS stating that she would not be attending or providing a reason
- ▶ Students (past and 2015) chose not to show up without explanation.

▶ Appearance

- ▶ Generally all the girls were well groomed however some took more pride in their appearance than others



Are there any specific reasons you would not take on a work placement student again?

- ▶ A few
- ▶ See above. Review the student's file and in particular any notes about conversations about her with me. Has left a bad taste in our mouth. Student utterly unmotivated and I don't think ACBC's response at the time was in any way adequate. Student deserved to fail course given her non-engagement with us.
- ▶ it was a total waste of our time, the last two students we had were very lazy. They had no interest in the business and no desire to learn. Totally lacked motivation from day one. The last student we had went to lunch and never returned, no message or phone call. The college did not seem surprised or concerned when informed
- ▶ Attendance of students was that of a necessary requirement. As soon as it was apparent that we were a casual office, they took advantage of this by either not bothering to show up or leaving early. Lack luster commitment and/or attitude. Extremely disappointing.



Do you have any other feedback about ACBC's work placement program

- ▶ Keep up the good work
- ▶ Pleased to keep working with you in 2016. Please contact us early in the year to organise the work placement program.
- ▶ We have had a very successful experience with ACBC, and look forward to continue our partnership in the future.
- ▶ These surveys seem out of place if anyone had bothered to read the file of the last student placed with us. I have already made our position clear and it is annoying to have to tell the story again.
- ▶ Ideally, I would like someone from ACBC to contact us partway through the placement, to provide the opportunity for dual management (Placement company and ACBC).
- ▶ Saef was a good match. He surpassed our expectations and was a pleasure to have in our office. We wish him well in the future.
- ▶ Madison left early the work placement.

