



2022 STUDENT HANDBOOK

PROFESSIONAL AND
PERSONAL DEVELOPMENT
COURSES

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I would like to welcome you to our unique education training college that is committed to raising the standards of flexible learning.

Australian College prides itself on being the leading provider of online learning education in Australia with an extensive range of nationally recognised and personal development courses.

In today's busy age and with the increasing demands on time and the desire to achieve better work/life balance, flexible education has become the study mode of choice.

All courses are designed with a flexible delivery approach by industry experts. Many of our courses will open doors to new opportunities for employment, allow for career changes, supplement your income, have a better lifestyle, assist in developing your skills, or simply allow you to spend time doing something you love. Our academic goal is to offer students a rigorous and challenging learning experience. Throughout your studies you will be supported by our administration team and have unlimited access to our highly qualified Academic Faculty online.

On behalf of Australian College, I wish you every success in achieving your goals as you embark on this unique study experience.

Jaye Richardson
Chief Executive Officer



CONTACT US

The Student Handbook is designed to provide you with a comprehensive and helpful overview of Australian College. If you would like to discuss any information contained in this handbook please contact us.

Local Call: 1300 783 283
International: (+61) 2 9386 2500
General Enquiries: enquiry@australiancollege.edu.au
Recognition of Prior Learning: RPL@australiancollege.edu.au
Academic Support: trainer@australiancollege.edu.au
Payment Enquiries: admin@australiancollege.edu.au
Student Services: admin@australiancollege.edu.au

College Location and Postal Address: Unit 7
70 Croydon Street
Cronulla, NSW 2230
Australia

If you are a current student, to ensure a timely response please provide your Student ID over the phone or if emailing, type your name and your Student ID in the subject line of the email.



NATIONALLY RECOGNISED AND ACCREDITED COURSES

Nationally recognised courses are comprised of units of competency. Units of competency address the skills and knowledge needed to perform a job and are developed through a national system of industry consultation with the aim of employment.

Nationally recognised training awards a nationally recognised Statement of Attainment, Certificate or Diploma depending on the type of course.

Units of competency are listed in nationally endorsed training packages that are developed for each industry.

To find a detailed description of the units of competency contained within your course and for further information on Vocational Education and Training (VET) visit training.gov.au

- ▲ Online
- ▲ Full-time, part-time or flexible
- ▲ Customised interest-free payment plan

PERSONAL DEVELOPMENT COURSES

Personal development courses are developed in consultation with industry to provide a comprehensive course that can help you advance a career, gain new skills, or help you to generate an income from a hobby.

Personal development courses award an Australian College Certificate.

LOOK FOR THESE ICONS

Professional Development Courses



Gain a Certificate III, Certificate IV or Diploma.

Dual Qualifications



Two accredited programs into one value driven and comprehensive course. Double the reward without doubling the study.

Skill Sets



Cost effective option for students who need specific industry knowledge

RECOGNITION OF PRIOR LEARNING (RPL)

Australian College recognises other Australian Quality Framework (AQF) qualifications and Statements of Attainment awarded by other Educational Institutions.

Students may apply to Australian College for recognition of any relevant courses or modules undertaken at Australian College or at any other Educational Institution.

Requests for RPL are considered before enrolment.

To apply for RPL please supply certified copies of your formal academic transcripts to

RPL@australiancollege.edu.au

For more information, please go to the [Recognised Prior Learning \(RPL\)](#) page on the website.

- ▲ Online
- ▲ Full-time, part-time or flexible
- ▲ Customised interest-free payment plan

LOOK FOR THIS ICON

Personal Development Courses



Enhance your work, social, family, hobby or leisure experiences

STUDENT ENROLMENT INFORMATION

Our enrolment system online is easy, safe, and secure and only takes only a few minutes to complete. Submission of the enrolment form confirms and verifies that the Student has read and understood the following:

- ▲ Enrolment Terms and Conditions
- ▲ Fees and Charges
- ▲ Privacy Statement

All applications will be assessed against the eligibility criteria. Student applications will only be processed once all supporting evidence is submitted and payment has been made. If a student application is successful, an email will be issued containing your receipt, log in details and all other relevant student information. If a student application is unsuccessful, Australian College will contact the student to discuss alternative options.

COURSE FEES

Australian College provides clear course fee information of the training products to prospective students prior to enrolment. For more information on other fees and charges, please refer to the "Fees and Charges" section of the Student Handbook.

CONSUMER PROTECTION FOR STUDENTS

Australian College ensures all students and potential students are fully informed of their rights as consumers. Internal policies and procedures are established and implemented in alignment with the with consumer protection legislation and regulations which includes but are not limited to the following:

- Competition and Consumer Act 2010
- Government Information (Public Access) Act 2009 (GIPA Act)
- National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)
- Privacy Act 1988 (Cth) (Privacy Act)
- Australian Consumer Law (ACL) that applies to all education and training services, including:
 - Advertising, marketing and promotion
 - Soliciting and taking enrolments
 - Training delivery
 - Student assessment
 - Handling of complaints by training providers
 - Requests to cancel a student's enrolment
- The VET Quality Framework:
 - Standards for Registered Training Organisations (RTOs) 2015
 - Australian Qualifications Framework (AQF)
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements 2011
 - National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

Also refer to the "Consumer Protection Policy" available on the Enrolment Terms and Conditions page.

CODE OF PRACTICE

As an Registered Training Organisation (RTO), Australian College nationally recognised courses comply with the VET Quality Framework and any national guidelines approved by the national regulator, Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

In addition, Australian College ensures that the decision making of senior management is informed by the experiences of its education facility, student feedback and other stakeholders.

Information regarding the college's registration as an RTO and accredited course scope can be accessed at training.gov.au

- ▲ Innovation, quality and excellence in education
- ▲ Flexibility and continuous improvement in training and assessment design and practice
- ▲ Equitable and fair approaches for the access, training and assessment of students
- ▲ Recognition of mutual principles under the Australian recognition framework
- ▲ Internal training and development, and a rewarding, supportive environment for continuous learning
- ▲ Clear mechanisms for internal and external academic consultation



COMPLIANCE WITH REGULATORY REQUIREMENTS

Australian College ensures that all its nationally recognised courses comply with relevant Commonwealth, State or Territory legislation and regulatory requirements and that all staff and students will be made aware of the legislative and regulatory requirements that affect their duties or participation in Vocational Education and Training (VET).

The college is subject to a variety of legislation's that relate to training and assessment, as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to you as a student with Australian College and our obligation to the industry that we are conducting training for.

There is also legislation that particularly effects your participation in Vocational Education and Training (VET) as a student.



SUPPORT AND ASSISTANCE FOR STUDENTS

Australian College ensures that specific individual needs of each student are determined prior to enrolment.

Australian College offers a variety of support for students including training and assessment resources, as well as assistance and advice for studying, or confidential personal support for students experiencing situations that make study difficult.

We strongly encourage students to reach out to express their concerns and learning needs at any stage of their learning journey. Further assistance will be provided when students require additional support whilst training.

We provide the following support services:

- Arrangement of a one-on-one phone call where possible between student and trainer/assessor
- Ongoing monitoring of the student's progress by a student support officer or a member of the Australian College administration team via phone call or email. We are implementing a milestone initiative with the purpose of giving encouragement and keeping our students focused and motivated in their studies.



FRIENDLY STAFF

We aim to provide our students with a quality of service that is helpful, efficient, prompt and at all times courteous.

We are always striving to improve our services and to ensure the academic materials we provide remain current, relevant and of a standard that is respected within the industry.

CULTURAL DIVERSITY

We appreciate that students will originate from a range of cultures. All staff and the Academic Faculty at Australian College recognise cultural diversity and will treat all students with the same respect. We strive to constantly develop our service standards through the use of effective interpersonal skills coaching.

ACCESS AND EQUITY

We advocate that distance education enables access for all members of the community to a high standard of education. We believe that all people deserve consideration and respect, and we will treat every student fairly and equitably and without discrimination.

We understand that students may require support in order to undertake or complete their study programs, therefore, we endeavour to incorporate flexibility in our course options.

PRIVACY

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you choose not to provide your personal information to us, we will not be able to enrol you.

A copy of all policies can be found in:

<https://australiancollege.edu.au/privacy-statement>.

LEGISLATIVE AWARENESS

Links and information on legislation have been placed on our website. These provide guidelines for you while in a training and education environment.

Australian State and Territory:

<https://info.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories>

Commonwealth: <https://www.legislation.gov.au>



YOUR RIGHTS AND RESPONSIBILITIES

You will find the Australian College team extremely helpful and supportive. To maintain a positive and supportive learning environment for students and staff we encourage all students to review their rights and responsibilities.

DO

- ▲ Treat all staff and fellow students with respect, fairness and courtesy
- ▲ Submit all my assessment tasks by the course expiry date or ask for a one month extension
- ▲ Report any workplace health, safety or environmental incidents to my trainer and/or Student Services immediately
- ▲ Use protective equipment where required and follow all workplace health and safety (WHS) instructions
- ▲ Maintain satisfactory course progress, Australian College considers 1 unit of competency minimum to be completed per month as satisfactory progress
- ▲ Maintain your payment plan at all times, you must remain financial until you have a zero balance.

Failure to maintain all of the above, may result in cancellation of your enrolment.

DO NOT

- ▲ Plagiarise, collude or cheat in any assessment or examination. For more information on Plagiarism see 'Assessment Submission'
- ▲ Illegally copy software licensed to you
- ▲ Damage, steal, modify, misuse, waste or pollute College property
- ▲ Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- ▲ Be under the influence of alcohol or illegal drugs in the learning environment
- ▲ Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public – including SMS messaging or any form of cyber bullying
- ▲ Harass fellow students, staff or the general public, either face to face, over the phone or through any social media
- ▲ Submit assessment content which could be deemed to be indecent, illegal, sexually explicit, defaming, racist, sexist, or personal attacks

SMART AND SKILLED FUNDED COURSES

YOU ARE ELIGIBLE FOR SMART AND SKILLED FUNDING IF:

- ▲ You are an Australian citizen, a permanent resident, a humanitarian visa holder or a New Zealand citizen, and
- ▲ You are aged 15 years or older
- ▲ You are no longer at school, and
- ▲ The college has sufficient funding available

Aboriginal and Torres Strait Islander students who do not live or work in New South Wales but live in specific defined interstate New South Wales border areas are eligible for government-subsidised training under Smart and Skilled.

FEE INFORMATION

For Australian College government subsidised courses, the fees payable vary, depending on your personal circumstances, your study history and the course you choose. If you choose a government subsidised course, and are eligible, you will pay a reduced fee. You may also be entitled to a concession or an exemption that will further reduce your fee.

Any additional costs for items such as hard copy textbook are the responsibility of the student. For further detailed information, please refer to Australian College fee policy.

SMART AND SKILLED ENROLMENT

To enrol on your course, you will complete an enrolment form online from our website. As a part of this enrolment you are required to electronically sign a declaration that you have read and understood the following:

- ▲ Enrolment Terms and Conditions
- ▲ Smart and Skilled Fees and Charges
- ▲ Australian College Privacy Statement
- ▲ Agree to give consent to the use and disclosure of personal information

You will be asked for the following personal details which are held securely in line with Australian College Privacy Statement:

- ▲ Your personal details – include name, address, and any learning you have previously undertaken
- ▲ Evidence of eligibility – Drivers licence or Medicare card
- ▲ USI – Unique Student Identifier

Australian College is a Smart and Skilled Training Provider for certain courses which are subsidised by the NSW Government.

Students can also contact the Smart and Skilled information hotline on [1300 772 104](tel:1300772104)
smartandskilled@australiancollege.edu.au

For more information visit
smartandskilled.nsw.gov.au

SMART AND SKILLED FUNDED COURSES

PARTICIPATION

Smart and skilled programs are government subsidised programs therefore students are obligated to participate in the subsidised training. This means that a student's continuing funding is based on consistent and active participation (one unit per month) in an enrolled course through the completion of online assessments as well as accessing learning materials. Students who do not participate according to the proposed training plan will be withdrawn from the course and the funding.

CONSUMER PROTECTION FOR SMART AND SKILLED STUDENTS

As an Australian College student, you are covered by the Smart and Skilled consumer protection measures. The Statement of Expectations for Smart and Skilled Providers sets out the NSW Government's expectations of Smart and Skilled providers in the areas of quality, ethics, accountability and responsiveness. We will ensure all students and potential students are well informed of their rights as consumers and given a clear avenue for complaint. Please call us on [02 9386 2500](tel:0293862500) for further information.



UNIQUE STUDENT IDENTIFIER (USI)

WHAT'S A USI?

A Unique Student Identifier (USI) number is a unique 10 character number which is linked to a student's nationally recognised training records and results. A USI allows students to login to a central point to access training records and results. These records may take up to 12 months to appear due to annual RTO reporting requirements.

DO I NEED A USI?

As of 1 January 2016 it is a national requirement for all students enrolled in nationally recognised training with a registered training organisation to have a USI. By law RTOs will be unable to issue a formal Certificate or Statement of Attainment to students who have not provided a USI.

To determine if your course is nationally recognised look for the nationally recognised training logo in your course information.

HOW DO I GET A USI?

Applying for a USI is a simple process which can be completed online in minutes. To apply for a USI visit www.usi.gov.au and select Create your USI. You will need to provide the following information:

- Full Name
- Date of Birth
- Town/City of Birth
- Country of Study
- Contact Details
- Country of Residence
- Evidence of Identity

The USI will then be provided online immediately.



WHAT'S NEXT?

Provide your USI via email USI@australiancollege.edu.au or by calling us on [1300 783 283](tel:1300783283).

We will then verify it for you and ensure that you receive the recognition that you deserve for your course.

NEED MORE INFORMATION?

If you would like any assistance with the USI process please contact student services on [1300 783 283](tel:1300783283) or visit www.usi.gov.au.

Online course materials are provided as soft copy. Students may also have access to interactive course material and downloadable PDFs.

Students are able to purchase hard copy materials and/or textbooks at anytime while their course is current i.e. their course has not exceeded the allocated duration.

Purchasing of hard copy materials and/or textbooks is not available if a course has expired or has been completed. Hard copy materials and/or textbooks are non-refundable. Please note, purchasing hard copy materials and/or textbooks is completely optional and not a requirement for our online courses. Therefore, an optional expense.

Please contact Student Services for postage and handling fees.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Australian College course materials are written in plain language; however, complexity will depend on the level of qualification you are studying.

All courses require reading, typing and/or writing. It is recommended that all students have a good level of English in order to complete our courses. However, if your English is sound, but you are having reasonable difficulty understanding terminology, technical text or instructions, you can request support from our administration team and/or Academic Faculty team.

COURSE LAYOUT

Most of our courses will give you access to all your learning & assessment materials online, some will ask you to download and either upload or email certain tasks back to us.

Some courses may suggest you purchase a textbook from the college or an external source, or download a trial version of various software. To provide you with the most supportive learning environment, we have structured your course into a series of modules. Each module consists of relevant reading materials and an assessment.

The readings may also contain practical activities to develop your knowledge and skills. These activities may require you to take notes, perform a task, research on the internet, or log in to your online learning area and undertake a learning supplement or even download an exercise.

If you enrol in a course via eLearning/eCampus mode only, depending on the course, all your modules, readings and assessments are completed online. Some courses may require practical assessment, simulated workplace and/or work skills learning.



YOUR LEARNING PLAN

CREATE A LEARNING SPACE

The best thing you can do to support your studies is to create a comfortable learning environment. It doesn't need to be anything elaborate, a simple desk and chair in the corner of the room will do. If you set aside a space for learning you will find yourself more capable of being organised.

It is important that you study in an environment conducive to learning. In some situations this may be difficult and will depend on living arrangements. If possible, set up your study space away from family activities. Ideally, this space should be quiet and free from distractions, even if it is the kitchen table. Ask everyone to respect your decision to learn and improve yourself.

Arrange your course materials and the extras (like pens and note paper) so that you can sit down to study at any time. Use a diary to mark in times to study. This will help you to make a commitment to yourself. It's easy to let time get away with you and to allow social activities to get in the way of achievement, so make a firm decision to 'do it' at the commencement of your course.

MOTIVATION

Motivation is one of the most important aspects of the learning process, as motivation underpins learning. Anything that impacts on your motivation will therefore impact on your ability to learn. Self-motivation is an important aspect of any learning.

Your expectations of the course will impact on your motivation. Ask yourself; "What do I hope to achieve from this course?" Understanding your expectations and having clear goals for achievement can help you to maintain the motivation you need for learning.

Write down your goals and display them within eyesight. This will help you to keep them in focus. Start a vision board and pin your goals on the board.

JOIN OUR SOCIAL MEDIA COMMUNITY

Follow us for motivational tips, advice and more information about Australian College courses.



COMMITMENT

All educational programs require a certain level of commitment. Distance courses are no exception. We encourage you to commit to at least 20 hours of study per week for full time enrolment which is equivalent to approximately 1 unit per month.

Use your diary to develop a study plan. The plan should allow for some breaks from study but on the whole it should provide a timeline you can stick to.

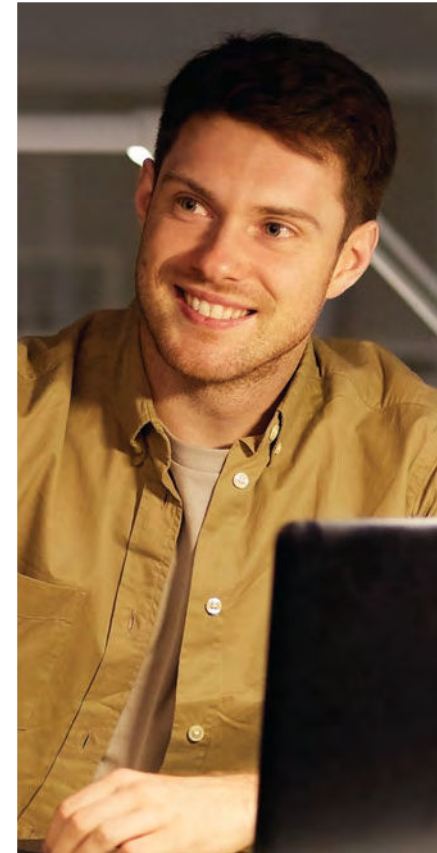
LEARNING STYLES

People have different learning styles. Some like to act on a task with little instruction, while others prefer a more detailed and structured approach. The outcome can be the same as no one learning style is any better than the other. Students must feel comfortable during the learning process in order to maintain their motivation for learning.

COMPLETING YOUR STUDIES

Our focus is to assist you in completing your studies by helping you to adjust your learning to suit your circumstances. You might travel overseas, get married, have children or need to adjust your life in a multitude of ways.

Nevertheless, we would still encourage you not to forget your studies and leave them until the last moment. To assist in this area, set yourself a goal and write it down. We can assist you with putting together a timetable to help you achieve your desired educational goal. The timetable will be emailed to you within 3 business days from the date of your enrolment.



ASSESSMENT RESULTS

We encourage you to put 100% effort into your assessments. We want you to progress smoothly, and graduate and be awarded your qualification. In the event you receive a Not Yet Competent (NYC) result, you will be required to submit all or the required part(s) of your assessment (a \$20.00 resubmission fee will apply per resubmission).

The Australian College Academic Faculty team will assist you wherever possible, however assistance does not include providing answers to questions. In the event you are unsuccessful after three attempts to obtain a competent or pass result, you will be required to re-enrol, pay the respective module fee and complete the module in its entirety.

Please see below the grading structure for Nationally Recognised Courses

CPT	Competent
NYC	Not Yet Competent
X	Pending result

Please see below the grading structure for Personal Development Courses

90-100%	High Distinction - HD
70-89%	Distinction - D
60-69%	Credit - C
50-59%	Pass - P
UNDER 49%	Not Yet Competent - NYC

Your progress report is a great way to show employers, educational institutions and other interested parties how you are progressing with your studies.

APPEALS PROCEDURE

You can appeal an assessment result if you have not achieved a competent/pass result for an assessment and have been asked to provide a resubmission. If you disagree with your result, you are required to inform us by email within 21 days, outlining your appeal.

GRIEVANCES OR COMPLAINTS

If a student has a minor grievance or complaint, they can email the Australian College National Education Manager: admin@australiancollege.edu.au.

All grievances will be treated with confidentiality and will not be detrimental to the student initiating the complaint.

Please allow 3-5 working days for the Australian College National Education Manager to investigate your appeal and respond accordingly. A resolution will be reached within 60 calendar days.



It is your responsibility to adhere to the terms and conditions of each enrolment.

Terms & Conditions can be viewed at: <https://australiancollege.edu.au/enrolment-terms-and-conditions>.

We encourage you to read this information thoroughly. Your terms and conditions will include the start and completion dates of the course that you are enrolled in. Please ensure you make note of these important dates. If you would like to "fast track" your learning we will encourage you.

STUDENT INFORMATION

All applications will be assessed against the eligibility criteria. Student applications will only be processed once all supporting evidence is submitted and payment has been made. If a student application is successful, an email will be issued containing your receipt, log in details and all other relevant student information. If a student application is unsuccessful, Australian College will contact the student to discuss alternative options. For students under 18 years of age parental/guardian permission is required. Photo ID is required at the time of enrolment.

FLEXIBLE DELIVERY

AC provides flexible delivery with all its structured online educational courses. Students will be expected to complete their course requirements via an integrated system of online and hard copy assessments (depending on the course), workplace training (depending on the course). Students will be responsible for having access to the Internet for some or all of their course work. All courses have specific formal and informal assessments and workplace assessments (depending on the course). Students are responsible for meeting all of these requirements.

COURSE MATERIALS

As an online course provider, course materials are provided as soft copy i.e. students are issued log in and password details to access courses. Students are able to purchase hard copy materials and/or textbooks at anytime while their course is current i.e. their course has not exceeded the allocated duration. Purchasing of hard copy materials and/or textbooks is not available if a course has expired or has been completed. Hard copy materials and/or textbooks are non-refundable. Please note, purchasing hard copy materials and/or textbooks is completely optional and not a requirement for our online courses. Therefore an optional expense.

ONLINE COURSE MATERIALS

Students who enrol and select the payment plan option have access to their course as they progress through their payment plan i.e. as your payments increase, the more course work you can access. In the event Students find that their completion rate is quicker than their payment plan schedule, Students are able to make payments in advance to access more course work.

CANCELLATION POLICY

Students wanting to cancel their course are required to fill out and submit the Cancellation Request Form and email to admin@australiancollege.edu.au within 10 days from their Enrolment Date. It is recommended that you contact Australian College within 24 hours of submitting your Cancellation Request Form to confirm that your request has been received. Requests for cancellations will not be accepted after 10 days from your Enrolment Date and Students will be obligated to continue with their course or request a course transfer and continue to pay their respective course fees to Australian College. We encourage prospective students to carefully read our "Enrolment Terms and Conditions", the information regarding "Fees and Charges", and the "Privacy Statement" prior to clicking on the "I Agree" and "Submit" button on the Enrolment form page. Completion and submission of the Enrolment form mean the Students understand their rights and agree to fulfill their financial responsibility to the college.

[Read Australian College Fees & Charges](#)

[Download the Cancellation Request Form](#)

REFUND POLICY

Your completed enrolment form acts as confirmation that you accept and commit to paying the fees, as they are stated on your student enrolment form and / or via a payment plan agreement. For any forms submitted electronically, in lieu of your signature, you will need to read and agree to the terms and conditions, Privacy Statement and Fees & Charges online to submit your form, by doing so you accept the terms and conditions fully. Ticking all 3 boxes prior to submitting an enrolment form confirms and verifies that the Student has a full understanding of all terms & conditions, fees & charges and knowingly and willingly accepts all terms.

Distance, Online students are considered to have commenced their course from the date that their enrolment has been accepted by Australian College and Australian College provides access to the Learning Management System (LMS). It is the Students' responsibility to ensure that they have a complete understanding of all course requirements prior to enrolling. Ticking all 3 boxes prior to submitting an enrolment form confirms and verifies that the Student has a full understanding of all terms & conditions, fees & charges and knowingly and willingly accepts all terms.

Students requesting to be "withdrawn" from an Australian College course and have paid the fees in full are not eligible for a refund of any kind. Students requesting to be "withdrawn" from an Australian College course and have outstanding fees owing due to a payment plan enrolment, are not eligible for a refund of any kind and must pay out the remaining balance before the "withdrawal" can be finalised.

Australian College reserves the right to withdraw any Student from a course as a result of inappropriate behaviour and / or offensive language towards staff and trainers or not maintaining consistent and active course progression (one unit per month). In the event this occurs, Students are obligated to pay out any outstanding fees owing and are not eligible for a refund of any kind.

If a Student has paid in full and submitted the Australian College Cancellation Request Form within 10 days from their Enrolment Date, a refund of up to 50% of the course less the \$200.00 cancellation fee will be issued within 7 - 10 working days.

If a Student has enrolled with a payment plan and submitted the Australian College Cancellation Request Form within 10 days from their Enrolment Date, the deposit is non-refundable and a \$200.00 cancellation fee is required.

When National Training packages are updated, students are not eligible for a refund of any kind. Students can however either complete their course within the mandatory teach out period and obtain the full qualification and / or partial Statement of Attainment for units completed or arrange to transition to the new National Training packages when the packages become available (additional fees and charges may apply).

If a student does not maintain their payment plan i.e default on their required weekly or fortnightly payments by up to 3 weeks, students will be withdrawn from their course without further notice and will not be eligible for a refund of any kind. In addition, debt recovery will commence for all outstanding fees owed to Australian College.

TRANSFERS/DEFERMENTS/TRANSITIONS

Students are not permitted to defer, however, they are permitted to transfer from one course to another, provided that their course is not expired.

Students who have paid their course in full can transfer to a course of equal or lesser value a \$150.00 transfer fee applies. No refunds will be issued for any difference in the course price.

Students who have paid their course in full can transfer to a course of higher value and are obligated to pay the \$150.00 transfer fee, plus the difference in course price.

Students who have enrolled with a payment plan can transfer to a course of equal or lesser value and a \$150.00 transfer fee applies. Students must continue to pay their original payment plan (i.e. your existing payment plan course total will not change in price).

Students who have enrolled with a payment plan can transfer to a course of higher value and are obligated to pay the \$150.00 transfer fee, plus the difference in price, which will be added onto their existing payment plan total.

A course cannot be transferred from one student to a different individual to complete. It is the Students responsibility to ensure that they are completely knowledgeable with all course requirements prior to enrolling. Ticking all 3 boxes prior to submitting an enrolment form confirms and verifies that the Student has a full understanding of all terms & conditions, fees & charges and knowingly and willingly accepts all terms.

When National Training packages are updated, students can either complete their course within the mandatory teach out period and obtain the full qualification and / or partial Statement of Attainment for units completed or arrange to transition to the new National Training packages when the packages become available (additional fees and charges may apply).

It is the student's responsibility to ensure that they are completely knowledgeable with all course details and requirements prior to enrolling.

EXTENSIONS

Student requests for course extensions must be made in writing and will only be considered if consistent progress has been made with the completion of their course.

Please refer to our website for individual course durations and/or for details of time allocated to complete your course and graduate.

PAYMENTS

If you have selected to enrol via a payment plan it is imperative that your weekly re-payments are maintained. Course work is released as you progress through your payment plan.

Failure to maintain your weekly re-payments will result in your course being suspended and debt recovery. In the event that this should occur please contact admin@australiancollege.edu.au to arrange immediate payment so the suspension can be removed.

Please note: The time allocated to complete a course may be different from the time allocated to finalise a payment plan.

PREPARING ASSESSMENTS

You will need to read each assessment carefully, so you have a clear understanding of the assessment requirements. If you are not sure, you should contact the College before attempting the assessment at trainer@australiancollege.edu.au.

Please note: We strongly recommend that all students keep a copy of their hard copy assessments. Australian College cannot accept responsibility for any assessments that may not be received electronically.

UNACCEPTABLE CONTENT IN ASSESSMENTS

If you submit assessments with content that is deemed to breach these guidelines it will not be accepted and you will be given a Not Yet Competent (NYC) mark and will need to resubmit your assessment (resubmission fees apply). As a vocational educational facility we are not permitted (on your behalf) to edit, delete, remove or modify any assessment content that we deem as unacceptable. It is your responsibility to ensure your work is up to standard.

SUBMITTING ASSESSMENTS

Some courses may require the submission of hard copy assessments.

If you mail your assessment please ensure you provide an envelope with adequate postage on your return envelope, e.g. whatever the postage fee is to post your assessment to Australian College, is the same amount you need to put on your return envelope.

Please ensure you check with the college for the correct postal address prior to sending and ensure you make a copy of your assessment in case the postal service misplaces your assessment. Any assessment item that needs to be re-submitted will incur a \$20.00 resubmission fee.

- I have read the 'Assessment Standards' on the next page
- Every question has been attempted. If an assessment is not in a complete state for submission please contact student services before submission to prevent an NYC grade

MARKING OF ASSESSMENTS

Please allow a turnaround time of up to 21 days for your assessment to be marked. This allows time for the College to log your assessments, for the Academic Faculty to thoroughly review your progress and prepare your personal feedback report, for your results to be recorded on your student file, and for your progress report to be prepared.

If you are based in a remote location please allow extra time if you are sending your assessment by mail. In these cases, we encourage you to email your assessment where possible and we will also try to scan and/or email your results and feedback.

ACADEMIC FACULTY FEEDBACK

The Academic Faculty team will assess your work, guide your learning and provide constructive and encouraging feedback on how you can improve. They will mark your work and prepare written feedback on your progress. Their aim, like ours, is to help you achieve your goals and succeed.

RECORD-KEEPING AND DISTANCE DELIVERY

Australian College will securely retain all completed assessment items (such as your course manuals), for six months from the date the decision on competence for the individual unit was made.

PLAGIARISM

Plagiarism is copying another person's written work and claiming it as your own. If you include extracts from other people's work in your assessment you must acknowledge the source. This includes content you obtain from printed matter or the Internet. If you have used an internet source please include the URL after your answer.

PHOTOGRAPHS

All photographs and photography assessments must be in context. Indecent, illegal, pornographic, sexually explicit, defaming or tortuous images will not be accepted for submission. You need written permission to take photographs of children and young people. Each state provides information based on the Child Protection Act (1999).

LANGUAGE

Written text must be in context and not contain profanity, racist, sexist or sectarian views, personal attacks or sexually explicit content.

GRADUATION

Depending on your course, upon successful completion of your course or module(s) you will be issued with a final Academic Transcript that lists the codes and competencies achieved and the respective Certificate, or Australian College Certificate.

A Graduate Feedback form will be also issued to you within approximately seven working days of your final grade being issued. We encourage you to complete this form and email it back to the college, so we can continue to improve upon our courses and services. After the form has been returned and your postal address is confirmed you can expect your final Academic Transcript in the mail within 7 working days.

COLLEGE RECORDS

The College retains a record of your results for 30 years (this is an academic requirement). During this time, if you require a replacement to be issued, you will need to make a written request to the College, setting out your reasons and providing sufficient identification. A \$25.00 duplication fee applies per replacement.

PROVIDING CURRENT CONTACT DETAILS

Keeping your contact details current with Australian College will ensure that your award and course materials arrive safely via email or post. Please notify Australian College at your earliest possible convenience, any changes to your name, address, phone number and email.

Where a name change has occurred official documentation must be provided to Australian College in order for our student records to be modified.

FEEDBACK

Your feedback is important to us. Regardless of whether your feedback is positive or negative we want to hear about it. So please let us know if you have something to contribute.

APPEALS PROCEDURE

You may request a Not Yet Competent (NYC) assessment result to be reviewed for up to 21 days from when the result is issued. Requests for a review of an assessment item must be made in writing to the AC Assessment Officer: admin@australiancollege.edu.au.

GENERAL

All AC courses have specific maximum completion times (Please refer to our website for individual course durations and/or for details of time allocated to complete your course and to graduate). This time period includes any workplace training and assessments/work-placement, exams online or any other assessment items. All students will be issued with completion dates for their course or modules to ensure they meet the time frame above. AC reserves the right to change course materials, change/modify assessment items, change course duration, and/or to cancel courses if necessary. In the event of a course or module being cancelled every effort will be made to avoid inconvenience by transitioning students to other courses or modules. Australian College reserves the right to withdraw any student that does not maintain consistent and active course progression (one unit per month). Upon enrolment students are confirming they have read the course information, course brochure, terms and conditions, therefore the student is aware of the requirements and structure of the course. Ticking all 3 boxes prior to submitting an enrolment form confirms and verifies that the Student has a full understanding of all terms & conditions, fees & charges and knowingly and willingly accepts all terms.

RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER POLICY

AC recognises other Australian Quality Framework (AQF) qualifications and Statements of Attainment awarded by other Educational Institutions. Students may apply to AC for recognition of any relevant courses or modules undertaken at AC or at any other Educational Institution. Students seeking RPL are required to submit their supporting documentation and evidence to rpl@australiancollege.edu.au.

GRIEVANCE AND STUDENT COMPLAINT POLICY

If a student has a minor grievance or complaint, they can email the AC Education Officer: admin@australiancollege.edu.au. All grievances will be treated with confidentiality and will not be detrimental to the student initiating the complaint.

RESTRICTED USE

Unless Australian College agrees otherwise in writing, students are provided with access to this website only for personal use. Students are authorised to print a copy of any information contained on this website for personal use, unless such printing is expressly prohibited. Without limiting the foregoing, students may not without written permission from Australian College on-sell information obtained from this website.

LINKED WEBSITES

The Australian College website may contain links to other websites (linked websites). Those links are provided for convenience only and may not remain current or be maintained. Australian College is not responsible for the content or privacy practices associated with linked websites. Australian College links with linked websites should not be interpreted as an endorsement, approval or recommendation by Australian College of the owners or operators of those linked websites, or of any products, information, graphics, materials or services referred to or contained on those linked websites, unless stipulated otherwise by Australian College.

SMART AND SKILLED ENROLMENTS

Smart and skilled programs are government subsidised programs therefore students are obligated to participate in the subsidised training. This means that a student's continuing funding is based on regular participation in an enrolled course through the completion of online assessments as well as accessing learning materials. Students who do not participate according to the proposed training plan will be withdrawn from the course and the funding.

STUDENTS UNDER 18 YEARS OF AGE

The student needs to download and complete the Parent/Guardian Consent Form. Once the form is completed, please send it back to Australian College to finalise your enrolment.

CONSUMER PROTECTION POLICY

Australian College is dedicated to give students quality training and offer the best learning experience possible. As part of our commitment to supporting our students, we have established a standard 10-day cooling-off period (weekends/public holidays included) that applies from the date when the enrolment form is submitted. During this period, the student may apply for a course cancellation and refund (only applicable for upfront payment enrolments) as outlined in the Refund Policy.

OVERSEAS STUDENTS POLICY

Australian College can enrol persons into nationally recognised courses as long as they are not considered to be an "Overseas Student". An "Overseas Student" is defined in the ESOS Act 2000 as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994) This includes the following subclasses of visa:

- Subclass 500 (Student) visa;
- Subclass 570 (Independent ELICOS Sector) visa;
- Subclass 571 (Schools Sector) visa;
- Subclass 572 (Vocational Education and Training Sector) visa;
- Subclass 573 (Higher Education Sector) visa;
- Subclass 574 (Postgraduate Research Sector) visa;
- Subclass 575 (Non-Award Sector) visa;
- Subclass 576 (Foreign Affairs or Defence Sector) visa.

This policy is also applicable to anyone who holds a secondary subclass visa.

The Education Services for Overseas Students Act 2000, or ESOS Act, defines an "Overseas Student" as a person (whether inside or outside Australia) who holds a student visa (in reference to regulation 1.03 of the Migration Regulations 1994).

Australian College is not registered on CRICOS, therefore is not able to enrol "Overseas Students" who have not provided passport/ImmiCard number or relevant travel documents and the travel document identification number. The "Overseas Student" must give Australian College consent to check current visa entitlements and conditions on the Visa Entitlement Verification Online system (VEVO) of the Australian Government Department of Home Affairs.

Before enrolment, a person who is not an Australian citizen must accept the Terms & Conditions prior to payment, and acknowledge that they are not an "Overseas Student".

ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

All (digital and printed) materials that were previously distributed are subject to change without prior notice. Australian College bears no responsibility or liability for any published information that is outdated or incomplete. We encourage our students to refer to the website or subscribe to the newsletter to make sure they get the latest first hand information.



AUSTRALIAN COLLEGE POLICIES AND PROCEDURES

Australian College has a range of policies and procedures in place which are aimed at addressing students' needs and safeguard their welfare and interests.

Code of Practice

Equity and Access Policy and Procedure

Fees and Refunds Policy and Procedure

Accurate and Accessible Information Policy and Procedure

Reasonable Adjustment Policy and Procedure

Student Information and Protection Policy and Procedure

Disputes, Complaints and Appeals Policy and Procedure

Plagiarism Policy and Procedure

Work Based Training Policy and Procedure

FEES AND CHARGES

Included in your course fees are the online learning resources which you require to complete your course as soft copy. For optional additional fees and charges please refer to the price list below. All prices include GST.

Replacement Student ID Card **\$25**

Replacement formal documents **\$25**

Resubmission fee **\$20**

Hard copy course material + postage and handling **\$30 per unit**

Hard copy textbooks are nonrefundable

Postage and handling **Please contact Australian College for postage and handling fee totals**

Cancellation Fee **\$200**

If a student cancels within 10 days from their enrolment date.

Course Extension Fee **\$50 per month**

Student requests for course extensions must be made in writing and will only be considered if consistent progress has been made with the completion of their course.

Re-enrolment Fee **Please contact Australian College for a quote**

Please contact Australian College for further details.

Course Transfer Fee (Paid in Full) **\$150**

If transferring to a course of equal or lesser value - a \$150 transfer fee applies;

NO refunds are issued for any difference in the course price.

If transferring to a course of higher value a \$150 transfer fee applies plus the difference in course price must be paid.

Course Transfer Fee (Payment plan) **\$150**

If transferring to a course of equal or lesser value - a \$150 transfer fee applies, plus students are obligated to continue paying their original payment plan (i.e. the existing payment plan course will not change in price).

If transferring to a course of higher value - a \$150 transfer fee applies plus, students are obligated to pay the price for the difference, which will be added onto their existing payment plan total.

Duplicate Certificate **\$25**

Request for a duplicate / replacement certificate.

Duplicate Transcript **\$25**

Request for a duplicate / replacement transcript for SOA.

Re-assessment Fee **\$20**

Students will be required to pay \$20 per re-assessment.

Credit Transfer Administration Fee (from an Australian College qualification) **Nil**

There is no administrative fee applied to credit transfer for a unit/s completed at Australian College.

Credit Transfer Administration Fee (from another college) **Nil**

There is no administrative fee applied to credit transfer for a unit/s completed at another RTO.

COURSE MATERIALS

Accredited **\$30**

Professional **Please contact Australian College for a quote**

Depending on the course, contact Australian College for overall total (textbooks are non-refundable)

Postage and Handling Fee (within Australia) **various**

Depending on quantity to be dispatched. Can be quoted at the time of purchase.

IMPORTANT DATES 2022

The college is open every weekday of the year, except for the following public holidays.

New Year's Day	Included in the end of year break	Queen's Birthday	13 June
Australia Day	26 January	Labour Day	3 Oct
Good Friday	15 April	Christmas Day	Included in the end of year break
Easter Monday	18 April	End of Year Break	We close at 5:00 pm 22 December 2022 and return at 9:00 am 3 January 2023
Anzac Day	25 April		

For more information go to:

www.australia.gov.au/about-australia/special-dates-and-events/public-holidays

Trainer questions, administration enquiries and assessments submitted during closed periods will be systematically responded to as a priority as soon as the team returns.

