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1 ABOUT US

Australis College is an award-winning vocational education and training provider focused on ensuring that our students graduate with the skills and knowledge they need to find a job, advance their career, or build on their current skills.

Our vision is to be Australia’s most trusted RTO. Our mission is to provide exceptional industry-relevant training that creates real employment outcomes for our students.

Having established a reputation for the quality of our courses, our Trainers, and our service, we are trusted by companies large and small with NAB, CBA, RAMS, Ray White, LJ Hooker, St George and Citibank being just some of our clients. Many of our graduates are working in the financial services and mortgage broking industries and a large number of our alumni are themselves award-winning professionals.

Because we promise “job ready training, today,” we always put the student first and all of our training is purpose built with that in mind – to ensure our graduates are highly competent and job ready. Because of our student-focused approach we also offer a flexible blended learning model to suit every individual. Our students can choose to study online, undertake face-to-face study, or combine the two.

What does this mean?

It means Australis students can study how and when they like!

The quality of our service is evident in the regular voluntary feedback we receive from our students thanking our Trainers for the high level of care and support provided. So, if you want a quality education that set you on the right path to obtaining your dream job, make Australis College your first choice for job ready training.

Australis College. Job ready training, today.

2 APPLICATION, PRE-ENROLMENT, ENROLMENT & CLIENT SELECTION

Australis College has a three stage enrolment process designed to ensure that students make an educated and informed decision when selecting us as their training provider. Our extensive enrolment process allows us to work with prospective students to maximise their training outcomes and meet their needs.

Information on courses delivered by Australis College is available on our website at www.australiscollege.edu.au.

If you do not have access to the internet please contact our office on 1300 887 991 and our Course Consultants will arrange for relevant information to be posted to you.

Application

During the application process; prospective students may complete:

- Complete an application (Avetmiss and Enrolment form)
- Complete a VET FEE-HELP application form
- Complete an application for USI (Unique Student Identifier) implemented 2014
- Acknowledge that they have read our Student Handbook.
Where RPL or credit transfer could be considered the student will be contacted by one of our technical experts in that qualification to discuss previous experiences, studies and work that may be submitted for the review processes. The decision of this expert regarding the acceptance of evidence is final. Any price adjustments to be made to the course cost, in line with the decision, will be forwarded to the student via email, using the email address that they provide to us.

When an application was not made online, Australis College ensures that the prospective student is emailed this Handbook and that they respond in writing advising that they have read the terms and conditions (that is, they have read the Australis College Student Handbook). It is therefore essential that a valid email address is recorded when the prospective student completes an application and that you have access to a computer to be able to use the email address provided. We may send private and confidential information/documents to the email address provided and it is up to the student to confirm that this is suitable.

The application process is non-committal and any information received from students at this point will not be disclosed with a third party. However, should the enrolment progress, students need to be aware that we have an obligation to supply their information to the national statistical database (or their State/Commonwealth representatives).

Pre-enrolment

Once an application has been received; Australis College staff contacts the prospective student to discuss it further to establish their needs and to provide additional information.

The pre-enrolment information discussed is also outlined in this Student Handbook; which applicants are obliged to read during the application process. We reiterate this information to ensure that it is understood and to allow the opportunity for questions to be asked.

Particular emphasis is made on the following areas with the student:

- Selecting the right accredited course and units.
- Basic computer literacy to be able to complete the on-line aspects of the training
- Assessing any LLN or computer literacy challenges that need to be considered
- Course information, including content and vocational outcomes.
- Fees and charges.
- How the training is conducted and how assessment is made.
- Their rights and obligations.
- Support services available to them.
- Option of RPL or Credit Transfer

A vital part of our pre-enrolment process is to establish the identity of the new student. The enrolment cannot progress until adequate verification of identity has been established.

Enrolment

The final stage to this process involves completing official Australis College paperwork and sending out a Welcome Letter confirming their enrolment. Students need to store the Welcome Letter in a safe and accessible area in case they are subjected to any random identity checks conducted by Australis College.
Where a student has requested RPL, they are sent an application form to complete. Their allocated Trainer will discuss their completed RPL application in detail upon receipt.

Where required, an LLN assessment will be conducted by the Trainer for the qualification that you are interested in. This will involve completing a few simple questions in order that Australis can provide you optimum support to succeed in your training programme. Occasionally there may need to be the recognition that the accredited qualification that you have enquired about may not be achievable in one step. Where this is the case, and on the back of the LLN assessment process, your Trainer will discuss with you the alternative routes and training pathways that you may take to achieve your goals.

Once the Unique Student Identifier (USI) has been implemented; you will need to supply Australis College with your number or provide us with the authority to create a USI on your behalf.

* The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.

**Client selection**

Australis College may assess applicants on their ability to meet the requirements of the course. Consideration takes into account pre-requisite and Training Package assessment guidelines and will always be made in accordance with our Access and Equity policy. Prerequisite information for each of our courses is available on [http://training.gov.au](http://training.gov.au).

### 3 DELIVERY AND ASSESSMENT METHODS

Australis College offers flexibility of learning and assessment methods in order to meet the differing needs of our clients. Please speak with your Trainer/Assessor or another Australis College staff member if you believe that adjustments need to be made to accommodate your individual needs.

Australis College Trainers and Assessors are experienced industry professionals committed to providing a high standard of training and assessment. Assessments for all courses meet the principles of assessment in that they are fair, flexible, valid and reliable. Your industry expert will assist you in every aspect of your training and assessment programme through regular online and telephone support.

**Delivery methods**

Please refer to the courses available on the Australis College website to determine which delivery method is available for your chosen course.

**Face-to-face**

This is a classroom based program led by one of our experienced Trainers with online assessment to complete course requirements.

**Blended**

Mixed mode is a blended learning approach that provides the flexibility of online support whilst receiving advantage of face to face, as required.
Study is undertaken through online learning, which includes PDF Manuals and e-learning modules. This enables students to complete their study and assessment at their own pace; but with email, phone and online support from your industry expert Trainer and Assessor, as well as the Australis support team.

**Recognition of Prior Learning (RPL)**

Students who are able to demonstrate competency via the provision of evidence of industry experience and prior learning may be eligible to undertake **assessment only** for some courses.

Should you believe that you already have the competencies for some or all of the units for your selected course, you can complete a RPL application form during the enrolment process or you can contact Australis College to request an application which contains a RPL self-assessment questionnaire.

Please note that it is Australis’ policy not to RPL units that impact on Workplace Health and Safety activities, for the sake of your safety and those that you may work alongside.

The RPL process will require an initial screening with your Trainer/Assessor to rate your suitability to the process. Where applicable, this will be followed by a request made to you to provide as much documented evidence as you can to show competence before you will be interviewed by the Trainer/Assessor to confirm your prior learning.

**Assessment methods**

As you progress through the units there will be opportunity for you to test your own learning by completing a number of general questions and activities. At the end of each unit, you will be formally assessed by your Assessor after completion of the formal assessment activities. All evidence requirements are to be uploaded to the Australis College online portal. This evidence will form part of your competency assessment. As such, students need to have or have access to a computer and the internet. Australis College will not accept paper-based assessments.

Students are supported throughout the process by a dedicated Trainer/Assessor. The Assessor will make a judgement of competency based on the evidence provided according to the National Criteria.

Our Assessors will ensure:

- Recognition of Prior Learning is offered and recorded.
- The assessment process is valid, reliable, flexible and fair.
- All evidence submitted is considered in making their judgement.
- Assessment outcomes are recorded appropriately.
- Timely and constructive feedback on NYC (not yet competent) assessment outcomes is given to applicable students.

If competency is not awarded, students need to resubmit their assessment. For details of the resubmission policy, please refer to ‘Resubmission fees’ under Fees & Charges.

As you are assessed for the competencies, skills and knowledge required for the qualification you will also be reviewed for other more general skill such as employability skills and foundation skills. These are the underlying skills that are threaded throughout completion of any qualification. They include the literacy, numeracy and digital literacy skills, but also more general skills needed in a modern day business such as:
• **Communication**, skills that contribute to productive and harmonious relations between employees and customers;
• **Team work**, skills that contribute to productive working relationships and outcomes;
• **Problem-solving**, skills that contribute to productive outcomes;
• **Initiative and enterprise**, skills that contribute to innovative outcomes;
• **Planning and organising**, skills that contribute to long-term and short-term strategic planning;
• **Self-management**, skills that contribute to employee satisfaction and growth;
• **Learning**, skills that contribute to ongoing improvement and expansion in employee and company operations and outcomes; and
• **Technology**, skills that contribute to effective execution of tasks.

**Credit Transfer**

Australis College recognises Qualifications and Statements of Attainments issued by other Registered Training Organisations upon production and verification of the certified copy of the Qualification or Statement of Attainment. Please email the certified copy to student.services@australiscollege.com.au.

Once the Unique Student Identifier (USI) initiative has been approved and implemented, Australis College will also recognise any transcripts provided by a student who has completed accredited training and has a USI.

*The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.*

**Credit Transfer – from another RTO**

If you have previously achieved a qualification or Statement of Attainment within that industry, you may not need to complete all of the units within the new qualification as Credit Transfer from those prior qualifications may be possible.

**Credit Transfer – exemptions**

If you hold a qualification/Statement of Attainment that has been superseded and is no longer available, or is not the version required by the qualification into which you wish to enrol, Credit Transfer does not apply. In such situations, Recognition of Prior Learning (RPL) would be the appropriate way to proceed.

**Recognition of Prior Learning (RPL)**

Structured process or unique one on one.

If you have been working in your chosen environment for some time, or have experience in similar areas, you may be able to gain credit for the competencies you have achieved through your life or work skills. This is called **Recognition of Prior Learning (RPL)**. If you are seeking RPL, your evidence must be assessed by an Assessor. You will have discussed RPL with the Course Consultants upon your initial enquiry. If you need to know more contact your Trainer or head office for information. The process for RPL assessment is a structured process where you will be asked to submit evidence of your current learning and skills. Your Trainer or Assessor will explain the process further.

Please note that it is Australis’ policy not to RPL units that impact on Workplace Health and Safety activities, for the sake of your safety and those that you may work alongside.
Extension requests

If an extension is required; Australis College must receive the extension request at least two (2) weeks prior to the scheduled course/module completion date in order for your course to be extended. The request must be emailed to student.services@australiscollege.com.au on the prescribed Extension Request Form.

Completion dates vary for each course so if you are unsure of your completion date, please email student.services@australiscollege.com.au for assistance.

Please download the Extension Request form from our website www.australiscollege.edu.au or request a copy from Student Services.

Extension conditions

- Only one (1) extension is granted per scheduled course or module deadline.
- Extensions are granted at the sole discretion of Australis College. There may be conditions under which Australis College cannot grant an extension e.g. Traineeship funding requirements, superseded courses etc.
- No extension will be granted if your extension request is received after your scheduled course completion date.
- In the instance where you are being trained in a course that has an unmovable end date (that is, that it has been superseded), you will not be able to apply for an extension that takes you past the train out date for that qualification.

4 VET FEE HELP

Australis College is a Registered Training Organisation (RTO) that has been approved by the Australian Government to offer VET FEE-HELP loans to eligible students undertaking higher-level VET qualifications (diploma, advanced diploma, graduate certificate and graduate diploma courses).

If you are thinking of enrolling into a VET course at the diploma level or above, you might be eligible for VET FEE-HELP assistance to pay your tuition fees.

VET FEE-HELP can be used to pay to fully or to partially subsidise tuition fees. Money sought through VET FEE-HELP cannot be used to pay for other expenses such as text books and accommodation. Only approved providers, such as Australis College, can offer students VET FEE-HELP as a means to pay for their fees.


Census dates – VET FEE-HELP

Census dates for our courses are displayed on our website http://www.australiscollege.edu.au/students under the Schedule of Tuition Fees tab.

You must submit your signed and completed Request for VET FEE-HELP Assistance Form to Australis College before the census date. If do not submit your form on or before the census date, you will not be eligible for a VET FEE-HELP loan.
The census date is also the last day you can withdraw from your enrolment without incurring the fees or a VET FEE-HELP debt. Students need to apply in writing prior to their first census date to avoid being charged. If you have passed your census date; you must apply in writing if you wish to apply for your debt to be revised or deleted. This correspondence needs to be directed to Student Services, care of student.services@australiscollege.com.au.

5 FEES AND CHARGES

Information on course fees and charges is available on our website. If you do not have access to the internet or wish to receive hard copies of relevant material please contact our office on 1300 887 991 to arrange for these to be posted.

Our aim is for you to complete your qualification and studies with us to a final outcome. If you are having issues with any technical aspect of the course our training and assessment team are here to help and can be contacted online or by telephone. If you are struggling with any other aspect of the course, e.g. its suitability, time constraints, other issues that may be impeding your completion, please do not hesitate to call our student support team. We have trained staff who are ready and willing to support you through such issues, providing you with alternative approaches that may help you to achieve your outcomes.

Schedule of VET Tuition Fees for VET FEE HELP

A full list of Australis College’s schedule of VET Tuition Fees can be located on our website http://www.australiscollege.edu.au/students.

If you have any queries about these fees; kindly contact the Student Services team on 1300 887 991 or email student.services@australiscollege.com.au.

Please note that our fee for service VET FEE-HELP students will incur a 20% loan fee.

Refunds

VET FEE-HELP students; please refer to Census dates – VET FEE-HELP.

Fees will not be refunded under the following circumstances:

- If a student withdraws 5 business days or less prior to commencement of the course.
- Once the program has commenced.
- If study materials have been dispatched from the Australis College Office.
- For self-study and RPL students, after the itrain Online Training Portal has been accessed.
- For self-study and RPL students, if a written request for refund is not received by Australis College within 15 days of the date of enrolment.
- After accessing e-learning.
- After entering into a 12-month CPD webinar subscription.
- If a student has submitted work that has been plagiarised.
- If a student enrolment has expired past the completion deadline.

The only exceptions to this policy are:

- Where the student’s application for enrolment is declined by Australis College.
• Where Australis College cancels a unit in which the student has enrolled or where the commencement of a course is postponed for more than four (4) weeks.

Cancellations

Where refunds are permitted, an administration fee will be applicable as follows:

• Where a cancellation request is received more than 10 business days prior to commencement of the face to face course an administration fee of $150 will apply
• Where a cancellation request is received between 6 and 10 business days before commencement of the face to face course an administration fee of $200 will apply
• Where a cancellation request is received for self-study or RPL and the itrain Online Training Portal has not been accessed, an administration fee of $125 will apply

If a student has any unpaid fees (for example if paying by instalments) they will be invoiced for such debts in accordance with the refund policy detailed above.

Expired enrolment

If you have not completed all the requirements to complete your course by the required deadline, then your enrolment will be treated as expired. You will be un-enrolled from the course and if you wish to continue, you will be required to re-enrol and pay another course/unit fee.

RTO Guarantee

Australis College is committed to completing the training and assessment in every accredited course that it offers. Students that enrol into our courses, have paid their fees and have commenced training are covered by our RTO guarantee. Our guarantee is that you will receive the services and training that you require to complete your chosen qualification.

In the event that we are not able to deliver the course that you are enrolled in; and have no immediate means to be able to continue the training; Australis College will arrange for another Registered Training Provider to complete the training. Before a transfer takes place, Australis College ensures that the student is informed of what is happening, will complete a formal transfer agreement, may be entitled a refund of fees, and be made aware if any other fees are applicable. If a transfer to another provider is not possible, Australis College will discuss changing unit(s) or transferring to another one of our courses.

A Statement of Attainment will be issued to students that have completed one or more units of competency; where they have paid any required fees and where they have supplied Australis College with their USI*.

* The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.

Resubmission Fees

Students must demonstrate competency within 2 submissions; the initial submission and if required one (1) re-submission. The resubmission attempt is included in the original enrolment fee UNLESS the initial submission was deliberately incomplete or of a standard requiring substantial re-assessment, in which case a re-assessment fee of up to 25% of the relevant unit/module enrolment fee may be charged.
If you are deemed not yet competent after the re-submission (second attempt) and you still wish to complete the study, you will need to re-enrol in the relevant course or module(s) or unit(s) as appropriate. This will incur another enrolment fee.

Should you wish to appeal against an assessment or RPL decision; you can request a copy of our procedure by contacting Australis College on compliance@australiscollege.com.au.

**Declined Payments**

If a payment processed against your credit card is declined we will contact you to secure another payment method. If the subsequent payment has not cleared within 5 business days of the designated processing date (15th of the month) then:

- The full amount outstanding becomes immediately due and payable.
- Any place reserved in a Face-to-Face course becomes released pending receipt of payment.
- Online course access will be suspended pending receipt of payment.
- No assessment will be reviewed until receipt of payment.
- No qualifications will be issued until receipt of payment.

Invoices not paid within terms will result in potential default proceedings which can include the use of external collection agencies and defaults being recorded on credit files.

If an invoice does not stipulate payment terms, then payment shall be deemed as being due and payable within 7 days from the date of the original invoice.

Any fees incurred by Australis College during the process of collecting an outstanding invoice shall be passed on and added to the full amount outstanding.

These fees may include, but are not limited to:

- Fees charged by our nominated Collection Agency.
- Any legal fees associated with the collection of the debt.
- Any other fees incurred through 3rd party suppliers associated with the collection of the debt.
- Additional fees as deemed reasonable by law.

**Replacement Qualification**

If you require a replacement qualification, please download the Replacement Qualification request form from the Australis College website www.australiscollege.edu.au or request a copy of the form by emailing Student Services on student.services@australiscollege.com.au.

Please submit the completed request form along with payment to student.services@australiscollege.com.au. The replacement qualification will not be issued until the $44 replacement payment is made.

Note that once the Unique Student Identifier (USI) initiative has been implemented, Certificates and Statements of Attainment cannot be issued until you register or provide Australis College with a copy of your number.

* The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.
6 CODE OF PRACTICE

Australis College is committed to providing the highest level of customer service to its clients, students and stakeholders. Australis College adheres to a set of nationally agreed standards (Standards of NVR Registered Training Organisations 2012) to ensure the quality of Vocational Education and Training (VET) services. The AQF Qualifications and Statement of Attainment’s issued by Australis College under Intellitrain Pty Ltd are recognised throughout Australia.

7 STUDENT SERVICES

Australis College Trainers and/or student support officers are available for support to students, by email or phone, during business hours. Office staff will also be available to support with administrative aspects for courses. Should you feel you need advice and/or assistance in any area of your study, please contact the Australis College office.

Welfare and Guidance Services

Australis College endeavours to provide welfare and guidance services to our students by offering mentoring support and giving them access to our Career Advisor.

However, at times a student may need support that Australis College is simply not able or qualified to provide. At the end of this Student Handbook, we have provided a list of support, welfare or guidance agencies and organisations that may be able to better meet your needs. Any cost associated with third party assistance will be the responsibility of the student.

Student access to records

Students can access information regarding their progress through their qualification via the online learning management system.

Where they cannot access their online record or if they require any additional information, they can contact our Student Services staff. Verifiable forms of identify must be provided before access can be granted to personal records. If you are moving during a course, please ensure you update your records so that the Statement of Attainment or Qualification can be sent to the correct address.

All students have access to ongoing support from their Trainer/Assessor and/or mentor throughout their training and assessment process. Australis College assessment tasks are uploaded onto itrain and the online portal allows the Assessor to give the student feedback on their progress. Any feedback or assessment outcome is automatically emailed from the online portal to the students email address.

Changing your details

Should you change your details (eg name, address, phone number) throughout the duration of your course, please notify Australis College by requesting a change of details form by emailing student.services@australiscollege.com.au.
8 ENTRY REQUIREMENTS

Please refer to the website/course information to see what the entry requirements are for individual diploma courses that we offer.

9 LANGUAGE, LITERACY & NUMERACY & COMPUTER LITERACY

Australis College offers courses and programs that, based on the nature of the content, require a high standard of Language, Literacy and Numeracy (LLN) which is why we conduct a LLN assessment during the application process.

If your LLN needs are extensive, Australis College may refer you to specialist services for further support. Such referral costs will be the responsibility of the student.

As all assessments must be uploaded online; we require all students to have intermediate or better computer literacy.

10 ACCESS & EQUITY AND LEGISLATION

Access and Equity

Australis College is committed to offering opportunity for everyone to access and participate in learning.

All Australis College staff carry out their relevant duties and responsibilities in a fair and equitable manner, following all organisational policies relating to Access and Equity, Discrimination and Equal Opportunity. Harassment, intimidation or discrimination toward any group or individual, including, among other things; age, gender, ethnicity, disability, sexuality, is not tolerated. Your Trainer and/or Assessor moderates all classroom, webinar and teleconference interactions and is responsible for monitoring and addressing any issues of harassment, discrimination or intimidation.

Should you feel a fellow student, Australis College staff member or Trainer/Assessor is in breach of these policies; please notify the Chief Operating Officer in writing via compliance@australiscollege.com.au to ensure the matter is dealt with promptly. If the matter is not addressed sufficiently or continues, you may wish to lodge a complaint. For more information, please see the complaint and appeals section of this handbook.
Legislation

Australis College adheres to all legislation relevant to its operations and services provided; in every state and territory. This legislation includes, but is not limited to:

- Sex and Age Discrimination Legislation Amendment Act 2011 – Proclamation.
- Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Standards for NVR Registered Training Organisations 2012.
- Disability Services Act QLD 2006.
- Copyright Act 2004.

11 ISSUANCE OF CERTIFICATES, DIPLOMAS & STATEMENTS OF ATTAINMENT

Upon satisfactory completion, receipt of a learner’s Unique Student Identifier* (USI) and full payment of course fees, a Qualification OR Statement of Attainment will be issued.

Full completion of all course requirements will result in issuance of a Qualification. Successful completion of a unit/s within a course; but not full completion of the course requirements will result in issuance of a Statement of Attainment only.

Australis College DOES NOT email Certificates, Diplomas or Statements of Attainment. Such documents will only be issued by mail.

Any request for additional copies of Certificates, Diplomas or Statements of Attainments will attract a fee of $44.00. You will need to complete an application for a replacement of a Statement of Attainment, Qualification or Academic Transcript form.

* The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.

12 COMPLAINTS & APPEALS

Complaints and Appeals

Any complaint and appeal will be at all times treated confidentially and professionally and acted upon within ten (10) business days. Complaints and Appeals should be lodged to the attention of the Chief Operating Officer (COO) by providing a written submission of the application for lodging a complaint/appeal form.
Students in training courses are requested to complete a Feedback form on the various aspects of the training that has been undertaken. If you wish to be contacted in regards to your feedback, please include your name on the form.

If you have a grievance that is more specific than a comment, please contact the COO to discuss the grievance and forward your grievance in writing. The Australis College COO can be contacted by emailing compliance@australiscollege.com.au, noting in the subject line the email is for the personal attention of the COO.

The COO will take relevant action and inform the complainant of that action and outcome.

Should you wish to receive a copy of our complaints and appeals procedure, please request a copy by emailing compliance@australiscollege.com.au.

Appeals against an assessment or RPL decision

Should you wish to appeal against the competency decision reached by your Trainer and/or Assessor, and you have followed the resubmission fees process, please contact Australis College on compliance@australiscollege.com.au to request a copy of our appeal against an assessment or RPL decision policy and procedure.

13 STUDENT BEHAVIOUR CODE

Expectations

All students are expected to adhere to the following:

- Respect and courtesy are to be upheld at all times.
- Personal possessions are the responsibility of the student and interference with another student’s or Australis College’s property will not be tolerated.
- Consideration without disruption or impediment to others learning must be adhered to at all times.
- Inappropriate physical contact or verbal abuse will not be tolerated.
- Clothing and footwear should be appropriate to attending a training facility and not cause offence to other students and staff.
- Mobile phones are to be switched off during session times.
- Eating and drinking is to be confined to designated areas whilst inside the training facility.
- Smoking and alcohol are not permitted inside training facilities.
- Drinking alcohol during allocated break times is strictly not permitted.
- Drug usage is strictly prohibited unless you are required to take legally prescribed drugs
- Respect start and finishing times of all face to face sessions.

Disciplinary procedures will be enforced where failure to respect and uphold these behaviours occurs.

Personal presentation and hygiene

Where physical attendance is required for any part of your coursework; Australis College requests that you present yourself appropriately. That is that you should ensure that you are well groomed (clean, kept hair) and smartly dressed (business attire or equivalent).
Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else’s work as his or her own. On completion of any Australis College courses, students must complete and submit a declaration asserting that all work submitted for assessment is their own work.

Students who falsely complete their declaration and submit work that is not their own will have their enrolment cancelled, with no refund and will be invoiced for any unpaid course fees.

Citing sources

To avoid plagiarism, ensure that you reference all sources of information e.g.: website, textbooks and journals.

Identification checks

At the discretion of Australis College, you may be subjected to random identification checks when you upload assessments. Identification checks are also made when you contact our Student Services team to discuss your personal training record. Generic information can be discussed and disclosed without the need of formal identification checks.

Group Work

As you are being assessed as to your personal competency in relation to the course requirements, it is not permissible to engage in group work for assessments. Plagiarism in group work is the authorised act of a group of students producing common assessable work.

All parties to plagiarism are considered equally guilty. If you share your coursework with another student and he or she plagiarises it, you are considered as guilty as the one who has plagiarised your work, since you enabled the plagiarism to take place. If you are working in groups, please ensure that you submit all assessments in your own words.

14 DISCIPLINARY PROCEDURES

Australis College does not tolerate inappropriate behaviour that impedes on the rights of others to learn in a safe environment. Such behaviour includes the use of offensive language, intoxication, attending class under the influence of illegal substances, discrimination, harassment or vilification in any form, breaches in safety or any behaviours in general that are offensive, illegal or dangerous. Students displaying these types of behaviours will terminate their right to participate and will be immediately excluded from the learning and/or assessment environment without refund. Students may appeal such a decision following the Appeals Policy and Procedure. Australis College further reserves the right to terminate without refund, the enrolment of any student found cheating in any way.

15 PRIVACY POLICY

Australis College is committed to protecting the privacy of your personal information.
Security of Information

Australis College’s web environment, internal network and databases are protected from unauthorised access using current technologies. You should be aware that there are inherent risks associated with the transmission of information via the Internet. All documentation, whether electronic or printed, generated by or on behalf of the company from which personal information may be collected as a part of the transaction process, the primary purpose of which is to provide products or services, will carry the following statement concerning privacy:

“Australis College respects stakeholders’ privacy at all times. When processing your application or submissions we collect personal information about you for the primary purpose of providing you with a high level of customer service. We may also use this information to inform you of other related products and services which may be available. As we value your privacy we do not make your personal information available to other organisations without your explicit consent, and you have the right to gain access to your information at any time.”

Australis College will keep all personal information and evidence provided for assessment secure and confidential. We will not sell, rent, or share your confidential information for our internal use or with any outside source except that which is expressed and disclosed on our website. Australis College will take any and all reasonable measures to protect all of your personal information and assessments in our possession. All of our staff that deals with personal information are made aware of the Privacy Act.

Please direct privacy related enquiries to the Chief Operating Officer on 1300 887 991 or by email to compliance@australiscollege.com.au.

The Data we collect

Emails and Electronic Forms

Your personal information will only be used for the purposes for which you have provided it and added to Australis College’s internal database and mailing lists. Your email address will not be added to a mailing list other than Australis College’s, unless you subscribe to this information or to a mailing list provided via our website or one of our industry partners.

Where you choose to send Australis College a completed electronic form that includes your personal details, we collect personally identifiable information such as name, address, email and other contact or request details. The information collected by email or electronic forms will be used only for the purpose for which you provide it, and will not be disclosed without your consent, except where authorised or required by law. Information provided to a third party will only be done so for the purposes for which you provided your information. The privacy policy of any third parties receiving the information must be as stringent as Australis College’s policy otherwise the information will not be passed on.

Notice to Share Information

At various times Australis College may be requested to provide information in relation to your enrolment status and/or completion of one of Australis College’s training programs by an interested third party. These third parties may include, but are not limited to; State & Federal Government Agencies, your employer, registered Industry Association or Body such as the Finance Brokers Association of Australia or Mortgage & Finance Association of Australia, Governing Bodies, Aggregator or Franchisor.
Unless otherwise requested by you we hereby provide you with notice that such information may be provided to interested third parties. You can request that this information not be shared with all or any specific interested third party via email to student.services@australiscollege.com.au or facsimile (07) 3230 3888.

Website Statistics

When you visit Australis College’s website, our Internet Service Provider (ISP) makes a record of your visit and logs the following information for statistical purposes:

- User’s server address.
- User’s top level domain name eg. .com, .gov, .au, .uk etc.
- Date and time of visit to the site.
- Pages accessed and documents viewed.
- Previous site visited.
- Type of browser used.
- Platform used (Windows, UNIX etc.).
- Search terms typed in if you found Australis College via a search engine.

The data listed above is collected for the following purposes:

- Website and system administration, including monitoring to prevent security breaches.
- Enhancement of the website to the user’s needs.
- Research and development.

Publishing Personal Information

Australis College will only publish personal information if it has been collected for this purpose with your express knowledge, and if you have consented to the disclosure. When giving such consent you should be aware that information published on this site is possibly accessible by millions of users globally, that it will be indexed by search engines and that it may be copied and used by any web user. This means once the information is published on this site, Australis College will have no control over its subsequent use and disclosure. No attempt will be made to identify users or their browsing activities, except in the unlikely event that a law enforcement (or other government) agency exercises a legal authority to inspect ISP logs (e.g. by warrant, subpoena, or notice to produce).

Credit Reporting Notice

Australis College retains the right to:

- Disclose to a credit reporting agency certain personal information about you including: identity particulars; the amount of original purchases; payments which may become more than 60 days overdue; any serious credit infringement which Australis College believes has been committed.
- Obtain from a credit reporting agency a report containing personal credit information about you and a report containing information about your commercial activities or commercial credit worthiness.
16 UNIQUE STUDENT IDENTIFIER (USI)

What is the USI?

The Unique Student Identifier (USI) is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised vocational education and training (VET). This number only needs to be applied for once and it will remain with the individual for life.

Once implemented*, a student will be able to access a full list of their academic achievements from a central system for training undertaken whilst they have a USI.

* The USI initiative was originally scheduled to come into effect on 01/01/2014, with students’ being able to create a USI in October 2013; however it has been postponed without a known implementation date.

Security

Australis College ensures that your personal information is secure at all times and that only authorised team members can access your records. Where identification is requested (outside of our enrolment process and for the sole purpose of applying for a USI on the student’s behalf); Australis College has the means to securely destroy copies provided.

It is important to understand that you, as the USI holder, have control over whom you disclose your USI to. You are entitled to withhold your number from Australis College, however; please note that unless you supply your USI to Australis College, we will be unable to issue any certification for competencies achieved.

Additional information


17 COMPUTER ERGONOMICS

Due to the nature of our training delivery; you will be spending a significant amount of time in front of your computer. Whether you are conducting research, attending our webinars, Skyping with your Trainer/Assessor/Mentor/Career Advisor, answering assessment questions or uploading evidence; Australis College recommends that you take appropriate steps to set up your computer or laptop with ergonomics in mind.

There are many organisations and YouTube videos on the topic of computer ergonomics readily available. Here are a few that may assist you:

- [http://www.youtube.com/watch?v=BDPO_InHDuw](http://www.youtube.com/watch?v=BDPO_InHDuw)
- [http://www.youtube.com/watch?v=PZWsc5EWD0A](http://www.youtube.com/watch?v=PZWsc5EWD0A)

Remember to take regular breaks and stretch to avoid any unwanted stress on your body.
18 CONTACT DETAILS AND SUPPORT SERVICES

Internal contact information

<table>
<thead>
<tr>
<th>Contact details</th>
<th>Department/Person</th>
<th>Phone</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension requests</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Deferral requests</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Send certified copies of qualifications</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Transferring courses/units</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Replacement qualifications</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Requesting copies of student records</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Change of details</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.com.au">student.services@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Privacy issues</td>
<td>Compliance</td>
<td>1300 887 991</td>
<td><a href="mailto:compliance@australiscollege.com.au">compliance@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Complaints and/or appeals</td>
<td>Compliance</td>
<td>1300 887 991</td>
<td><a href="mailto:compliance@australiscollege.com.au">compliance@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Access and Equity breaches</td>
<td>Compliance</td>
<td>1300 887 991</td>
<td><a href="mailto:compliance@australiscollege.com.au">compliance@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Course information</td>
<td>Course Consultants</td>
<td>1300 887 991</td>
<td><a href="mailto:info@australiscollege.com.au">info@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Careers and Program Advisor</td>
<td>Vicki O’Callaghan</td>
<td>1300 887 991</td>
<td><a href="mailto:vicki@intellitrain.com.au">vicki@intellitrain.com.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Business Administration &amp; Bookkeeping</td>
<td>Samantha McLellan</td>
<td>1300 887 991</td>
<td><a href="mailto:sam.m@australiscollege.com.au">sam.m@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Financial Planning</td>
<td>Judy Fisher</td>
<td>1300 887 991</td>
<td><a href="mailto:judy.fisher@intellitrain.com.au">judy.fisher@intellitrain.com.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Finance</td>
<td>Tash Hartig</td>
<td>1300 887 991</td>
<td><a href="mailto:natasha.hartig@australiscollege.com.au">natasha.hartig@australiscollege.com.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Project Management, Management, Business</td>
<td>Karl Pakuza</td>
<td>1300 887 991</td>
<td><a href="mailto:karl.pakuza@australiscollege.com.au">karl.pakuza@australiscollege.com.au</a></td>
</tr>
</tbody>
</table>

External support services contact information

<table>
<thead>
<tr>
<th>Welfare and support services</th>
<th>For</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, ambulance, fire</td>
<td>Emergencies</td>
<td>000</td>
<td></td>
</tr>
<tr>
<td>ReachOut.com</td>
<td>Wellbeing, mental illness</td>
<td></td>
<td><a href="http://au.reachout.com/">http://au.reachout.com/</a></td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>Mental illness</td>
<td>1300 224 636</td>
<td><a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a></td>
</tr>
<tr>
<td>Reading Writing Hotline</td>
<td>LLN support</td>
<td>1300 655 506</td>
<td><a href="http://www.literacyline.edu.au/hear_about_us.html">http://www.literacyline.edu.au/hear_about_us.html</a></td>
</tr>
<tr>
<td>Gambling Help Online</td>
<td>Gambling counselling, information and support</td>
<td>1800 858 858</td>
<td><a href="http://www.gamblinghelponline.org.au/">http://www.gamblinghelponline.org.au/</a></td>
</tr>
<tr>
<td>Red Cross</td>
<td>Various support services</td>
<td>03 9345 1800</td>
<td><a href="http://www.redcross.org.au/">http://www.redcross.org.au/</a></td>
</tr>
<tr>
<td>Multicultural Development Association</td>
<td>Support to refugees and migrants through community development, advocacy and a range of client services</td>
<td>07 3337 5400</td>
<td><a href="http://www.mdainc.org.au/?q=contact">http://www.mdainc.org.au/?q=contact</a></td>
</tr>
</tbody>
</table>