



Australian College
Empowering Everyone



Student Handbook

ACCREDITED AND PERSONAL DEVELOPMENT COURSES

www.australiancollege.edu.au



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Message from Our CEO

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 a leading provider of online education in Australia with an extensive range of nationally recognised and personal development courses.

In today's busy age 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 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.

Ian Pascoe-Webbe
Chief Executive Officer

Contact Us

This Student Handbook is designed to provide you with a comprehensive and helpful overview of Australian College and its operations. If you would like to discuss any information contained in this Student 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
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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.

✓ Flexible Learning

- Self paced
- Access your training wherever and whenever suits your lifestyle

✓ Unparalleled Support

- Full access to your virtual campus 24/7
- Unlimited trainer, assessor and student services support throughout your studies

✓ Payment Plans To Suit You

- Flexible, cost-effective, interest free, payment options
- Price-match opportunity available

ABOUT AUSTRALIAN COLLEGE

Australian College is a Registered Training Organisation (RTO Code 91110) with the Australian Skills Quality Authority (ASQA). Full details of our registration can be found on the National Register, currently available here: <https://training.gov.au/Organisation/Details/91110>.

Our College provides quality vocational training to individuals, enterprises, community organisations, etc, delivering a wide variety of nationally accredited courses.

In addition to these courses, we also deliver short courses which are not nationally accredited but regarded as professional development courses for those individuals who want to learn new skills or improve on the ones they already have.

A full list of our accredited vocational programs and professional development courses can be found here: <https://www.australiancollege.edu.au/courses/>

NATIONALLY RECOGNISED AND ACCREDITED TRAINING PROGRAMS

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

PERSONAL DEVELOPMENT COURSES

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

Please note: These Certificates are NOT nationally recognised.

PRE-APPLICATION FOR ENROLMENT

Our courses are 'self-paced'. This means that you can start your course at any time and work at your own pace in your own time. We encourage you to contact us prior to decide to enrol in a course. This way, we will be able to discuss further your course and the outcome you desire to achieve from completing it.

STUDENT ENROLMENT INFORMATION

Our enrolment system online is easy, safe, and secure and only takes a few minutes to complete.

To apply for a course, please complete our 'Enrolment Form' available on our website here: <https://www.australiancollege.edu.au/online-enrolment-form/>.

Submission of the 'Enrolment Form' confirms and verifies that the student has read and understood the following:

- | | |
|----------------------------------|--|
| ▲ Enrolment Terms and Conditions | ▲ Fees and Charges and Refunds Policy |
| ▲ Privacy Notice/Policy | ▲ Complaints and Appeals Handling Policy |
| ▲ This Student Handbook | ▲ Assessment Policy |

Our team will assess your application for enrolment and contact you if additional documents are required as part of the overall enrolment process.

All applications for enrolment will be assessed against the eligibility criteria. Student applications for enrolment will only be processed once all supporting evidence is submitted and payment has been made.

Once all documents are received and your application for enrolment is successful, you will receive a 'Welcome' email containing important information, such as:

- Details of your enrolment, including qualification code and title or the full name of the professional development course;
- Start date of the course;
- Learning support that will be available to you;
- Administration support
- Mode of learning;
- Pre-learning requirements (eg. access to a computer with internet, completion of the orientation session online, etc);
- Log in access details to your learning materials and assessment tasks;
- Receipt for any fees paid.

If a student application for enrolment is unsuccessful, Australian College will contact the student to discuss alternative options.

For more information on Australian College's enrolment process, please read our 'Enrolment Policy and Procedure' available on our website, currently here: <https://www.australiancollege.edu.au/>

Course Fees:

Australian College provides clear course fee information of the training products to prospective students prior to them applying for enrolment. For more information on other fees and charges, please refer to the "Fees and Charges" available on our website here: <https://www.australiancollege.edu.au/fees-and-charges/>

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 1st January 2015 it is a national requirement for all students enrolled in nationally recognised training with a Registered Training Organisation to have a USI. By law RTO's will be unable to issue a formal Certificate or Statement of Attainment to students who have not provided a USI.

If you enrol in one of our professional development courses, you DO NOT require 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.

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 or visit www.usi.gov.au.

LANGUAGE, LITERACY AND NUMERACY

As part of our obligations as a Registered Training Organisation (RTO), applicants for enrolment are required to be assessed for their language, literacy, and numeracy (LLN) skills prior to commencement of studies. This allows us (as your training provider) to ensure your suitability for the level and rigour of study required. It also helps us to understand any potential issues to support students in the following five (5) core skills areas: reading, writing, oral communication, learning and numeracy.

As an entry requirement into our courses, you will be required to complete a Language, Literacy and Numeracy test. You will receive a weblink for this test to complete online. As students may have different level of LLN, the duration of the test may differ from one individual to another. Please take this seriously and find a quiet area to complete the test.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

At Australian College, we consider any existing skills and knowledge you may have gained through previous studies, work and/or life experiences. This is referred to as Recognition of Prior Learning (RPL).

You may be considered for RPL if you have:

- undertaken similar studies in another course with our College or another training provider;
- relevant workplace, community, or life experiences;

To be able to apply for RPL, students must provide evidence of previous study or experience such as certificates and/or diplomas accompanied by academic transcripts, workplace documents and references.

Where evidence of previous study and/or work experience cannot be accessed to support a submission for RPL, students may be eligible to complete their studies via an 'Assessment-Only' approach so when enrolling, please speak to our team to determine whether this applies to you.

Credit Transfer can be awarded where students have successfully completed the same Unit of Competency. This may have been completed as part of a different qualification, either with Australian College or another Registered Training Organisation.

Australian College recognises Australian Quality Framework (AQF) qualifications and Statements of Attainment awarded by other Registered Training Organisations (RTO's). We verify your certification with the issuing RTO prior to approving a Credit Transfer.

Students may apply to Australian College for Recognition of Prior Learning (RPL) or Credit Transfer of any relevant courses or modules undertaken at Australian College or at any other Registered Training Organisation (RTO).

Requests for RPL and/or Credit Transfer are considered before enrolment.

To apply for RPL please send your RPL Application Form accompanied by copies of your formal academic transcripts and evidence of workplace based documents to RPL@australiancollege.edu.au

For more information on our RPL and Credit Transfer process, please read our 'RPL and Credit Transfer Policy and Procedure' available here: www.australiancollege.edu.au

YOUR COURSE MATERIAL

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

Students can purchase hard copy materials and/or textbooks at any time 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.

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 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 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.

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:

- 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
- Privacy Act 1988 (Cth) (Privacy Act)

- The VET Quality Framework:
 - National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)
 - 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

For more information on how Australian College applies the consumer protection legislation, please refer to our 'Consumer Protection Policy' available on our website, currently here <https://www.australiancollege.edu.au/> and the information available on the 'Enrolment Terms and Conditions' page also on our website.

CODE OF PRACTICE

As a Registered Training Organisation (RTO No 91110), 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 its 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 <https://training.gov.au/Organisation/Details/91110>.

- ▲ 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 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 affects 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.

STUDENT SUPPORT SERVICES

Australian College is committed to assisting students who require additional support, advice or help during their course. To achieve this, you are encouraged to express your learning needs and any special assistance required at any stage during your learning journey.

As a student of Australian College, you will have access to support services to provide you with the individual assistance you need to help your study experience with us is a positive one.

Where circumstances may affect your learning experience, we will support you where possible, including the possibility of referring you to internal and/or external support services.

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.

Administrative support will be provided to help you manage the enrolment process, access and use of our Learning Management System.

Academic support will be provided throughout your course by your Trainer/Assessor. In the event that you are experiencing any difficulties with the course materials, managing your time or commitment to your course, or other related matters, please do not hesitate to contact our team via email at admin@australiancollege.edu.au or your trainer/assessor at trainer@australiancollege.edu.au to ask for guidance.

COUNSELLING FOR STUDENTS

Australian College is concerned for the welfare of our students. If you are experiencing difficulties and/or require counselling or personal support, please contact our team. There are also a number of external professional organisations who can offer services to help:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 224 636 or www.beyondblue.org.au

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on 000.

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 by 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 to undertake or complete their study programs, therefore, we endeavour to incorporate flexibility in our course options.

We provide the following support services:

- Pre-Enrolment Interview to give the potential student the opportunity to find out more about the course they want to enrol to study and about Australian College and its training and assessment methodologies and requirements. This enables the student to make an informed decision on their course of study.
- Language, literacy and numeracy (LLN) test at the time of application to enrol in a course to identify any special needs the student may have during their studies or if they maybe suited to a different course; Students requiring assistance to improve their LLN skills will be referred to external services or Foundation Skills courses prior to enrolling them into a course with Australian College.
- Arrangement of a one-on-one phone call where possible between the student and their trainer/assessor, on request;
- Ongoing monitoring of the student's progress by a Student Support Officer via phone call or email.
- Supplementary information and/or assistance where the student does not complete their assessments satisfactorily the first or second time, they submit their assessment work.

We are implementing a milestone initiative with the purpose of giving encouragement and keeping our students focused and motivated in their studies.

LEGISLATIVE AWARENESS

Links and information on legislation have been placed on our website, within our policies and procedures, terms and conditions, privacy information section, etc.

These provide guidelines for you while in a training and education environment.

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 one (1) unit of competency minimum to be completed per month for satisfactory progress
- ▲ Maintain your payment plan at all times, you must remain financially viable 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
- ▲ 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 MAY BE ELIGIBLE FOR SMART AND SKILLED FUNDING IF:

- ▲ you are an Australian citizen, a permanent resident, a humanitarian visa holder or a New Zealand citizen;
- ▲ 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.

For more information, please see the Smart and Skilled prices, fees and subsidies information page, currently available here: <https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees>.

SMART AND SKILLED ENROLMENT

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

- ▲ Student Handbook (this handbook)
- ▲ Enrolment Terms and Conditions
- ▲ Smart and Skilled Fees and Charges
- ▲ Australian College Privacy Notice
- ▲ 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's Privacy Notice:

- ▲ 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
- ▲ Consent to Use and Disclosure of Personal Information Form

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

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.

JOIN OUR SOCIAL MEDIA COMMUNITY

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



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 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.

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.

TRAINING AND ASSESSMENTS

Australian College complies with all VET Quality Framework and Australian Skills Quality Authority (ASQA) requirements. We actively follow the Principles of Assessment (validity, reliability, fairness and flexibility) and the Rules of Evidence (authenticity, currency, validity and sufficiency).

All assessments comply with the respective training package requirements. Your Trainer/Assessor will inform you of specific assessment tasks, including how and when assessments will occur throughout the duration of your course.

COMPETENCY-BASED TRAINING

Competency-based training is an approach we implement throughout all our accredited courses. It is a method of training that focuses on your ability to receive, respond to and process information in order to achieve competency. It is aimed towards the attainment and demonstration of skills to meet industry-defined standards, and the learning content is designed in such way to prepare you for the workplace.

SELF-PACED LEARNING

Australian College uses a self-paced learning method. Courses are delivered online via our Learning Management Systems (e-Campus and CREATINE). Students can log in and study at their own pace, whenever and wherever they are able to study. Access to a computer with access to the Internet is required for completion of our courses.

Learning materials, such as learner guides, videos, power-point slides and supporting materials and templates are provided for the students to access online.

ASSESSMENTS

Assessments are an opportunity for you to show you can perform the prescribed tasks and have a level of skill to the workplace standard. Each completed assessment is evidence of your performance. Assessment decisions are made after a Trainer/Assessor marks your assessment against pre-defined criteria and quality standards.

In this competency-based environment, there are no 'grades' like in school or university. Your performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Yet Satisfactory'. All your assessments for the unit are then considered together to determine the final outcome of either 'Competent' or 'Not Yet Competent'.

Assessment methods may include:

- Written and verbal questions
- Projects
- Reports
- Practical Demonstrations
- Case Studies
- Supervisor/Third Party Reports
- Portfolios of previously completed work

More traditional forms of assessment, such as essays and examinations, are not used in our courses.

DUE DATES

At Australian College assessments don't have due dates as our courses are self-paced. To ensure though that there is course progress and that the students stay motivated, our expectation is that students complete at least one unit per month. Therefore, it is expected that students submit at least monthly (or more often) assessment work.

ATTEMPTS AT ASSESSMENTS

You are provided with three (3) occasions to demonstrate your 'Satisfactory' performance in any assessment task. If your performance outcome is 'Not Yet Satisfactory' on your first attempt for an assessment, your Trainer/Assessor will provide you with feedback about the gaps in your performance and advise of any additional support required/available. This may include you completing further research or reading, work through part of the assessment again, or doing practice tasks. You will then be given two (2) further attempts for resubmission

Please note that there is a fee of \$20.00 for each resubmission.

In the event that you receive a 'Not Yet Satisfactory' outcome after three (3) attempts, your final unit outcome will be recorded as 'Not yet Competent' (NYC). If you wish to continue studying this unit, you will need to re-enrol into the unit to participate in further training and assessment.

Please note that there is an enrolment fee which will vary depending on the unit. Please, contact us via email at admin@australiancollege.edu.au to discuss fees.

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 (3) 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 marking structure for Nationally Recognised Courses

C	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 grievance or complaint, they can email Australian College: admin@australiancollege.edu.au.

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

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

For more information on our complaints and appeals process, please see our 'Complaints and Appeals Handling Policy' on our website, currently available at <https://www.australiancollege.edu.au/>

CERTIFICATE ISSUANCE

Upon successful completion of the course, a Certificate or Statement of Attainment will be issued to you within 30 days of you being assessed as meeting all requirements for the course.

If for some reasons, Australian College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met the requirements.

TERMS AND CONDITIONS OF ENROLMENT

It is the student's responsibility to adhere to the terms and conditions of their course enrolment. Terms & Conditions can be found on our website, currently available at: <https://www.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 support you.

STUDENT INFORMATION

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

A photo ID is required at the time of enrolment as well as the student's Unique Student identifier (USI). For students under 18 years of age parental/guardian permission is required.

For more information on Australian College's enrolment process, please read our 'Enrolment Policy and Procedure' available on our website, currently here: <https://www.australiancollege.edu.au/>

FLEXIBLE DELIVERY

Australian College 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), experience gained during their work placement experience (depending on the course). Students will be responsible for having access to a computer with good Internet connection for 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 our courses are delivered online, course materials are provided as soft copy i.e. students are issued log in and password details to access their course materials. Students are able to purchase hard copy materials and/or textbooks at any time 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' via our website within 10 calendar 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 calendar 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 strongly encourage prospective students to carefully read our "Enrolment Terms and Conditions", the information regarding "Fees and Charges", and the "Privacy Notice" prior to clicking on the "I Agree" and "Submit" button on the Enrolment Form page.

Completion and submission of the *Enrolment Form* confirms that the students understand their rights and agree to fulfill their financial responsibility to the College

FEES, CHARGES AND 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 Enrolment Terms and Conditions, Privacy Notice 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 your 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.

For more information on our fees and charges, please read our 'Fees, Charges and Refunds Policy' included in full in this Student Handbook and available on our website, currently at: <https://www.australiancollege.edu.au/>

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 must 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 student's responsibility to ensure that they are completely knowledgeable with all course requirements prior to enrolling. Ticking all 3 boxes prior to submitting their 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 Package 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 or fortnightly instalments are maintained. Course work is released as you progress through your payment plan.

Failure to maintain your weekly or fortnightly instalments will result in your course being suspended and debt recovery. In the event that this should occur please contact Australian College by emailing us at 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.

COLLEGE RECORDS

The College retains records of your Certificate(s), Statements of Attainment and Record of Results for 30 years (this is an academic requirement) from the time you have completed your studies. During this time, if you require a replacement of your Certificate, Statement of Attainment or Record of Results 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 fee applies for the replacement of each Certificate, Statement of Attainment or Record of Results.

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 will not accept responsibility for any assessments that may get lost in transit or not be received electronically.

UNACCEPTABLE CONTENT IN ASSESSMENTS

If you submit assessments with content that is deemed to breach the assessment submission guidelines, it will not be accepted and you will be given a 'Not Yet Competent' (NYC) result and will need to resubmit your assessment (resubmission fees apply). As a vocational educational provider we are not permitted (on your behalf) to edit, delete, remove or modify any assessment content that we deem 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.

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.

APPEALS PROCEDURE

You may request a Not Yet Competent (NYC) assessment result to be reviewed within for up to 21 days from when the result is issued. Requests for a review of an assessment item must be made in writing using the 'Complaints and Appeals Form' available from our website: <https://www.australiancollege.edu.au/>

ACADEMIC FACULTY FEEDBACK

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.

LANGUAGE

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

PHOTOGRAPHS AND VIDEO RECORDINGS

All photographs and video recordings submitted for your 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 or videos of children and young people. Each state provides information based on the Child Protection Act (1999).

For more information on assessments, please access and read our 'Assessment Policy', currently available at: <https://www.australiancollege.edu.au/>

GRADUATION

Depending on your course, upon successful completion of your course or module(s) you will be issued with a final Record of Results that lists the units code and title of the competencies achieved and the respective Certificate, Statement of Attainment or Australian College Certificate.

A Graduate Feedback form will be also issued to you within approximately seven (7) working days of your final result 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 Certificate in the mail within 7 working days.

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 within seven (7) calendar days of 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 AND CONTINUOUS IMPROVEMENT

Our College is dedicated to ensure that the practices we apply are continually being reviewed so that we get the best outcomes for our students. Our qualifications, units and resources are reviewed on a regular basis to ensure currency and best practice. This approach to continuous improvement relies on input from you as a student, regarding your experience whilst studying with us. We use your feedback to ensure we are delivering the best training possible.

We welcome feedback at any time but will also specifically ask for it via surveys sent out halfway through your course and at the completion of your studies. In addition to these you are encouraged to provide your feedback at any time during your course by emailing us on:
admin@australiancollege.edu.au

GENERAL

All Australian College 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.

Australian College 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 any 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 their *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.

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

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 *Fees, Charges and Refund Policy*.

PRIVACY AND DISCLOSURE OF PERSONAL

Australian College respects the privacy of student information. To meet our privacy and data obligations, our College is required to collect student personal information for a variety of reasons.

Our College will collect and retain personal information relating to your enrolment with us, including your personal details, your cultural background, your individual needs and your educational background. We will also retain records of your training activity.

Your personal information is stored and retained securely, not kept longer than necessary and disposed of appropriately.

We will not disclose your personal or training information to any person or organisation (for example to your parents, partner or employer) unless we have your permission.

In some cases, we are required by law to make student information available to Australian Government agencies such as the National Centre for Vocational Education and Research (NCVER), Training Services NSW or the Australian Skills Quality Authority (ASQA).

Further information is provided at the time of application, enrolment and within our Privacy Policy and Privacy Notice available on our website, currently at: <https://www.australiancollege.edu.au/>.

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.

Australian College is not registered as a CRICOS education provider, therefore is not able to enrol "Overseas Students" who have not provided a copy of their passport/ImmiCard or relevant travel documents showing the type of visa they. The "Overseas Student" must give Australian College consent to check their 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 or permanent resident must accept the Terms & Conditions prior to payment and acknowledge that they are not an "Overseas Student".

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.

Below is a list of the policies you may need to refer to while studying with Australian College:

- ▲ Enrolment Policy
- ▲ Enrolment Terms and Conditions
- ▲ Recognition of Prior Learning and Credit Transfer Policy
- ▲ Language, Literacy and Numeracy Policy
- ▲ Complaints and Appeals Handling Policy and Procedure
- ▲ Fees, Charges and Refunds Policy
- ▲ Consumer Protection Policy
- ▲ Privacy Policy
- ▲ Assessment Policy
- ▲ Access and Equity Policy

We highly recommend you read through these policies and familiarise yourself with them. You can access these policies from our website at: www.australiancollege.edu.au

IMPORTANT DATES 2024

The College is available every weekday of the year, except for the following public holidays:

New Year's Day	Included in the end of year break
Australia Day	26 January
Good Friday	29 March
Easter Monday	1 April
Anzac Day	25 April
King's Birthday	10 June
Labour Day	7 October
Christmas Day	Included in the end of year break
End of Year Break	We close at 5:00 pm 23 December 2024 and return at 9:00 am 2 January 2025

For more information go to:

<https://www.nsw.gov.au/about-nsw/public-holidays>

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



Australian College
Empowering Everyone

If you have any questions about the College, our courses, or need help with enrolment, please contact us.



Unit 7 70 Croydon Street
Cronulla NSW 2230 Australia



General enquiries:
enquiry@australiancollege.edu.au



Office hours:
Mon-Fri 9am-5pm



Payment enquiries:
payments@australiancollege.edu.au



Local call 1300 783 283
International +61 02 9386 2500



ABN: 79 111 194 015
RTO: 91110
Centrelink: 2P721



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