

**AUSTRALIAN
COLLEGE OF
TRAINING**
ACT NOW FOR YOUR FUTURE



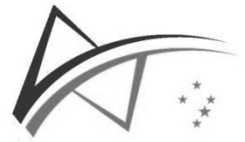
LEARNER HANDBOOK

ACT NOW FOR YOUR FUTURE

www.auscollege.edu.au

RTO Provider No. 51269

Member of ACPET



***If you need help to read this book call us on 9472 6111.
We will help you.***

Australian College of Training is a National Registered Training Organisation (51269) and delivers nationally accredited training for AQF qualifications, industry skills sets and units of competency. As such, the College is subject to the National VET Regulator: Australian Skills Quality Authority (ASQA) and compliance with VET Quality Framework, and all state and federal legislation related to our business.

For more information about the requirements of National Registered Training Organisations please visit: www.asqa.gov.au

You can check our current registration status and scope of registration on the national register: www.training.gov.au

The Learner Handbook provides you with information about Australian College of Training and briefly outlines policies and procedures relevant to you as a learner of the College.

Information in this booklet is subject to change.

The details provided relating to policies and procedures of Australian College of Training are for general use only and are only extracts of the full policies and procedures.

Please discuss any questions with one of our friendly staff for current and accurate information.



Overview of Australian College of Training and our commitment

Welcome to Australian College of Training. We are glad you have chosen us as your preferred training provider. Australian College of Training is committed to building and enhancing the skills and knowledge of its clients and assist them in achieving their learning and career goals. With over 70 qualifications available across 8 industry areas, we have the ability to deliver training services across a range of industry areas and career streams.

Our focus industries are at the heart of Australian College of Training's core services, and built upon the knowledge, skills and abilities we have gained over the 11 years as a registered training provider and the technical industry expertise of the training and VET staff we employ. They are:

- Business. administration and management
- Food (processing and sales; baking)
- Manufacturing (competitive systems and process manufacturing)
- Meat (processing and retail; quality assurance)
- Retail and business to business sales
- Transport and logistics
- Vocational education and training (VET)
- Work, health and safety

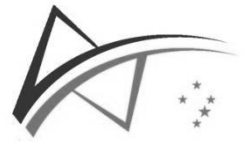
At Australian College of Training we believe in the importance of communicating our objectives so that you can be confident about whom you have chosen as your training provider. Therefore our objectives are:

- To be a flexible and progressive training provider that is focused towards building a qualified and competent workforce.
- To provide quality training and professional development programs and services that deliver high-quality outcomes for learners, business and industry.
- Encourage and support best practice for individuals, business and industry.

What makes us exceptional as a registered training provider?

Australian College of Training believes that the combination of our engagement with industry, industry research and expertise, together with highly competent and skilled trainers and our commitment to providing a five star learning experience is why we are constantly recognised for our achievements. It is this commitment to all our clients and to learning that provides a solid foundation to develop your skills, knowledge and abilities to be confident and successful in your chosen careers.

All training and professional development programs and training services go through rigorous scoping, consultative and evaluative processes at multiple levels: individual learners and workers in industry, business owners and management, and key industry representative bodies. These processes ensure that Australian College of Training offers training and professional development



programs and services that are responsive to the needs of all stakeholders. So your voice is important to us.

Our Trainers and Assessors are all experienced in their field of industry, as well as qualified and experienced VET trainers and assessors. They all engage in structured professional development to ensure their industry knowledge and skills are current and relative to market demands and future innovations in thinking and practice for tomorrow.

Our programs and services are:

- topical and relative in content for professional knowledge and skills development;
- continuously improved;
- always encouraging and supporting best practice, particularly through knowledge research and evidence-based practice outcomes;
- Encourage skills recognition as a legitimate pathway towards gaining national recognised qualifications that are flexible, efficient and cost-effective.
- Delivered and assessed by staff that are qualified and experienced in industry *and* in VET as a trainer/assessor practitioner.
- Delivered over several modes that are flexible to the needs of learners and employers.
- Offer a number of training and assessment support levels that suit needs of our learners.

Australian College of Training prides itself in staying true to our strategic direction, our promise of the provision of quality training programs and services and our objectives. Please participate in providing us with your feedback and comments throughout your experiences with Australian College of Training and make recommendations for changes where you see a need or gap. Please let us know what you thought worked well, and particularly enjoyed. Your feedback is highly valued and all recommendations are given due consideration and action.

I trust that your experience with Australian College of Training will be a lasting and rewarding one.

With kind regards,

Terrence and Christina Richards

CEO and Directors

Australian College of Training

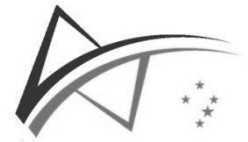
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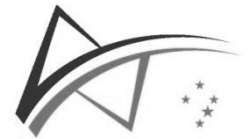
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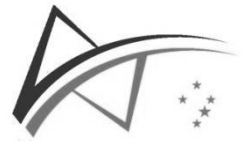
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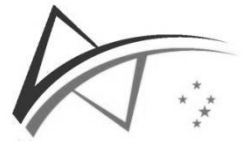
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Introduction

Our Mission Statement

Dedicated to the provision of excellence in Vocational Education to the College's three key stakeholders:

- *Industry organisations- Grow intellectual capital and build sustainable and productive industry personnel*
- *Government organisations- Be a world class provider of vocational education representing ultimate value for money in all purchasing models*
- *Learners - Add significant life-long value in both professional development and career*

Aim and Commitment - Us and You

At Australian College of Training we aim to ensure that you maximise your training experience with the College.

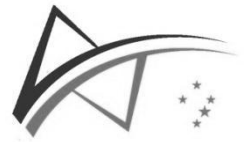
To achieve the most out of your training program you need to be committed to achieving your learning and career goals but also understand that this is a journey you are sharing with us as well as with other learners. You should never feel you are on your own.

We are here to help and guide you through your training program and provide you with assistance where ever possible and help you access help externally. You are responsible for completing your learning activities and assessments that form part of your training plan on time to the best of your abilities.

Our Promise to You

To meet the education, training and service needs of participants and clients, Australian College of Training will:

- Provide training that is appropriate to your needs by continually reviewing our scope and delivery;
- Provide quality training and timely assessment by ensuring that our trainers and assessors are trained in the latest methods and our resources are of a high standard;
- Maintain friendly and helpful approach to you;
- Market our products and services ethically, accurately and professionally;
- Provide quality services that are efficient and consistent through continuous improvement planning by listening to your feedback;
- Provide an environment for our valued clients that promotes access and equity by continually reviewing and revising our policies and procedures to reflect the needs of our community.



Our Staff

The trainers and administration support at Australian College of Training offer all learners exceptional support and advice in a timely manner. They have been employed through a formal recruitment and selection process and are qualified and experienced in training and assessment in the vocational area in which they are delivering.

Academic questions will be answered with adequate depth and accuracy. Trainers will respond to emails and phone messages promptly, and assessments are also marked promptly.

Keeping You on Track

Once you have completed your enrolment and selection of units it all starts.

To help us maintain your progress for the program we will have regular contact directly with you. This will be discussed during induction. Our trainers and assessors will work with and support you to keep you progressing through your training program each stage of your learning and assessment.

Catering

Australian College of Training may provide catering to learners during selected in-house workshops, such as sandwiches, biscuits, coffee and tea. External commercial providers are often contracted to provide catering services. In relation to food allergies or intolerances, whilst we understand it is the responsibility of the person with the allergy to take personal responsibility for their own food safety, we do provide the opportunity for you to identify if you have particular food needs. We will also give considerations for cultural restrictions, i.e. halal food.

Marketing & Advertising

Australian College of Training ensures any marketing of vocational education and training products are done so with integrity, accuracy and professionalism. We make every endeavour to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product or promises of employment at the completion of our programs. Qualifications and skills sets marketed reflect our scope of registration.

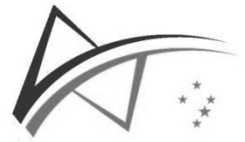
Australian College of Training ensures that any marketing of training programs or courses that are government funded (federal or state) clearly outline funding eligibility criteria and fully disclose the terms and conditions of the funded program. We do not guarantee funded places are available to every learner; but only to those who meet the criteria.

Legislation

Australian College of Training monitors relevant legislation which impacts on all training programs. Where required, Australian College of Training includes information regarding legislation to all learners in learning materials.

Quality Management and Feedback

Australian College of Training is committed to providing quality service and has a strong focus on continuous improvement. We value all feedback for incorporation into future programs.



We aim to achieve a high feedback forms and survey return rate.

This feedback will help us to review what we do and how we do it, and to ultimately improve our product delivery to you – the learner.

We also use employer (or industry) feedback surveys to assist us in reviewing our practices to ensure we are achieving our objectives of meeting workforce industry demands and the community needs and expectations.

Copyright

Written permission to use Australian College of Training resources must be gained in writing from the CEO of the College prior to any use of such material. Any reasonable use of excerpts from existing works will include attribution of its origin.

Contact information:

For further information you can contact us by:



1300 ACT NOW Learner inquiries
(08) 9472 6111 Main Office
(08) 9472 6288 Accounts



training@auscollege.edu.au

Website www.auscollege.edu.au

Facsimile (08) 9472 6277

A.B.N: 48 106 641 767 | RTO Provider No. 51269

Professional associations

- Member of Australian Council for Private Education and Training (ACPET)
- Fellow members of Australian Institute of Management (AIM)
- Members of Australian Institute of Food Science and Technology
- Members of Association for Human Resource Management (AHRM)
- Chamber of Commerce and Industry (CCI) and local chamber
- Service partners with OPTIONS Employment (disabilities) Services

Award Winning Service

- Finalist WA Training Excellence Awards - Small Training Provider of the Year 2011
- WINNER WA Training Excellence Award 2008 & Australian Training Award 2008 (National)
- Finalist WA Training Excellence Awards - Small Training Provider of the Year 2005, 2007, 2008, 2009 & 2012
- WINNER MINTRAC Training Organisation of the Year 2009

We are a facilitator and participant in World Skills Australia each year for retail meat.



Code of Practice

Australian College of Training is committed to the provision of high quality training and assessment services to all clients, in accordance with the requirements of industry requirements and the standards under which we operate.

Standards for Registered Training Organisations 2015

As a National Registered Training Organisation Australian College of Training complies with these Standards which form part of the VET Quality Framework. They are used by training organisations to ensure nationally consistent, high-quality training and assessment services for clients of Australia's vocational education and training system (VET).

Our assurance

This code of practice is our assurance to you that Australian College of Training has developed policies, procedures and best practice to maintain high quality standards in the provision of vocational education and training and other client services.

We demonstrate this assurance by:

- Complying with all legislation, regulations and industry licensing relevant to the scope of registration and operations of our organisation
- Ethical, clear and accurate marketing and advertising
- Recruit learners in a responsible and ethical manner ensuring access and equity
- Providing current information about courses, rights and responsibilities, fees and charges and our refund policy prior to enrolment so clients can make informed decisions
- Respecting the privacy and confidentiality of clients and client information, as detailed in our privacy and confidentiality policy
- Providing a fee structure that is fair and reasonable, and flexible in payment arrangements so as to increase access to our training services across the community
- Ensuring that those participating in our training programs and courses are treated fairly, without discrimination and with dignity;
- Endeavouring to be sensitive to the diverse backgrounds and needs of all learners;
- Making the option of selecting recognition of prior learning (RPL) as an assessment only pathway available to all our clients prior to and during their training program
- Recognising AQF qualifications and statements of attainment from other registered training organisations as part of our National Recognition Policy
- Consulting with industry and businesses in the development and continuous improvement of learning and assessment strategies to ensure that our clients have the knowledge, skills and performance standards expected in the workplace
- Providing safe, healthy and comfortable learning environments for our clients
- Striving to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment and providing learner support, resources, and delivery and assessment strategies to accommodate learner needs;



- Employing trainers and assessors that have up-to-date and relevant industry expertise and VET qualifications and experience for the training programs they deliver and are responsible for and supporting their ongoing professional development to maintain and build their skills
- Developing or sourcing the highest quality training and assessment resources for our clients that suit their learning needs
- Engaging in professionally responsible and ethical assessment practice;
- Providing learners with a fair and objective appeals process in relation to assessment decisions and re-assessment options.
- Issuing certificates and statements of attainment in a timely manner.
- Providing a forum for your voice to be heard through our feedback, evaluation and complaints processes so that we are always continuously improving our training services
- Continually reviewing our systems, products and services to ensure they are meeting the needs of our clients and considered by them to be of a high quality standard
- Leverage technology to support high quality flexible service delivery

The policies and procedures referenced in the Code of Practice are available on request. For more information on any of the provisions in our Code of Practice please contact an Australian College of Training representative using the contact details above.

Learner Guidelines

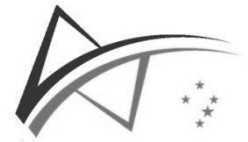
Expected standards of behaviour

Australian College of Training reserves the right to provide formal warning, suspend a learner or to terminate an enrolment of a learner who does not adhere to the acceptable standards of behaviour outlined in the Code of Conduct below. Learners acknowledge that any breach of the Code of Conduct whether in a class-room, work place or other learning environment provided by the College or an employer providing work-based learning through work placements, may result in their suspension, exclusion from or termination of a training program upon receiving a written warning.

Code of Conduct

Australian College of Training aims to provide a non-threatening and harmonious environment for all learners and staff. To help maintain this environment, we expect our participants to respect and comply with the following:

- i. Respect the rights of others by being polite and courteous at all times;
- ii. To participate in learning activities that are designed to enhance learning, and respect the rights of others by listening without disruption;
- iii. Progress through the training program according to the Learning Program Agreement or training plan of the course participating in;
- iv. Complete all learning activities and assessments by agreed timelines and discuss any issues that prevent progress with College trainer as they arise;
- v. Ensure that all electronic equipment (mobile phones, pagers, music players, etc.) are **turned off** during training, and only used during formal breaks;



- vi. Maintain a safe and healthy learning environment by reporting hazards and dangers to the trainer immediately;
- vii. Pay financial accounts within the timeframe specified on your tax invoice

Australian College of Training reserves the right to refuse any learner entry to any learning environment and/or to cancel an enrolment at any stage if a learner's behaviour is deemed inappropriate due to misconduct or assessment malpractice. These disciplinary processes may include:

- i. Suspension or expulsion from the learning environment
- ii. Expulsion from the training program or cancellation of enrolment

Learner attendance (class-based learning)

Learner attendance is recorded each day. These records are required for learning progression, billing and OSH reasons. Learner attendance in class is paramount to successful completion of learning and assessment outcomes. Learners are expected to be in attendance for all training sessions.

You are required to arrive to class on time and remain for the full duration of the class. Should it be necessary to leave a class early you must advise the Trainer as soon as possible.

If you are absent from a class it is your responsibility to catch up on work missed. If you are going to be absent from a scheduled class or activity please advise your Trainer as soon as possible.

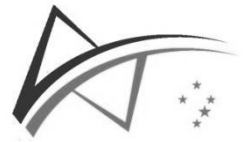
Learner attendance (work-based learning)

Learner attendances at work-based learning sessions including individual sessions are recorded for each session in the Training Log Book. These records are required for learning, billing and contractual requirements of training contracts. Please show professional courtesy to College trainers and assessors and notify them asap if you are unable to attend a scheduled visit (**48hrs notice**) and re-schedule promptly as most work-based learning programs require a minimum of one training or assessment visit a month in the metro area and one visit every three months in regional areas, dependent on Learning Program Agreement or training plan. Rescheduled visits should be at the next earliest appointment available.

The Learning Program Agreement (LPA) or training plan will outline when units are due to be commenced and completed by. You must adhere to your LPA or training plan unless you have exceptional circumstances in which you may request consideration to have your LPA or training plan amended or temporarily suspended. Please remember that it is a request only, and that although the College is flexible in delivery and assessment and working with your personal circumstances, there are often fixed time constraints to complete work, including if you are under a training contract as an apprentice or trainee.

Authenticity of work

Australian College of Training is committed to ensuring that every assessment is credible and an accurate reflection of each individual's knowledge, skills and abilities. To that end, learners are required to demonstrate honesty and integrity in the work they submit for assessment.



Each learner is required to declare the authenticity of their work by completing the statement in the assessment tool kit that states that the work presented as evidence is the work of the learner, any assistance from another person is to be acknowledged, or any material that was not authored or created by the learner to be acknowledged as such and that all claims against this can be verified if necessary.

Plagiarism & collusion

Plagiarism means using the work or property of someone else and presenting it as your own without acknowledging or referencing your source of information.

Collusion is when two or more learners work together to complete an assessment which should have been completed individually. Team projects are not considered to be collusion.

Australian College of Training is committed to ensuring the integrity of the assessment process and the legitimate competency of its learners. In order to assess each learner as competent assessors must be satisfied that all submitted assessments are the individual work of the learner. All learners of the College are expected to adhere to high standards of academic integrity and honesty at all times. Failure to do so may constitute academic misconduct and learners will be required to re-submit or undertake additional assessments at the discretion of the learner's assessor.

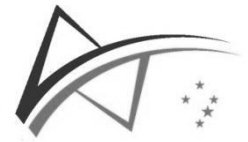
Advice for learners:

- Direct quotes (using material written by someone else in your answer) must be encased in quotation marks. A note letting your assessor know where the quote is from **must** be included (i.e. the website or book where your quotation is from).
- Class discussions and emails do not need to be quoted or referenced.
- If you paraphrase (quote another person's work without using the exact wording) you must still indicate where you found the original idea.
- Learners may work in pairs or groups to prepare for assessments provided all submitted work is the work of the learner's (i.e. not copied from someone else).
- Cutting and pasting information from websites or electronic resources and using it as your own is considered plagiarism and not your own work. When using information from the internet, ask your assessor what they expect from you (i.e. writing information in your own words and citing the website you referred to). Your assessor will guide you here.
- Resubmission of past assessment material is considered cheating. Your assessment is to be of your current skills and abilities. Outcomes of past assessments may contribute to RPL.
- If in doubt speak with your assessor.

Australian College of Training will only issue qualifications to learners who have met all of the assessment and evidence requirements within the training package rules for the qualification and the requirements of each unit making up the qualification.

Sexual harassment policy

Australian College of Training expects all learners and staff to behave courteously and respectfully at all times. Any learner breaching this expectation may be expelled or suspended from training. This expectation is reflected in the College's Sexual Harassment Policy, which can be made available to



you on request. This includes behaviour during study sessions and during practical sessions and assessments in the workplace.

Discrimination & harassment

Discrimination & harassment are against the law in all Australian education institutions. Australian College of Training will not tolerate any behaviour or intention to behave in a way which discriminates against, or harasses another person. The College is committed to observing State Equal Opportunity Acts and Federal Anti-Discrimination Laws. It is unlawful to discriminate against someone on the basis of family responsibilities, sexuality, disability, marital status, age, gender, race, religious or political beliefs, pregnancy/breast feeding, trade union activity or lawful sexual activity. Every person has the right to be treated fairly with respect and dignity. We protect your right and the right of other learners, staff and visitors to the College. You must give others the same rights you have.

Harassment is defined as any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

Responsibilities of learners

The learner is responsible for the following:

- i. Choosing a course which meets their learning goals or career objectives
- ii. Informing the College registrar or trainer of any support service they may require or special needs they may have
- iii. Completing an enrolment form which includes consent to disclose information relating to training outcomes to employers
- iv. Providing accurate personal details (full legal name and contact details)
- v. Pay fees by the agreed dates
- vi. Complying with Australian College of Training policies and procedures that relate to them
- vii. Complying with requests by College staff in relation to Work Safe and OHS requirements
- viii. Maintain regular contact with your trainer / assessor and if there are any issues that arise in your training program, please raise them with a College representative as soon as possible

Circumstance for suspension or cancellation of enrolment

Circumstances in which Australian College of Training may temporarily suspend a learner's enrolment include:

Misbehaviour of the learner such as -

Academic

- Cheating in assessment tasks
- Plagiarism
- Being disrespectful to staff or other learners which could include continuously interrupting the trainer or refusing to participate in the learning session

Non-academic

- Discriminating against, or harassing, any person in any manner or for any reason
- Using offensive language or being physically intimidating
- Acting in an unsafe manner that places yourself and/or others at risk



- Acting in an unsafe manner which causes harm to yourself or another person
- Being under the influence of alcohol or drugs
- Smoking in non-smoking areas
- Non-payment of fees
- Malicious damage to College property or equipment
- Failing to comply with College Directors and written instructions

Circumstances in which Australian College of Training may cancel a learner's enrolment include:

Misbehaviour of the learner such as:

- Cheating in assessment tasks after initial warning and counseling
- Plagiarism after initial warning and counseling
- Acting in an unsafe manner that places yourself and/or others at risk after initial warning and counseling
- Acting in an unsafe manner which causes harm to yourself or another person after initial warning and counseling
- Being under the influence of alcohol or drugs where this behaviour yourself or others at risk
- Committing unlawful actions
- Non-payment of fees
- Malicious damage to College property or equipment
- Compliance with College policies and procedures

Notification of intention to suspend or cancel an enrolment

Australian College of Training will provide the learner with a letter informing them that they intend to suspend or cancel the learner's enrolment. The letter will advise the learner that they may appeal the College's intention to suspend or cancel their enrolment by accessing the College's complaints and appeals processes.

The learner will be advised that they have 20 working days to appeal the decision after receiving the written notification.

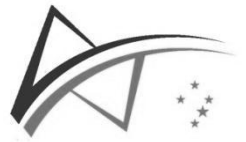
If an appeal is lodged, Australian College of Training will not suspend or cancel a learner's enrolment until the outcome of the appeal process unless there are extenuating circumstances relating to the welfare of learner or others.

Security

Please do not leave handbags or other valuables unattended in the learning environment. Although our building may be reasonably secure, you are ultimately responsible for your own belongings. Australian College of Training accepts no responsibility for any belongings which may be damaged, stolen or missing.

Non-smoking policy

Australian College of Training has adopted a non-smoking policy, which applies to all premises. Smoking is only permitted outside of the College grounds.



Change of details

Should any of your personal details (name, address, phone numbers and email address) change during the course of your training program, it is your responsibility to notify Australian College of Training as soon as possible in writing.

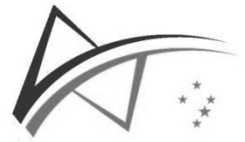
Disclaimer

Australian College of Training is not responsible for any damage or losses incurred by any learner by whatever means or event during or as a result of training or assessment.

Parking

There is no parking for learners available on the College premises. There is street parking. Please confirm with a College representative for the most suitable areas to park your vehicle.

The College is well located with public access using Transperth buses. Please visit www.transperth.wa.gov.au for more information.



Course information and policies

Prior to Enrolment

Prior to enrolment in any of our programs we will talk with you (phone, email or face-to-face) to determine the most suitable and appropriate training pathway **for you**.

We want you to succeed in your endeavours, so ensuring you have the minimum skills and knowledge required to be successful is paramount in your enrolment process.

Prior to enrolment we will:

- Ensure you are enrolling in the right unit/qualification and any pre-requisites are met
- Provide you with course brochures or short course outline with detailed information of content, learning and vocational outcomes, duration and learning modes, recognition, course requirements, venue/place of training and costs
- Advise if there are places available in the course of your choice
- Formally offer you recognition of your current skills and knowledge through RPL
- Provide direct exemption (credit transfer) for studies already completed with a registered training provider where an application for recognition is made
- Confirm your Unique Student Identifier (USI) or guide you in obtaining one

Learner selection and recruitment

The recruitment of learners and selection process for training programs will be responsible, ethical and consistent with training package requirements and, where government funding applies, in-line with eligibility requirements of the funded program. Australian College of Training is committed to ensuring that all recruitment and selection processes are fair and equitable and in no way discriminatory according to equal opportunity and anti-discrimination legislation.

Where a training program has any pre-requisites or entry requirements, particularly in relation to the training package rules, unit requirements or legislative requirements these will be discussed with you prior to enrolment. The learner will need to demonstrate that they meet those requirements before an enrolment can be confirmed.

Enrolment and expressions of interest

Our training application and enrolment form can be completed at our campus, in your workplace, emailed, faxed or posted to you by request. You will need to complete all sections of this form, and then contact us to make an appointment for a learner induction, provide proof of identification and deposit to secure your place in the course (not to exceed \$1,500.00).

If you're not ready yet, or a program has not yet opened for enrolment and wish to place your name on a waiting list for future study please request an "Expression of Interest" form from Australian College of Training so we can contact you, as per your request, of the next course suitable to your timeframe.



Unique Student Identifier (USI)

From 01st January 2015 all learners undertaking nationally recognised training require a Unique Student Identifier (USI). This includes completing an apprenticeship, traineeship or skills set, a certification or diploma course or individual unit/s of competency.

A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**.

A USI account will contain all your nationally recognised training records and results from 01st January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

It is your responsibility to provide your USI to the College at time of enrolment. If you do not have a USI, you can create one yourself by going to www.usi.gov.au and click on “**Create a USI**”. If you need assistance creating a USI, please speak to your College representative. You will need to provide us with written consent to create a USI on your behalf.

How do I create a USI?

1. Read the brochure: **Student Information for the Unique Student Identifier** provided to you at the time of your enrolment or available at: www.usi.gov.au in Factsheets
2. Ensure that you have at least one of the required forms of “proof of ID”
3. Go to www.usi.gov.au and click on “**Create a USI**” and follow the steps.
4. When your USI is displayed, note your number down or print it out.

If you are having difficulties in creating your USI and need assistance please call our Campus on **9472 611** between **9.00am and 4.30pm**. You will need to provide us with written consent to create a USI on your behalf.

Please note: No certification can be provided to you without a USI from 01st January 2015. Where you are completing a training program/course that is subsidised by the state or federal government, commencement of your training program may be delayed if you do not provide a USI.

For more information about the USI, please go to: www.usi.gov.au

Learner orientation

Once you have completed your training application and enrolment form you will be then required to undertake a learner orientation in person either at your place of employment (for work-based learning) or at our campus in Victoria Park or other location as arranged with the College representative. If you are regionally based your orientation will be conducted at a time and place to be confirmed in your local area or if in a remote location or interstate, via skype (or other accessible media) or phone conference. You will be asked to identify your preferred method for the College to contact you. You will need to call or email us and make an appointment with our staff.

This is an important step in your enrolment process as we will use this time to take you through many important elements of your training program including confirmation of unit selection (training plan), assessment, identify learning and support needs for training and assessment, fees and charges, payment options, specific policies and procedures, rights and responsibilities, assess your



entry level skills if necessary, and answer any questions you may have. It is also when we verify your identification.

Prior to commencement of your training program, you will be provided with this Learner Handbook (PDF) or a link to download the PDF. This handbook includes our Code of Practice and is a summary of our policies and procedures. Full copies of our policies and procedures referenced in this handbook are available on request from your College representative. The College representative is available upon request to go through the learner handbook with you, discuss the information and answer any questions you may have. We strongly encourage you to keep the handbook for your reference throughout your learning with us and refer to it when necessary.

Of course you can always contact us to ask questions related to the information in the handbook.

Depending on your circumstances and the training program you are undertaking, you may be provided with some of your learning resources and assessment kit /assessment activities during your orientation. If not, these will be provided to you on your first day of training. Commencement of training and receipt of learning and assessment materials is not possible until all the first instalment of fees has been paid unless you are paying per-unit-commencement. Admin, recognition and resource fees are required to be paid upfront prior to commencement.

Proof of identity (ID)

As part of your enrolment you will need to provide proof of your identity. This is a legal requirement for registered training organisations to verify that you are who you say you are. You will need to provide originals of these documents and the College representative will sign that they have seen the originals. This is mandatory for all enrolments no exceptions. Only concession cards are copied and kept and regularly updated on your learner file. If you send copies of your ID electronically or by mail, they must be certified copies. Once your enrolment has been processed and your ID verified, your ID is destroyed.

Primary ID

Primary ID is considered to be identification that has your photo or signature on it. Our primary source of identification is your Australian driver's licence or passport. If you have photo ID you will only be required to provide one source.

If you do not have either of these sources of identification you may provide a credit or debit card, health care card or health benefits card or concession card that has your signature on it. You only need to provide one of these. Your signature will be verified by the College Representative with your enrolment form or by signing your name in their presence.

Secondary ID

If you are unable to provide any primary sources of ID, then you must provide two pieces of secondary identification.

Acceptable secondary ID documents include Birth Certificate, a utility bill (electricity, gas, water, mobile, home phone) or a Medicare / health benefits card.

When you have completed your learner orientation we will generate an acceptance letter and process your payment. This will be forwarded to you as confirmation of your position within the course or unit of study.

CONTROLLED DOCUMENT – MAY NOT BE CURRENT VERSION WHEN PRINTED

Document Name: Learner Handbook

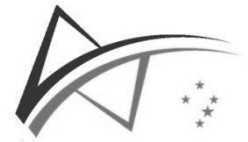
Revision date: 13-01-2015

Approved by: RTO ADM ANNETTEO

Created by: ANNETTEO

Next Review date: 13-01-2016

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Visa ID / Eligibility to study in Australia or Eligibility for government funding for migrants

If you are not an Australian Citizen or Permanent Resident, you may have study restrictions whilst you are in Australia. It is your responsibility to determine your eligibility to study in Australia.

Where eligibility of your ability to participate in a government funded program for migrants requires evidence of your place of birth, this evidence (such as birth certificate, passport / visa) may be kept on your learner file solely for the purposes of proving eligibility to that program. It will not be used for any other purpose.

Fees and charges

Australian College of Training is open and transparent about all fees and charges and will gladly accept any enquiries about the costs involved with your chosen training program. As a private registered training provider our fees are reflective of the training services you request, the learning support you require and the administration of the program. All fees and charges will be confirmed with you prior to finalising your enrolment with us so there are no unknown costs or surprises after you commence your training program. This will be provided to you in the form of a Fees Statement.

In some funded programs such as apprenticeships and traineeships fees and charges are set by State or Federal government and they must be applied to all learners enrolled in the particular funded training program. These fees are subject to change each calendar year and you will be informed in writing if any of these changes affect you. If you are completing an apprenticeship or traineeship you will be provided our Apprenticeship and Traineeship handbook. Please refer to this handbook for matters relating to your funded training program.

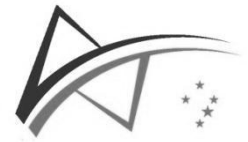
In other situations the fees are considered “fee for service”, that is, no funding for tuition fees applies. Other charges include administration and resource fees or costs relating to non-payment of fees. These apply to all learners regardless of whether a training program is funded or in a fee for service arrangement unless confirmed otherwise.

The costs of your training program will reflect your individual needs. Fees for training programs may vary depending on circumstances such as unit selection, resources required, RPL and credit transfer considerations, concession eligibility (funded only), levels of support required and locality of training provided (i.e. regional or interstate). A College representative (business development/marketing, training or registrar staff) will provide an estimated quote until you finalise your training plan (unit selection), confirm any recognition (assessment only pathways) or concession eligibility.

You will be informed of all fees involved in your training program. It is highly recommend that you read our cancellation and refund policies in this handbook, and the terms and conditions related to fees and charges in the back of this handbook. Please discuss these with your College representative if necessary before you confirm your enrolment and induction into the training program.

Cooling off Information

A cooling off period is available to you whilst you decide to accept the terms and conditions of your training program and/or training services and the policies of the College. If you decide not to accept



the terms and conditions of the training program, training services of the College, you may cancel your enrolment. Terms and conditions of your chosen training program and policies of the College are outlined in your Course Outline and the Learner Handbook.

The cooling off period commences from the date of completion of the enrolment and training application form (signed and dated by the learner or guardian) and ends close of business (4.30pm) on the 5th calendar day from that date.

Training programs and services that commence during the cooling off period are commenced in good-faith. However no assessment can occur until the cooling off period has passed. After 5 days has passed, the cooling off period is considered expired and the enrolment is confirmed as acceptance of the College's terms and conditions and policies by you. If you have already commenced, your training will continue and assessment may now be conducted. If you have not commenced, you will be contacted by your College representative to set a date to start your training program and/or training services.

Commencement for the purposes of the cooling off period is considered to be the receipt of learning and/or assessment resources or a training event having occurred.

Terminations of enrolment during the cooling off period must be requested in writing via email or letter. Notifications must be received by the College within the 5 day period. No late notifications will be accepted. It is your responsibility to ensure that the College receives notification within this time frame.

Where a deposit has been paid for a training program and/or service the deposit will be refunded if the training program or service has been cancelled during the cooling off period, except for enrolment and resources fees. These fees are non-refundable. After the expiration of the cooling off period standard College refund and cancellation policies apply.

Cooling off period for short courses / workshops

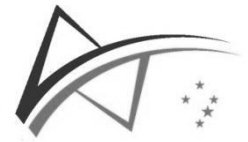
Cooling off provisions does not apply to short courses / workshops where a commencement date for that course is less than 5 days. Where a deposit has been paid for a short course/workshop, standard College refund and cancellation policies apply.

Schedule of fees and charges

Training and assessment fees

The following fees may be associated with your chosen training and assessment or assessment only program:

- Training program/course fees (charges per unit /nominal hour)
- Resource fees
- Application for recognition (including RPL /national recognition Kit)
- Recognition of Prior Learning fee per unit
- Intensive assistance (RPL) fee
- Additional training services (negotiated with employer or individual learner)



- Regional fee levy
- Additional regional costs (such as travel, accommodation)
- Catering

Credit transfer

There is no charge for credit transfer for a unit, but an application fee for recognition does apply. This fee provides for the evaluation of whether the previous units completed are equivalent with the current units you are seeking recognition for. If equivalence is awarded there is no charge for applying credit transfer to each unit.

Administrative fees

The following fees may be associated with the administration of your training program.

- Enrolment fee
- Replacement of testamur or statement of attainment
- Cancellation fees
- Transfer fee
- Printing (records)
- Replacement resource fees

Non-payment of fees – debt recovery costs

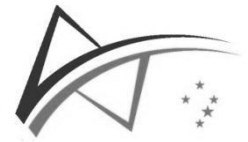
Australian College of Training has flexible payment options for learners to ensure the maximum number of people wanting to access training can. However, where a learner or responsible person (employer, guardian or guarantor) neglects to pay the fees or charges as set out in the enrolment or service agreement or is repeatedly late and as a result the College incurs costs, the College reserves the right to pass on these costs to the learner or responsible person.

Learners or the person responsible for payment of course fees may be responsible for any charges incurred by Australian College of Australia for the recovery of outstanding fees such as those incurred through the cost of debt recovery. Australian College of Training will attempt to recover fees through internal processes first. If after two attempts, fees are still outstanding the College may engage an external registered debt collector to recover the outstanding amounts. Any fees associated with this engagement will be added to the outstanding College fees and be the responsibility of the learner or person responsible for payment of the course fees. If the College decides to continue cost recovery internally, 10% of the outstanding fee amount will be charged to the learner or responsible person to cover internal debt recovery costs.

If you are having financial difficulties with your fee arrangements please contact Australian College of Training to discuss as soon as this is an issue. If an instalment plan is arranged payment options can only be paid via direct debit to your credit card or from your bank account.

Australian College of Training reserves the right to suspend your training program until you are current with your payments for fees. No certificate or statement of attainment or record of results will be made available until all fees associated with your training program are paid in full.

All non-payment of charges or payment issues will be at the discretion of the General Manager.



Flexible payment options

Australian College of Training offers flexible payment options and a 'pay-per-unit commencement' approach. Once you have commenced a unit or group of units a Tax Invoice will be raised and sent to the learner or responsible person for payment. Payment for unit commencement is due 14 business days after commencement.

Initial deposits prior to enrolment or payment of tax invoices can be paid using:

- Cash (Campus – Victoria Park only)
- Cheque (pending cheque clearance)
- EFTpos via Credit Card (Visa Card or Master Card only)
- Direct debit from your account
- Direct deposit into College account

Where payment is made via cheque or direct debit or direct deposit, training programs or short courses cannot be commenced until these funds are cleared or confirmed through a remittance or bank confirmation of receipt of funds. Learners must ensure that they allow sufficient time for funds to transfer or clear. It is recommended that learners allow 5-7 business days prior to date payment is due as banks vary in the processing times. Once payment is received, learners will receive confirmation in the form of a receipt and enrolment confirmation emailed or posted to them.

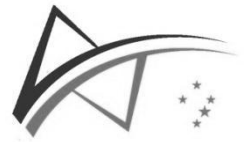
Cancellation Policy

Australian College of Training is committed to fair and transparent fees and charges associated with cancellation of training programs and working with learners to minimise any cancellation fees they may incur. Learners are offered transfer options as well as deferral of program options where possible to avoid unnecessary cancellation. See our transfer and deferral policies.

This policy applies to the cancellation of fee for service training programs (not short courses). In the event that you cancel or withdraw from your training program the following applies:

- Cancellation of enrolment 11 business days prior to the proposed commencement date of a program will result in 100% of training fees refunded. Enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.
- Cancellation of enrolment less than 3-11 business days prior to the proposed commencement date will result in an early cancellation fee. Cancellation, enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.
- Cancellation of enrolment **48hrs or less** prior to the proposed commencement date will result in a late cancellation fee. Cancellation, enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.

If you want to cancel your enrolment, you will need to complete a Request to Cancel or Withdraw from a Training Program form and submit it to the College Registrar as soon as you decide to cancel to minimise cancellation fees. It is your responsibility to ensure that the cancellation form is received by the College within the timeframes above.



Non-refundable additional training costs incurred by Australian College of Training

Where there are other training costs such as non-refundable costs incurred by Australian College of Training as authorised by the learner or responsible person in writing; (i.e. airfares, accommodation, booking and/or cancellation fees incurred from cancelling these arrangements) the learner or responsible person will be billed and responsible for these costs.

Cancellation of Training Contracts

Cancellation of a training contract for an apprenticeship or traineeship is covered by User Choice VET fees and charges policy and is discussed in the College's Apprenticeship and Traineeship handbook.

Deferral and transfer arrangements

Deferring the commencement of your training program or requesting transfer arrangements such as transferring to a different training program or changing mode of delivery is generally only considered in extenuating circumstances such as illness or injury that prevent you completing your learning and assessment activities of the program you have chosen.

You will need to discuss your circumstances with a College representative. An application for deferment or transfer should be completed on the Request for Deferral /Transfer form.

Approval to defer your training program is at the discretion of the General Manager. If not approved, a written response as to why your request is not approved will be provided. If you do not agree with the decision, you have the right to appeal.

Refund Policy

This policy should be read in conjunction with and is subject to our cancellation policy.

All refunds are assessed on an individual basis. Refunds are also assessed against the cancellation policy and any extenuating circumstances that may apply. If you want to request a refund you will need to submit a cancellation or withdrawal application. All enrolment, resource and administration fees are non-refundable.

To provide flexibility to our learners, in some instances Australian College of Training may be able to offer learners the option to transfer or defer course start dates, or training programs. If you are in a personal situation where you may need to postpone commencement of your training program, or change programs completely, please discuss this with your College representative. Where a deferral of commencement date or transfer of course is available, transfer fees may apply.

All unit fees including resource fees are non-refundable once a learner has commenced a unit, regardless of unit result or if the learner withdraws without completing the assessment of the unit. Once a unit is commenced the fee for the unit is due. Commencement of a unit is considered to be:

- receipt of learning materials for that unit; and/or
- attendance at training session or
- in the instance of work-based learning, a training visit



Commencement applies whichever event occurs first – receipt of learning materials or training session or training visit pertaining to that unit or group of units.

Once training is commenced and learning materials have been provided to the learner, no refund applies for learning materials or resources issued. Australian of College only issues learning materials and resources on a unit commenced basis and all at once. This helps to minimise costs to the learner should they cancel or withdraw as they have only paid for materials/resources for units commenced. Where a learner commences a cluster of activity based units all units in the cluster will be deemed as simultaneously commenced.

The College will refund any monies due to the learner's nominated bank account or to a person nominated by the learner within 28 days of application and approval to refund.

Refund of User Choice VET fees and charges

Refunds as a result of the cancellation of a training contract for an apprenticeship or traineeship are covered by User Choice VET fees and charges policy and is discussed in the College's Apprenticeship and Traineeship handbook.

Short course fees, cancellations and refunds

Short courses are defined as those courses that are comprised of one or more units of competency or non-accredited workshops that do not result in a qualification. These include single unit or clustered unit delivery, industry endorsed skills sets or professional development type workshops.

Short course payment of fees

- a) If the course is a professional learning and development (non-formal learning) course, workshop or seminar, deposit is 100% of the total course fee to confirm position on the course up to a maximum of \$1,500.00.
- b) If the course is accredited training, resulting in a statement of attainment, learners may opt for an instalment plan for fees if total course fees exceed \$1,500.00.
- c) For short courses where total course fees exceed \$1,500.00 an initial minimum deposit of 50% of the total course fee (not to exceed \$1,500.00) is to be made to confirm your position on the course nominated by the learner at time of enrolment prior to commencement.
- d) The remaining balance of the total course fee is to be made at the commencement of the course where the course is half day or full day, or by the completion of the short course (last day) if the course is longer than one day up to 5 days.
- e) If the short course is longer than 5 days, a tax invoice will be issued at the commencement of each subsequent training block of the remaining total course to a maximum of \$1,500.00. Fees should be paid in full upon commencement of the final training block of the training course.
- f) In all of the instances above, the completion of a short course is considered the completion of the delivery of the training, and does not include additional time for assessment beyond the training days of the course.
- g) If the learner has opted to pay through instalments, an instalment plan with dates confirming when course fees are due will be provided to the learner. If fees are not paid by



the due dates, Australian College of Training may suspend the learner participating in the course until the fees are paid.

- h) Payment in full is required before certificates or statements of attainment are issued.

Cancellations or non-attendance of short courses and refunds

- a) Where learners withdraw with 11 or more business days' notice prior to commencement a refund will be given, no cancellation fee will apply.
- b) Where learners withdraw between 6-10 business days' notice from commencement an early cancellation fee will apply.
- c) Where learners withdraw with 3-5 business days' notice prior to commencement a late cancellation fee will apply.
- d) Where learners withdraw with less than 48hrs notice prior to commencement, 50% of total course fees still apply.
- e) Non-attendance without prior approved notice will incur no refund of the full course fees (100%) or where a partial payment of the course fees has been paid; the responsibility of full payment of the total course fees still remains with the learner.
- f) If learners wish to transfer to another course, or have another person attend in their place, then at least 3-5 business days' notice is to be given. A transfer fee will apply. An enrolment fee will apply to the person taking the place in the course.

College cancellation of short courses

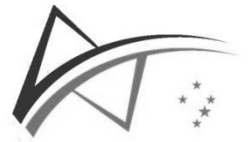
Australian College of Training reserves the right to cancel a course if insufficient enrolment is received prior to the course commencement. If a course is cancelled, prospective participants will be duly notified and where possible a suitable alternative will be offered.

If the alternative is not suitable to the learner, a full refund of total course fees will be applied. If learners opt to transfer to another short course other than the original course enrolled in, no transfer fees apply.

Protection of fees

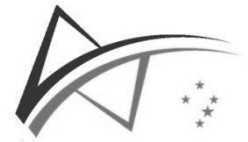
Australian College of Training must abide by the "Standards for Registered Training Organisations 2015" in relation to the payment of tuition fees by individual learners or responsible persons on behalf of the learner. Standard 7.3 provides for the College to collect payments in advance of not more than \$1,500.00 at any one time per training block delivered. As such, the College has a policy to not accept more than \$1,500.00 as a deposit from individuals for a training program prior to the commencement of the program and a payment option "pay by unit commencement" which sees that learners are only invoiced once they commence their units. Tax invoices for each subsequent training block commence will not exceed \$1,500.00. Short courses are the exception. Please see our short courses fee policy.

Larger advance payments may be accepted from companies, incorporated bodies and government agencies within business to business contracts or arrangements.



Apprenticeships and traineeships: User choice funding

Learners undertaking an apprenticeship or traineeship will be provided with specific information about their rights in our Apprenticeship and Traineeship Handbook. This includes information about fees, charges, concessions, cancellations, refunds and other important information related specifically to our apprentices and trainees.



Learning and assessment guidelines

Our Completion Guarantee

Australian College of Training guarantees that you will be provided with the training services you have paid for within the timeframes agreed in your training plan. Should you have any personal circumstances that arise that impact on your ability to complete your training program within the timeframes set, please discuss these with your trainer or College representative as soon as possible so that consideration may be given if additional time or temporary suspension of your program is possible.

The completion guarantee does not include guarantee of a competent outcome. It is your responsibility to develop the competencies necessary to have a competent outcome from your training program. However, our completion guarantee does include providing for re-assessment if you do not achieve competency at your first attempt. There are no additional charges for re-assessment.

Training delivery

Learning occurs in many different ways and is necessary for your own personal and professional growth. As such, Australian College of Training offers a variety of ways for you to learn and develop the skills, knowledge and behaviours you have identified in your training program.

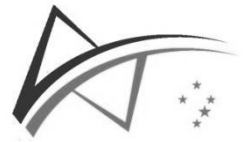
The methods of learning may be any combination of:

- a) work-based (in your workplace either on-the job or off the job)
- b) self-directed learning (individual/learner directed)
- c) workshop delivery (group delivery at the College or other location)
- d) distance learning (may include a blend of work-base, self-directed and on-line)
- e) on-line

In a work-based option learning is a combination of on-the job, off-the-job and self-directed learning methods. This blend of learning is about helping you to learn from your own work experiences and apply what you are learning into your work practices.

When you are in a work environment you are learning while performing your daily duties and you learn for those around you including your work colleagues and your supervisor or manager. This is what on-the-job learning is.

Off-the-job learning occurs when the trainer visits your workplace and takes you aside whether individually or in a group and works with you or observes you in the workplace applying what you have learned on-the-job. You shall receive learning, assessment and support services to meet your needs. Australian College of Training trainers will monitor the progress of your learning, review completed work & provide feedback to you and your supervisor.



Self-directed learning is about you taking responsibility for your own learning. It is integrated with your on-the-job learning and you will receive guidance and support from the College Trainer.

Self-directed learning can include, but is not limited to:

- a) researching what you are learning (using knowledge portals, databases, websites, search engines, blogs etc.)
- b) identifying people around you that you can discuss what you are learning with
- c) working with a mentor for on-the-job feedback about learning and work
- d) undertaking learning projects or work projects that you develop with your trainer
- e) completing learning diaries where you reflect on your learning and how it applies to your work and how you can improve
- f) compiling learning portfolios or work portfolios of your work
- g) actively seeking feedback from people and making improvements to your work practices
- h) Expert networks (access to experts who share their expertise and can offer support to you through your learning)
- i) using self-evaluation to improve your understanding and ways you do things

Workshop delivery is learning in a group training situation. This may be at Australian College of Training's campus in Victoria Park, WA or another location as pre-arranged. In some cases additional self-directed learning or assessment completion may be required after the workshop delivery component of the training program or course. This will be confirmed with you prior to enrolment as part of the course outline.

Distance learning may be a blend of work-based, self-directed and/or on-line learning. It is for those learners who are regionally based. Training visits may still occur but are less frequent than metro-based clients.

Online learning is for those learners who want to complete their learning in an online platform.

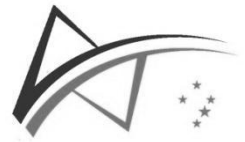
Trainers and assessors

All College trainers and assessors are suitably qualified and experienced in the area or areas that they are teaching. Your trainers will guide, teach and assist you with your learning progress. You are expected to participate in class and study sessions or during workplace visits by asking questions and discussing your understanding of the subject content. If you are having difficulty understanding something, discuss this with your trainer. They are here to help you achieve your learning goals.

Due to the nature of work-based delivery, trainers may visit your workplace whilst you are absent (i.e. on leave). If you have not had contact with your trainer for an extended period it is your responsibility to make contact with your trainer.

Training resources

Training resources will be determined by the training program you select, the units selected and the mode of delivery of the program. Your course outline will confirm training resources. Learning resources may consist of learner guides, journals or workbooks, handouts, online resources, web resources, a training record book, and in some instances a text book / other required reading text. Replacement of resources provided to you will incur a replacement fee.



Time limit / course duration

Training time limit will be set from 3 to 36 months dependent on the qualification and training program selected, if you are in a training contract as an apprentice or trainee and any government contractual requirements in relation to funded places. The time limit starts from the date that training commences or date of the training contract for an apprentice or trainee. In the event that all training and assessments have not been completed within the time allowed as a result of failure by the learner, Australian College Of Training reserves the right to make additional charges for additional assessments at the then current rates.

If you are struggling to complete your training within the timeframes set and according to your training plan, please raise these issues immediately with your trainer or College representative. They will discuss your options and any opportunities for internal or external support to help you complete in the time required. It is your responsibility to ensure you finish within the timeframe provided.

Extensions of time are not guaranteed. A range of considerations need to be made in granting extensions and usually only in extenuating circumstances. If you are in an apprenticeship or traineeship the Apprenticentre has the final say regarding extensions and all parties need to be in agreement; the employer, the learner and the College.

Language, Literacy and Numeracy (LLN)

Our trainers are able to assist learners who require additional help with language, literacy and numeracy requirements of course work and assessments. **LLN requirements are identified at enrolment** and appropriate strategies will be discussed with learners. However, LLN support does not include remedial assistance. Learners requiring remedial assistance will be offered other more suitable options to assist a learner who needs intensive LLN support, bridging courses where available or referred to external services.

Learners whose first language is not English or learners with learning difficulties should discuss their language/learning abilities and overall suitability to enrol in the course with a College representative or trainer.

Other support services

Australian College of Training provides a range of support services to assist you through your training program. Learners are requested to identify these needs as early as possible, preferably at prior to or at the time of enrolment and discuss further in the learner orientation and with their trainer.

Support services may include but are not limited to:

- a) flexible delivery options
- b) reasonable adjustment arrangements
- c) education support (i.e. LLN support, additional tutorial support, study skills)
- d) mentoring and skills coaching provided by qualified trainers
- e) accessing welfare support services, counselling or other social /community services
- f) career pathways and guidance

Australian College of Training constantly revises its support services according to the needs of our learners. If you have learning or other support needs that are not listed above, please speak with your trainer or College representative. We will do all that we can to support you in the successful completion of your training program.

CONTROLLED DOCUMENT – MAY NOT BE CURRENT VERSION WHEN PRINTED

Document Name: Learner Handbook

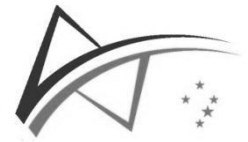
Revision date: 13-01-2015

Approved by: RTO ADM ANNETTEO

Created by: ANNETTEO

Next Review date: 13-01-2016

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Conducting assessment

Assessment is an integral part of your learning if you wish to successfully complete and obtain certification. Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification or unit/skills set. Your assessor should provide you with sufficient feedback to enable you to improve your skills and knowledge of the tasks and where necessary re-submit or be re-assessed for competency. This form of assessment is called competency-based assessment.

Competency-based assessment is the process of collecting evidence and making judgements on whether the required level of knowledge, skills and, in some instances work performance has been achieved. This means that you need to be able to demonstrate or show that you are able to do certain tasks and understand certain information to the levels required by the unit you are completing. This approach allows you the flexibility to negotiate how the evidence about your performance will be gathered.

Assessment methods vary across industry, unit requirements and individual learner needs. Training packages have critical assessment requirements that must also be met. Australian College of Training has over 20 methods of assessing our learners. The most common forms of assessment you may come across in your assessment may include:

- a) observation of performance
- b) assignments or research projects
- c) knowledge questions
- d) Projects
- e) Presentations
- f) workplace performance
- g) workplace projects
- h) Case studies/role playing/simulations
- i) demonstration of skills
- j) portfolio of evidence (i.e. work portfolios)

Your assessor is required to ensure that the assessment tasks you undertake meet the National Assessment Principles being the *principles of assessment* and *rules of evidence*. This ensures that assessment is valid and reliable and that learners at Australian College of Training will be competent to the national standards (units of competency) and industry expectations. For more information about these principles, please see your assessment or discuss with your assessor.

You will be considered competent when you are able to apply your knowledge and skills to successfully complete work activities/assessment tasks in a range of situations and ideally a range of environments which might include the workplace.

Thus, competency:

- i. Emphasises outcomes (the achievement of specific learning outcomes and skill levels as identified in the Unit outline)
- ii. Focuses on what is expected of an employee in the workplace



- iii. Highlights the application of skills and knowledge
- iv. Focuses on what you can demonstrate that you are able to do
- v. Includes the demonstration of the ability to transfer and apply skills and knowledge to new situations

In competency-based assessment you are not required to simply memorise information. You must be able to demonstrate that you can use that information and apply it in a practical way. You will be required to use an “active” learning style. An active learning style involves:

- i. Undertaking practical and applied tasks (for example, using a computer program to produce the outcome required)
- ii. Thinking and questioning
- iii. Analysing information, and putting related ideas together
- iv. Setting and solving problems
- v. Discussing and contributing ideas using logical arguments
- vi. Experiential learning, or learning by doing

Assessment due dates

Assessment is ongoing throughout your training program. Your training plan is a guide for commencement and completion times for each unit/cluster of units. Where a date has been set for an assessment to be conducted or for you to submit work to your assessor, these should be strictly adhered to. If you are unable to meet the assessment due dates, it is your responsibility to notify your assessor immediately you know there is a problem, and discuss this with them to make firm arrangements for a new assessment date. It is imperative that you stay on top of your assessment due dates so that you can meet the time limits of your training program.

Re-assessment

Learners who have been deemed “not yet competent” will be given the opportunity to re-do or re-submit your assessment. Your assessor will provide feedback to you regarding what areas of the unit or cluster of units that you have not met or need extra attention, and what is required of you to meet them. Your assessor will determine if you need additional training or additional evidence. Australian College of Training does not charge for re-assessment for assessments conducted within time limits of the training program. Charges for re-assessment may apply if outside of the time limits allowed.

Appeals about assessment results

If you have concerns about your results, speak to your assessor first.

If you do not feel that the matter has been resolved satisfactorily please refer to the complaints and appeals section of this handbook.

Assessment evidence and qualification issuance

Learners will be assessed when they indicate their preparedness and readiness to be assessed. A qualified College assessor will conduct assessment. A minimum of three forms of evidence will be used to determine competence. All evidence gathered will comply with the rules of evidence (evidence must be valid, current, sufficient and authentic). The outcome of the assessment is recorded and feedback is provided to the learner as to whether competency has or has not been



achieved. If competency is not achieved, please see the section of this handbook that discusses re-assessment.

Australian College of Training will issue a certificate only when all requirements for awarding the qualification have been met. Where a qualification is not completed but units of competency have been; only a Statement of Attainment can be awarded. Note that learners are expected to have paid all fees for the training program/course undertaken and for which the learner would be issued with documentation.

Please note that if a Certificate or statement of attainment or transcript of results needs to be re-issued to a learner, there will be charge per transcript associated with this service.

Feedback and evaluation

Australian College of training is committed to ensuring that our training programs and courses help our learners achieve their learning and career goals. You will be offered a number of opportunities at different times throughout your training program to offer feedback. We encourage you to make recommendations for improvement and provide feedback of good experiences. We want to know what is working well so we can build on that and where you feel we could improve so we can get better. Feedback can be about our systems and processes, our staff, our resources and facilities, the training and assessment you experienced and anything else you would like to comment on.

Fair and reasonable assessment

Australian College of Training is committed to ensuring access and equity by providing flexible learning in our training programs and fair and reasonable assessment for each individual learner's needs.

Reasonable adjustments can be made to course work, delivery modes, learning activities and assessment methods where deemed necessary by the trainer or assessor. If you have particular learning support needs or require special consideration or support during your assessment, please discuss these at the commencement of your training program, or at the commencement of the unit or cluster of units. Reasonable adjustments can be made provided the integrity of the unit or units is not compromised and assessors still meet the national principles of assessment.

Reasonable adjustments for disability

It is important that education providers take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with disability.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the



potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

Please refer to the Access & Equity policy for more details.

Recognition of Prior Learning (RPL)

This is an upfront assessment process where you can have your skills formally acknowledged irrespective of how or where they were acquired. Many people acquire skills through formal, non-formal and informal training, work experience and other life experiences. RPL is about providing individuals with the opportunity to receive recognition for competence against industry standards regardless of where, when or how these competencies may have been acquired.

If you believe you already possess the competencies identified in all or part of any qualification, unit or skills set offered by Australian College of Training you may seek skills recognition. Fees and charges will apply.

A successful skills recognition application means that you will obtain recognition for learning where there is sufficient evidence to demonstrate current competence in the specified units. Therefore you will not have to redo the learning component of your training program or course. This will allow you to progress through your learning program in a reduced time.

How to apply for RPL

Learners wishing to undertake RPL need to:

- Complete a Recognition Application Form and pay associated application fee
- Obtain the Recognition Kit from Australian College of Training
- Complete the self-evaluation kit to identify units you would like to apply for RPL
- Submit the application form to the Australian College of Training
- Application is reviewed and evaluated for potential RPL
- An interview is scheduled with the applicant to discuss application, evidence requirements and assessor support/RPL options
- Application approved, learner is eligible to enrol into RPL

RPL assessment proceeds as follows:

- RPL assessment fees paid on commencement (per unit fee)
- Assessment plan is completed in collaboration with the assessor, the learner and where applicable the employer
- The applicant completes the agreed assessment tasks and gathers their supporting documentation and evidence. Once all assessment tasks have been completed, including any practical demonstrations or observations in the workplace, and supporting documentation gathered and referenced learner submits their documentation in its entirety to the assessor



- The submission is reviewed by an assessor
- The applicant may attend an assessment interview with an assessor. The assessor may request additional information be provided by the applicant at the interview.
- The assessment outcomes are confirmed and results are processed

If you are deemed Not Yet Competent in your first attempt, another attempt is provided for in your fees paid. Third or subsequent attempts may incur additional fees.

You will be notified of the results promptly after submission. These results will then be confirmed in writing within 10 business days along with your new credentials.

For further information on RPL please speak with your assessor or a College representative, or request a copy of our full Recognition Policy.

National recognition

As required by the Standards for NVR Registered Training Organisations, Australian College of Training as an RTO must accept and recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring national acceptance of the qualifications and Statements of Attainment awarded by RTO's.

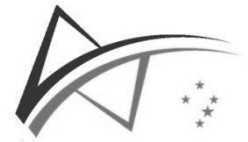
Australian College of Training must accept and recognise Statements of Attainment and AQF qualifications gained from other RTO's where NRT or State logo's are justifiably used, and competency is determined to be current and relevant.

Learners are required to formally apply for Recognition. A Recognition Application form is available on request. When Recognition is successful the learner will be deemed competent in the relevant units.

Please note that although national recognition is awarded with no charge for the individual unit (credit transfer), an application fee for national recognition does apply. This is because there is an administrative process and cost to the College for ensuring the validity and authenticity of qualifications and statements of attainment. Please refer to our fees and charges policy on recognition and credit transfer.

No guarantee of certification award

Australian College of Training does not guarantee that participants will achieve a successful outcome following completion of the training or accredited course. However the College will make every possible effort to allow participants to achieve the award.



Learner Policies

Eligibility of learners

Where there are pre-requisites for eligibility to participate in a particular program as a learner (i.e. funded eligibility) or training package requirement (i.e. pre-requisite units or LLN pre-requisite entry levels), these pre-requisites will be clearly outlined to the learner as part of the information provided prior to enrolment. Please read the course outline for more information.

Access and equity

Australian College of Training is committed to promoting, encouraging and valuing equity and diversity with respect to its learners and to provide them with a positive learning environment to achieve success. Australian College of Training will ensure services offered are provided in a fair and equitable manner to all learners, free from bias.

Australian College of Training abides by equal opportunity principles, providing access to the benefits of training and assessment to all learners regardless of cultural background, socio-economic status, pregnancy, marital status, family/career responsibilities, linguistic background, gender, sexuality, political conviction, religious beliefs, disability or age.

All learners have equitable access to training resources and facilities, support services and information, trainers and assessors, learning and assessment materials and opportunities. If you have any areas of difficulty with the English language, including speaking and listening, reading, writing, or difficulties with numeracy or other learning barriers. It is your responsibility to inform the College representative at prior to enrolment so we can determine if we have the internal capabilities to support you through your training program, or that you can access external support prior to or whilst you are completing your program. Support includes reasonable adjustment arrangements to your training and assessment provided the integrity of the unit outcomes is maintained.

Additional fees may apply dependent on the level of support required by the learner.

For more information please speak to your College representative to determine your level of need **prior to enrolment.**

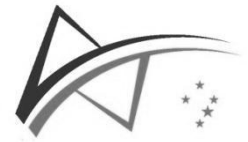
Workplace Health and Safety

Australian College of Training is committed to providing high standard of protection in the safety, health and welfare of our learners in cooperation with our learners.

In WA, under the Occupational Safety and Health legislation learners have a duty of care to maintain a safe environment for both themselves and their fellow learners.

You have a duty to:

- protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- not wilfully or recklessly interfere or misuse anything provided by Australian College of Training interests of health, safety and welfare;
- cooperate with health and safety directives given by staff of the College
- ensure you are wearing appropriate clothing and PPE for the course being delivered



- ensure that you are not affected by the consumption of illicit drugs or alcohol or prescription medications that may cause impairment.

If you are taking any medication that may cause any discomfort to you during your training, please discuss with your trainer. Any discussions are kept in the strictest of confidence.

If you identify any potential hazards that you consider to be unsafe at our campus please inform a College representative and we will consider your comments and eliminate or reduce the risk of harm or injury to a satisfactory level. It is our aim to eliminate all risks wherever possible in line with our risk assessment process for managing safety, health and welfare of staff, learners and visitors.

Accidents

Should you be involved in an accident or an emergency occurs during your training whilst on the College campus which results in personal injury and/or damage to equipment or facilities, notify your trainer or College staff immediately. For accidents, you must report this by completing a critical incident form.

Emergency Exits and Evacuation Procedure

Emergency Evacuation Plans are displayed in all College training rooms and foyers. If the fire alarm sounds, stay calm and follow the directions of the Fire Wardens or the PA system. Please leave the building quickly and quietly through one of the Emergency Exits and go directly to the assembly area so that the College can make sure you have safely left the building. It is very important that you do not panic.

Further details about the evacuation procedure, assembly point and fire wardens will be given during orientation. Please make yourself familiar with the access and egress points around the College. Emergency procedures and exit plans must be followed should an emergency arise.

Medical Services

The College has a first aid kit in case of any minor accidents; this is available at the reception desk. It is College policy not to administer medication. For more serious matters, please notify a staff member. Details of nearby doctors and dentists are available from reception.

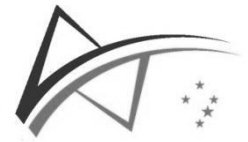
Illness

If you have a personal health condition which may become critical while attending your training program or course, please advise us before commencing the program. All information will be treated in strict confidence.

Where a learner is absent or unable to complete an assessment on time due to illness, a medical certificate must be provided to avoid academic penalties and (in the case of international learners) to avoid breach of learner visa attendance requirements.

Record keeping, privacy and confidentiality

All learner records and details are maintained on a secure database. Information provided by learners will not be used for any other purpose other than those required under state and federal VET legislation, VET Quality Framework and for internal use of Australian College of Training as set out below. Records of learner results, qualification and statement of attainment issued as well as the



final overall assessment result for each learner are required to be kept by the College for 30 years and submitted annually to ASQA.

Learner records are considered confidential and will not be used for any other purpose without first seeking written consent, unless authorised or required by law.

Australian College of Training will only use and disclose personal information:

- a) To establish and maintain your relationship as a customer of Australian College of Training
- b) To provide the products and services you have requested from the College
- c) To administer and manage those products and services;
- d) To report to state/territory registering bodies in relation to training services.

All information is securely stored and backed up for a minimum of seven (7) years. Where applicable, documents are shredded or destroyed and disposed of in a secure fashion.

Where an organisation has initiated the training and is responsible for paying full or partial costs of the training program, they have the right to seek information in regards to your progression through the training and to be informed of the assessment outcomes including your competence in the units that make up the training program that they paid for.

Your results will not be made available to any other person or party without your written permission other than in the situations noted above.

Purpose of the Privacy Act

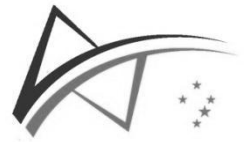
The Privacy Act (1988) establishes a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information. The Act has special protection for sensitive information. Personal information is information that can identify a person, such as names, addresses, photograph's, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, sexual preference, criminal record and health information. Learners will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Clients can ask to see the information collected and for it to be corrected if it is incorrect.

Access to learner records

Learners are entitled to have access to the information in their learner file. If you want to access your file, you will need to complete a request to access records form. An appointment will be arranged for you to view your file with supervision by a College representative. No original documents may be removed from the file, but you may request copies of documents to be made. These will be made available to you at the end of your appointment.

AVETMISS Information

Australian College of Training is required under its registration requirements as a National Registered Training Organisation to collect demographic information about its learners. This information provides statistical information about those who undertake studies at a Vocational Education and Training (VET) level which is in turn used on a national and state level to target



training to meet the needs of the community and industry. The information you provide is kept confidential and only used for the purposes indicated.

Complaints, grievances, appeals and suggestions for improvement

Australian College of Training welcomes feedback, both positive and constructive. If you have a concern or suggestion that you feel we should know about please contact us or use one of our feedback forms.

If you have a complaint or grievance, the College is committed to resolving your complaints as quickly and as informally as possible with the person/s involved. If after following our informal process you do not get a satisfactory outcome, then a formal grievance process should be initiated.

The following is a description of the types of complaints that apply to this policy:

- **An academic matter** is anything to do with issues related to teaching, learning, or assessment in a learner's training program or course
- **An administrative matter** is anything to do with the management of the College and/or the administration of a learner's enrolment at the College including attendance.
- **A more general matter** is anything to do with a learner's comfort, safety and general well-being whilst attending the College.

Throughout both the informal and formal resolution process all parties concerned are requested to:

- i. Participate in the resolution process in good faith
- i. Treat each other with dignity and respect at all times. Anything less is unacceptable.
- ii. Ensure that there is no retribution or victimisation towards any party concerned
- iii. Have the intention to resolve the matter/s raised fairly, reasonably and quickly
- iv. Maintain the confidentiality of all parties involved; this is subject to any legal requirements of disclosure should the matter involve legal matters.

Informal resolution process

Stage 1: Learners are encouraged, in the first instance, to resolve the concern or difficulty directly with the staff member(s) and/or learners concerned.

Stage 2: Where satisfactory resolution is not reached as Stage 1, the matter is referred to the General Manager.

Formal resolution – internal

Stage 3

Where satisfactory resolution is not reached in Stage 2, the learner should access the formal complaints and appeals process (see our complaints and grievances procedure).

All formal complaints or grievances should be committed to in writing as far as is practicable, within five business days of the incident utilising the Complaints & Appeal Notification form. It is recognised that some people may be unable to document their concerns in writing. Therefore all complaints, whether written (including email correspondence), or verbal (to include interview or phone contact) are acknowledged and investigated. All complaints must be confirmed and signed by the complainant. Anonymous complaints will not be accepted.



Once the complaint has been lodged with any supporting evidence and signed by the complainant, the complaints process begins. All reasonable measures will be taken to finalise the process as soon as practicable. The General Manager will respond to the complainant in writing within 10-20 business days of the lodgement to outline the steps in the investigation and resolution process. At the completion of the investigation into the complaint the outcome including reasons and details for the decision will be provided to the complainant. There are no costs to the learner in this process.

Formal resolution – external

Stage 4

Where the internal grievance process is unable to resolve the issue, and/or the learner lodges an appeal against the decision, the learner is given information as to how to access the External Appeals Process via ACPET. The learner is advised that there is a cost to the learner to access the External Appeals process and what the current cost is at the time the information is provided.

Appeals

An appeal is different to a complaint or grievance. It is related to disputes about an administrative, management or assessment decision made by Australian College of Training.

General appeal (administrative or management decision)

A general appeal applies when a learner believes that they were treated unfairly or inequitably in regards to an administrative or management decision. Those decisions may include:

- i. Refusal of enrolment into a training program
- ii. Suspension or termination of enrolment or participation in the training program /course or expulsion from the College
- iii. Any other decision made where the learner feels they have been dealt with unfairly or unreasonably dealt with

Assessment appeal

An assessment appeal is related to the outcome of assessments conducted by qualified College assessors. All learners have the right to appeal an assessment decision where reasonable grounds can be established. Valid reasons for an appeal may include:

- i. Assessment evidence of competence unfairly judged or marked harshly
- ii. The assessment process agreed to was not followed or changed without prior consultation with the learner
- iii. Unfair treatment during assessment process including bias

An appeals process is in place that means the RTO shall act on each substantiated appeal.

When a learner believes that there are reasonable grounds for an appeal against an assessment outcome, the learner is required to discuss this with the assessor in the first instance. The assessor may decide to re-assess the learner to ensure a fair and equitable decision is gained, or may consult another qualified College assessor for a second assessment judgement.

If the outcome is still not to the satisfaction of the learner and the learner believes the grounds of appeal remain, the learner then lodges a formal appeal through the Complaint and Appeal Notification form. A learner wishing to appeal the assessment outcome must do so within 20 business days of their assessment outcome being confirmed.

If a learner is still dissatisfied with the decision of the RTO, a learner may wish to refer the matter to an external independent / third party mediator. Where a decision or outcome from the external independent or third party mediator is in favour of the learner Australian College of Training will



follow the recommendation from that person and take the required action to satisfy the learner's appeal as soon as practicable.

If they are not satisfied with the outcomes of these processes they should contact Australian Skills Quality Authority (ASQA) by completing the online complaint form.

Certificates and statements of attainment

Australian College of Training issues AQF qualifications and statements of attainment to learners who meet the required outcomes of a qualification or unit /units of competency or skills set. Qualifications and statements of attainment are issued following confirmation the College qualified assessor that the learner is competent and have met the qualification packaging rules and unit requirements of competency. Certification is issued within 21 business days of reporting of final assessment outcomes.

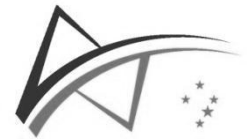
Prior to sending certification, a College representative will contact the learner to confirm the most appropriate delivery method. This may include mailing directly to the learner at their home or work address. Certificates can only be awarded by Australian College of Training in accordance with our approved scope of registration on the national register (training.gov.au).

- **Qualification** – issued under the Australian Qualifications Framework (AQF) for Nationally Recognised Training. These qualifications may include Certificate I to Certificate IV, Diploma or Advanced Diploma or Graduate Certificate to Graduate Diploma. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualifications Framework (AQF) for Nationally Recognised Training. Issued when a learner is deemed competent in specific unit of competency but where not all units making up a full qualification have been achieved. Minimum achievement for a SOA is one unit of competency.

Certification will only be issued when all fees and charges have been paid in full related to the training program.

Replacement certification

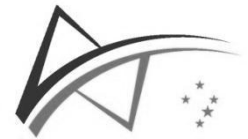
Australian College of Training is required to maintain records of qualifications and statements of attainment issued for 30 years. If you require a replacement qualification or statement of attainment you will need to fill out a Request for Replacement of Certification form. There is a fee for this service. Please refer to our fees and charges policy for more details or ask a College representative.



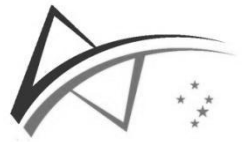
Appendix 1: Terms and Conditions Handout

Fees and charges: terms and conditions (*all parties*)

1. These terms and conditions are provided in the form of this handbook to individual learners at the time of enrolment for the training program of choice and upon request at any other time. Acceptance of these terms and conditions forms part of the enrolment process, via a cooling off period.
2. The cooling off period commences from the date of completion of the enrolment and training application form (signed and dated by the learner or guardian) and ends close of business (4.30pm) on the 5th calendar day from that date.
3. If you decide not to accept the terms and conditions of the training program, training services of the College, you may cancel your enrolment. Terms and conditions of your chosen training program and policies of the College are outlined in your Course Outline and the Learner Handbook. Please see “Cooling-off Information” in this handbook for more details.
4. The following reflects Australian College of Training payment terms and conditions for training services and programs in a fee for service arrangement or a publicly funded training program.
 - a) Australian College of Training details all fees and charges, terms and conditions for training programs and skills recognition in its course brochures, other relevant marketing materials and on its website or by contacting the College and enquiring about the training program. Individual learners are provided with a final cost of their training program prior to commencement of the training course, which they must sign for and agree to the payment terms and conditions prior to commencement.
 - b) Australian College of Training adjusts its fees and charges from time to time. Changes to fees are fairly and equitably applied, widely advertised and clearly indicate the date from which the change will be applied.
 - c) Fee for service training programs that have been commenced may be affected by Consumer Price Index (CPI) as all training programs are adjusted annually where there is an increase in CPI. The learner or responsible person will receive written notification of any changes at the beginning of the calendar year. If a training program is extended beyond the course duration, additional tuition fees may apply.
 - d) All fees relating to the course must be paid in full before a learner is issued with a qualification, statement of attainment or any other certificate.
 - e) Tuition fees for full qualifications, skills sets or unit/s of competency are determined upon the units the learner selects, the nominal hours per unit and any considerations for recognition and any intensive support needs. Once units have been selected, a cost of all fees and charges according to the learner’s learning and assessment needs is provided to learner or responsible person as a quote. Once the learner agrees to the training plan/course selection, if there are no changes to the original quote, the quote becomes the cost for the training program selected, except according to clause “c” above,
 - f) If there are changes to the training plan/course selection, the costs are revised and adjusted accordingly. The revised costs are submitted for learner or responsible person’s perusal. Once the adjusted costs are accepted the learner or responsible person signs to accept the changes. Payment arrangements are adjusted where necessary to reflect these changes.
 - g) Fee for service tuition fees related to short courses (both accredited and non-accredited) are fixed and advertised in the course brochure or course outline. Enrolment in the program is agreement to say that the learner accepts the total tuition costs and accepts the terms and conditions for short courses in the fees and charges and refund policies.
 - h) Completion of an enrolment form by a learner and acceptance of the enrolment by Australian College of Training is an agreement by both parties that a service has been



- contracted to be delivered. Notification of acceptance is issued to the learner confirming enrolment acceptance and commencement dates.
- i) Flexible payment arrangements, such as instalments through a unit commencement plan, credit card, direct debit, and cheque and EFT remittance are applied to accommodate the diverse financial circumstances of learners and potential learners. For business to business arrangements only full fees at commencement or an instalment arrangement applies.
 - j) Commencement refers to the first day of the first program attended by the learner, or in the instance of work-based learning/distance or e-learning, the learner's nominated commencement date on their enrolment form, the first contact with their trainer to complete a Training Plan and/or receive resources, whichever is the first instance. Learners are deemed to have commenced a course when any of these instances has occurred.
 - k) Unit commencement is considered to have occurred when: a trainer visits the workplace involving the commencement of a specified unit or units; entry into a log of witnessed learning by the trainer (training log); issuing of a workbook or project book and commencing part of the workbook or project or commencing through an online learning platform; and having a discussion between the trainer and the learner of the requirements for the specified unit or units (face-to face or distance). All commencements are verified by the learner through the signing of the training log (paper-based or digital).
 - l) Non-attendance without approved notice incurs full course cost for short courses. If a learner commences a short course, but does not complete the course, the full course fee is still payable. Terms and conditions for cancellations and withdrawals are contained in the College's Refund Policy.
 - m) In circumstances of severe financial hardship, an application may be made to the General Manager for consideration. If your application is successful, instalment amounts are calculated to be paid in intervals as agreed between the learner and the General Manager. If regular instalments are not made as per agreement, training and/or assessment will cease and no certificate or statement of attainment will be issued. Termination of enrolment will apply if outstanding fees are not paid within 6 months of the last payment made or if learner or responsible person does not re-commence payment plans and abide by these arrangements.
 - n) All payment plans must be scheduled to complete fee payments in full by the end of the course duration or estimated completion date, whichever is sooner. Payment plans are not to exceed the course duration without approval of the General Manager.
 - o) Recognition of Prior Learning (RPL) fees are negotiated with learners prior to the application being made depending on the number of units the application is for.
 - p) A non-refundable application for recognition fee is payable at time of a recognition submission and applies for all credit transfer and RPL applications, independent of the RPL Assessment fees regardless of whether a learner decides to continue with the recognition of credit transfer or RPL assessment process.
 - q) The application for recognition fee in relation to credit transfer is an administrative fee that covers the process of determining whether the previous units completed are equivalent with the current units the learner is seeking credit transfer for. If equivalence is awarded there is no charge for applying credit transfer to each unit.
 - r) RPL assessment fees are the cost for the assessment of the RPL application, based on the level of support the learner requires from the assessor. This is not a guarantee of a competent outcome, and re-assessment fees may apply if competency is not achieved within three attempts.



- s) All administration fees and other charges are detailed in the Fees and Charges Schedule which is determined at the beginning of the calendar year.
- t) Debt recovery costs do apply to outstanding fees and charges. Once a learner has defaulted in their payments for two consecutive months, an internal charge of 10% of the outstanding amounts will be charged to the learner to cover the costs of internal recovery. If after three attempts to engage the learner to pay outstanding fees and charges or to make instalment arrangements has failed, the matter may be referred to an external debt collector. All fees incurred through an external agency will be the responsibility of the learner.
- u) Where a responsible person has agreed to make payments on behalf of the learner, all tuition fees and charges for the training program is their responsibility. The responsible person is subject to these terms and conditions and any outstanding fees and charges through non-payment are the liability of the responsible person.
- v) Terms and conditions for refunds, cancellations and withdrawals from training programs is covered in the College's Refund policy.

End of handbook.