Job ready training, today.

Australis College
Student Handbook

1300 887 991 | info@australiscollege.edu.au | australiscollege.edu.au

This document is uncontrolled when printed – always refer to the online version for the most up to date Student Handbook.
## CONTENTS

1 ABOUT US ..................................................................................................................................................4  
   Vision .........................................................................................................................................................4  
   Mission......................................................................................................................................................4  
   Values .........................................................................................................................................................4  
2 TERMS AND CONDITIONS .........................................................................................................................4  
3 APPLICATION, PRE-ENROLMENT, ENROLMENT AND CLIENT SELECTION ............................................5  
   Application ..................................................................................................................................................5  
   Pre-enrolment ..........................................................................................................................................5  
   Enrolment ..................................................................................................................................................6  
   Client selection ...........................................................................................................................................6  
4 DELIVERY AND ASSESSMENT METHODS ..............................................................................................6  
   Delivery methods .......................................................................................................................................6  
   *Face-to-face* .............................................................................................................................................7  
   *Blended* ....................................................................................................................................................7  
   *Online* .......................................................................................................................................................7  
   Recognition of Prior Learning (RPL) ...........................................................................................................7  
   Practical training camps ...............................................................................................................................7  
   Practical placements .................................................................................................................................8  
   Assessment methods ..................................................................................................................................9  
   Credit Transfer ..........................................................................................................................................10  
   *Credit Transfer – exemptions* ....................................................................................................................10  
   Recognition of Prior Learning (RPL) ...........................................................................................................10  
   Extension Requests ....................................................................................................................................10  
   Course Re-enrolment Requests ..................................................................................................................10  
   *Re-enrolment conditions* ...........................................................................................................................11  
5 VET FEE-HELP .......................................................................................................................................11  
   Census dates – VET FEE-HELP ...................................................................................................................11  
6 FEES AND CHARGES ...............................................................................................................................12  
   Schedule of VET Tuition Fees for VET FEE HELP .....................................................................................12  
   Refunds .......................................................................................................................................................12  
   Cancellations .............................................................................................................................................13  
   Expired Enrolment ....................................................................................................................................13  
   RTO Guarantee ........................................................................................................................................13
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 gain employment, 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.

Australis College is dedicated to providing industry current and engaging training and assessment material that is quality assured. We are unique in that we employ our own content writers, subject matter experts and leaders in online delivery platforms to provide our students with modern learning techniques. Our Trainers hold a wealth of knowledge and experience in their subject disciplines. Many still work in their industry and above all, they are passionate to see their students succeed.

Australis College also employs a specialist team to develop networks and affiliations in each industry. This includes a range of job service providers, employment agencies and mentors.

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 equipped with the skills, knowledge and competencies to become job ready in their chosen industry. 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 sets 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.

Vision

To be Australia’s most trusted RTO

Mission

To provide exceptional industry-relevant training that creates real employment outcomes for our students

Values

Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & wellbeing

2 TERMS AND CONDITIONS

It is important that all Australis College perspective and existing students acquaint themselves with the terms and conditions set out within this Student Handbook. Australis College recommends that you always refer to the online version of this Student Handbook to ensure that you are receiving the most up to date information. The
3 APPLICATION, PRE-ENROLMENT, ENROLMENT AND CLIENT SELECTION

Australis College has a three stage enrolment process designed to ensure that you make an educated and informed decision when selecting us as your training provider. Our extensive enrolment process allows us to work with you to maximise your training outcomes and meet your 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 we will arrange for relevant information to be posted to you.

Application

During the application process, you may be required to:

- Complete an application (Enrolment form).
- Complete a VET FEE-HELP application form.
- Acknowledge that you have read and agree to abide by the terms outlined in our Student Handbook.

When an application is not submitted online, Australis College will email or post this Handbook. You must respond in writing advising that you have read the terms and conditions (that is, you have read the Australis College Student Handbook). Therefore, it is essential that a valid email address is recorded when you complete 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, therefore, it is up to you to confirm that this is suitable.

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

Pre-enrolment

Once an application has been received; Australis College staff will contact you to discuss further, in order to establish your needs and to provide additional information.

The pre-enrolment information discussed is also outlined in this Student Handbook; which you are required 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:

- Selecting the appropriate qualification; discussing the Language, Literacy and Numeracy (LLN) Core Skills Pre-Assessment (where applicable), and/or the VET FEE-HELP program (where applicable).
- Course information, including content and vocational outcomes.
- Fees and charges.
- Access to a computer and internet.
• Methods of training and assessment.
• Rights and obligations.
• Support services available.
• Option of Recognition of Prior Learning (RPL) or Credit Transfer (CT).

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

Enrolment

The final stage to this process involves completing official Australis College paperwork and sending out a Welcome Pack confirming your enrolment (which includes a hard copy of the welcome email and login details).

Where you request to apply for RPL or CT, an application form will be sent to you to complete. The allocated Trainer/Assessor will discuss your completed RPL application in detail upon receipt.

A LLN Core Skills Pre-Assessment may be conducted, where required, for the qualification that you are interested in. This will involve completing a few simple questions that allows Australis College to assess the level of support you may require to be successful in your training program. Occasionally there may need to be recognition that the accredited qualification you are interested in may not be achievable in one step. Where this is the case, the Student Support team will discuss alternative routes and training pathways you may undertake to achieve your learning goals.

The Unique Student Identifier (USI) was implemented on 1st January 2015. As such; you will need to supply Australis College with your number or provide us with the authority to create a USI on your behalf.

Client selection

Australis College may assess you on your ability to meet the requirements of the course. Consideration takes into account prerequisite and Training Package assessment guidelines and will always be made in accordance with our Access and Equity Policy http://www.australiscollege.edu.au/policy-procedures. Entry requirements for each of our courses are available on http://training.gov.au.

4 DELIVERY AND ASSESSMENT METHODS

Australis College offers flexibility of learning and assessment methods in order to meet the different needs of our students. 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 Trainer/Assessor will assist you in every aspect of your training and assessment program through regular online and telephone support.

Delivery methods

Please refer to the courses available on the Australis College website http://www.australiscollege.edu.au/ 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, when available.

**Online**

Study is undertaken through online learning, which includes PDF Manuals and e-learning modules. This enables you to complete your study and assessment at your own pace (within course timeframes); but with email, phone and online support from your industry expert Trainer and Assessor, as well as the Student 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 College’s 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 a Trainer/Assessor to rate your suitability based on work and study experience. Where applicable, this will be followed by a request to provide as much documented evidence as possible to show competence before you will be interviewed by the Trainer/Assessor to confirm your prior learning.

**Practical training camps**

Some courses may require your attendance at a practical training camp.

This will give you an opportunity to meet your Trainer and your fellow students. At these sessions; you will go through learning associated with your course and allow you to practice the skills that you have been studying.

The courses will be run at a training centre which will be identified to you at the start of your study. The timeframes and extent of the sessions will depend on the course you are enrolled in.

Please bear in mind that the training camps may require a stay at, or nearby the training centre; depending upon the location selected, course and the outcomes required from the sessions. Travel and accommodation arrangements for these will need to be made and paid for by you, and cannot be part of your VET FEE-HELP loan (see section 5). Australis College is committed to providing the best solutions possible to support your learning outcomes; so should you encounter difficulties with such arrangements, please discuss these issues with the Australis College staff so that alternatives can be explored. Australis College will do all in its power to keep these costs and travel requirements to a minimum. These camps are a predefined essential part of your learning and assessment process (for certain courses) and as such those qualifications cannot be completed without full attendance.
Practical placements

Some of the courses run by the College will require you to set up and attend practical experience in a practice, salon or workplace setting. You will be informed of this requirement upon enquiry, enrolment and throughout your studies with the College.

These sessions are designed for you to take your new found skills and knowledge into a real life situation to ensure that you consolidate your learning. You will log your hours and tasks as you move through this program to show that you have completed sufficient hours to be a considered member of the industry.

For some courses this placement program allows you to gain accreditation through peak industry bodies. This will be a strong advantage to you as you move from the training space and into setting up your new job role of choice after the training.

For other qualifications these work placement sessions will allow a workplace supervisor to view you in action and to confirm your new skills and knowledge are suitable for use in the industry. This may form part of your competency sign off for certain units. Where this is the case, the workplace that you organise will be contacted by Australis College to run through the expectations of the organisation and the supervisor and to support them in that process.

Where Australis College cannot offer its own locations, you are encouraged to set up your own practical placement program, using facilities and workplaces that are geographically local to you to ensure ease of access and reduce the travel requirements.

Australis College does have a number of industry contacts that may be able to help place students to assist their course completion. If you are having any issues with arranging your practical placement program, our staff will be more than happy to support wherever possible, including resume development and interview techniques.

To take part in the practical placement program, you will need to ensure that you have a current working with children check appropriate to the state or territory that you are working in. This must be approved and held in full prior to the placement commencement and must be remain valid throughout your work placement session(s). In addition and where required, Australis College will arrange and pay for a “fit to work/police check” that will investigate any legal issues that may prevent you from working within your chosen industry. Where criminal offence issues are highlighted you will be asked to disclose and discuss any details so that a fair and correct judgement can be made around your future in that industry. This will form part of your enrolment agreement.

Some work placements, depending upon your chosen industry, will require you to undergo a series of vaccinations to ensure your health and safety when interacting with potentially infectious situations.

If an immunisation program is required; you will be responsible for organising and executing the program so that you are fully covered before the commencement of the placement. You are responsible for covering any costs associated with this and Australis College DOES NOT take any responsibility for any outcomes from such actions.

Remember that immunisation is one the most effective public health measures for the control of communicable diseases, protecting the individual and the community as a whole.

For the protection of the student, clients, work placement evidence of vaccination is required to be submitted prior to work placement commencement. This can be either in the form of a signed Statutory Declaration or other documentation from a doctor.
Australis College and the local business will work together to ensure that you are fully insured for your work at the establishment. You do not need to make any such arrangements, apart from informing us of your chosen practice venue.

Again any fees or costs associated with such programs cannot be covered by a VET FEE-HELP loan, should you choose to be funded by the government loan scheme to undertake your course.

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 (iTrain). This evidence will form part of your competency assessment. As such, you need to have access to a computer and the internet. Australis College will not accept paper-based assessments.

You 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 NC (not competent) assessment outcomes is given to applicable students.

If competency is not awarded, you will need to resubmit your assessment. For details of the resubmission policy, please refer to ‘Resubmission Fees and Replacement Certificates’ under the Fees & Charges Policy http://www.australiscollege.edu.au/policy-procedures.

As you are assessed for the competencies, skills and knowledge required for the qualification, you will also be reviewed for other more general skills 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 Attainment issued by other Registered Training Organisations upon production and verification of the certified copy of the Qualification or Statement of Attainment. Please request a Credit Transfer Application Form, complete and email the form with the certified copy attached to info@australiscollege.edu.au.

Australis College will also recognise any Unique Student Identifier (USI) transcripts provided by a student who has completed accredited training.

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 will not apply. In such situations, Recognition of Prior Learning (RPL) would be the appropriate way to proceed.

Recognition of Prior Learning (RPL)

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 achieved through your life or work skills. This is called Recognition of Prior Learning (RPL). If you are seeking RPL, your evidence will be assessed by one of our qualified Trainers/Assessors. If you need to know more, contact your Trainer/Assessor or Call Centre for information. The process for RPL assessment is a structured process where you will be asked to submit evidence of your current knowledge and skills. Your Trainer or Assessor will explain the process further.

Please note that it is Australis College’s 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

It is your responsibility to dedicate the time and commitment required to complete the course you have enrolled into. However, if you have any concerns or circumstances impacting on your ability to complete your course within your study plan timeframe, please contact your Trainer or our Student Support team on 1300 887 991 or email support@australiscollege.edu.au. They are able to offer advice options, and/or discuss tools and techniques to assist you towards completion.

Students may be considered for one (1) six (6) month course extension without incurring additional fees. Subsequent requests for extensions will not be granted and you will be required to re-enrol in your course and incur fees for units of competency not completed in order to proceed. These fees will be calculated as per the current Schedule of Tuition fees.

Course Re-enrolment Requests

If you are not able to complete your course within the timeframe set in your study plan, or have passed the target end date, you will need to re-enrol in your course. This may incur additional fees for units of competency not completed. Please refer to the Australis College Cancellation and Variation Policy and Fees and Refunds
Policy on our website australiscollege.edu.au/policy-procedures for further information. Completion dates vary, if you are unsure of your completion date, or wish to re-enrol, please contact student.services@australiscollege.edu.au. They may issue you with a re-enrolment form to be completed, dated, signed, and emailed to Student Services.

Re-enrolment conditions

- Re-enrolments are granted at the sole discretion of Australis College. There may be conditions under which Australis College cannot grant a re-enrolment application e.g. Traineeship funding requirements, superseded courses etc.
- No re-enrolment will be granted if your application 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 a re-enrolment end date that takes you past the train out date for that qualification.

5 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 fully or 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 a signed and completed Request for VET FEE-HELP Assistance Form to Australis College before the census date. If you 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. You need to apply in writing prior to your first census date to avoid being charged. A cancellation form is available from student.services@australiscollege.edu.au. 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.edu.au.
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 attain a qualification with us and to become ‘job ready’. 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 on support@australiscollege.edu.au or 1300 887 991. 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.edu.au.

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

Refunds

For all students enrolling into a VET course at a diploma level or above please refer to the Census dates – VET FEE-HELP section of this Student Handbook.

Fees will **not be refunded** under the following circumstances:

- Once the program has commenced.
- For self-study and RPL students, after the iTrian Online Training Portal has been accessed.
- After accessing e-learning.
- 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.
- Where a student has applied for VET FEE-HELP Assistance (refer to VFH Special Consideration and Review Policy on our website).
Cancellations

Students requesting cancellation from their program are required to notify student services in writing or by completing a cancellation form available by emailing student.services@australiscollege.edu.au.

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.

For students that have applied for VET FEE-HELP, the fees will be incurred and non-refundable when they reach their census dates.

Students who are not contactable following attempts by phone, email and SMS by admin or training and support staff, and/or have not attempted or completed any training and assessment material will receive written notification allowing seven (7) days to respond. If no attempt to contact the College is made, the student may be cancelled from the program. The fees incurred up to this date will not be refundable.

Expired Enrolment

If you have not completed all of the requirements to complete your course by the required deadline (and have not applied for and/or been granted an extension), 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 tuition fee.

RTO Guarantee

Australis College is committed to completing the training and assessment in every accredited course that it offers. Students who 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 Organisation to complete the training. Before a transfer takes place, Australis College will ensure that you are informed of what is happening, will complete a formal transfer agreement, and be made aware if any other fees are applicable or whether you are entitled to a refund. If a transfer to another training 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.

Resubmission Fees

You must demonstrate competency within two (2) submissions; the initial submission and if required one (1) resubmission. 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 the relevant unit/module enrolment fee may be charged.

If you are deemed ‘not 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 view a copy of our Complaints and Appeals Policy on the Australis College website. [http://www.australiscollege.edu.au/policy-procedures](http://www.australiscollege.edu.au/policy-procedures). A copy of the procedure can be requested by contacting Australis College on quality@australiscollege.edu.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 seven (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 third party suppliers associated with the collection of the debt.
- Additional fees as deemed reasonable by law.

**Replacement Qualification**

If you require a replacement Qualification or replacement Statement of Attainment, please contact our Student Services team for a Replacement Qualification request form [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au).

Please submit the completed request form along with payment to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au). The replacement Qualification/Statement of Attainment will not be issued until the $44 replacement payment is made.

Note that as of 1st January 2005; Certificates and Statements of Attainment cannot be issued until you register or provide Australis College with a copy of your Unique Student Identifier (USI).
7 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 for NVR Registered Training Organisations 2012) to ensure the quality of Vocational Education and Training (VET) services. The AQF Qualifications and Statements of Attainment issued by Australis College Pty Ltd are recognised throughout Australia.

8 STUDENT SERVICES AND SUPPORT

Australis College Trainers and/or Student Support are available to you for support, 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 on 1300 887 991.

Welfare and Guidance Services

Australis College endeavours to provide welfare and guidance services to you by offering mentoring support and giving you access to our Student Support team.

However, at times you 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 your responsibility.

Student access to records

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

Where you cannot access your online record or if you require any additional information, you can contact our Student Services team. 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.

You have access to ongoing support from your Trainer/Assessor and/or Mentor throughout your training and assessment process. Australis College assessment tasks are uploaded onto iTrain and the online portal allows the Assessor to give feedback to you on your progress. Any feedback or assessment outcome is automatically emailed from the online portal to your email address.

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.
Changing your details

Should you change your details (e.g. 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.edu.au. A copy of this form is also available on the website.

9 ENTRY REQUIREMENTS

Please refer to the website/course information to see if there are any entry requirements/prerequisites for the individual courses we offer.

10 LANGUAGE, LITERACY AND NUMERACY AND 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). Australis College may request you to complete a LLN Core Skills Pre-Assessment.

If you require additional LLN assistance, Australis College may refer you to specialist services for further support. Such referral costs will be your responsibility.

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

11 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/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 General Manager of Operations in writing via quality@australiscollege.edu.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 1968.

12 ISSUANCE OF CERTIFICATES, DIPLOMAS AND STATEMENTS OF ATTAINMENT

Upon completion of one (1) or more units of competency, receipt of your 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.

13 COMPLAINTS AND APPEALS

Australis College is committed to dealing with any Complaint or Appeal with confidentiality and professionalism. All complaints or appeals will be acted upon within fifteen (15) days. A copy of our Complaints and Appeals Policy is available on the website. Should you wish to receive a copy of our Complaints and Appeals Procedure, please request a copy by emailing quality@australiscollege.edu.au.
Complaints

If you have a complaint or grievance, please contact Australis College as soon as possible with the details, ideally by calling 1300 887 991, in the first instance. If your complaint cannot be resolved you may lodge a formal complaint by completing a Complaints/Appeal form (located on the website) and sending via email to quality@australiscollege.edu.au. Please include the following information on the form:

- Description of the complaint.
- Steps that have been taken to address the issue.
- What you would like to occur to fix the issue and prevent it from happening again.

Appeals

Should you wish to appeal against:

- The competency decision reached by an Australis College Trainer/Assessor.
- A course fee or debt incurred under VET FEE-HELP Assistance.
- A process or other decision regarding enrolment, cancellation or variation of enrolment status.

You must send a completed ‘Appeal against a Decision’ form to quality@australiscollege.edu.au. Please include the following information on the form:

- Description of the appeal.
- Steps that have been taken to address the issue.
- What you would like to occur to fix the issue and prevent it from happening again.
- Whether you wish to formally present your case.

14 STUDENT CODE OF CONDUCT

Expectations

All students are expected to adhere to the following:

- **Behaviour**. We value ethical behavior, demonstrated by openness, honesty and integrity in all our dealings.
- **Responsibility**. We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.
- **Respect**. We respect ourselves, our organisation, and our students. We expect students to also show respect and value diversity and tolerance.
- **Caring**. We value caring for our students, our staff and wider community in a holistic and sustainable way.
- **Quality**. We value quality, embracing uncompromising standards in service provision.
- **Flexibility and Innovation**. We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.
- **Learning for Life**: We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities. Disciplinary procedures will be enforced where failure to respect and uphold these behaviours occurs.
When attending classroom based training sessions, all students must 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 in 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 finish times of all face to face sessions.

Disciplinary procedures will be enforced where failure to respect and uphold these behaviours and expectations 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, you must complete and submit a declaration asserting that all work submitted for assessment is your 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.

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.
15 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 of any form (including online/social media).
- Breaches in safety.
- Offensive behaviour.
- Illegal behaviour.
- Dangerous behaviour.

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 Complaints and Appeals Policy and Procedure. Australis College reserves the right to terminate without refund, the enrolment of any student.

16 PRIVACY POLICY

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

Our comprehensive Privacy Policy can be sent to you upon request to quality@australiscollege.edu.au or downloaded through our website http://www.australiscollege.edu.au/privacy-terms.

17 UNIQUE STUDENT IDENTIFIER (USI)

What is the USI?

From 1\textsuperscript{st} January 2015, Australis College is required to collect and verify a USI for each student at enrolment, or prior to issuing a Qualification or Statement of Attainment. The USI data will also be reported to the National VET Regulator for the purposes of data collection. The onus will be on the student to obtain a USI, however Australis College may assist students with the process. Please click here Unique Student Identifier website for further information, or to apply for a USI number.

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.
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

Information pertaining to the Unique Student Identifier can be viewed online at the Department of Industry, website http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/default.aspx.

18 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, 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=PZWSc5EWDoA

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

### Internal contact information

<table>
<thead>
<tr>
<th>Contact details</th>
<th>Team/Person</th>
<th>Phone</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension and re-enrolment requests</td>
<td>Student Services</td>
<td>1300 887 991</td>
<td><a href="mailto:student.services@australiscollege.edu.au">student.services@australiscollege.edu.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.edu.au">student.services@australiscollege.edu.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.edu.au">student.services@australiscollege.edu.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.edu.au">student.services@australiscollege.edu.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.edu.au">student.services@australiscollege.edu.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.edu.au">student.services@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Privacy issues</td>
<td>Quality</td>
<td>1300 887 991</td>
<td><a href="mailto:quality@australiscollege.edu.au">quality@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Complaints and/or appeals</td>
<td>Quality</td>
<td>1300 887 991</td>
<td><a href="mailto:quality@australiscollege.edu.au">quality@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Access and Equity breaches</td>
<td>Quality</td>
<td>1300 887 991</td>
<td><a href="mailto:quality@australiscollege.edu.au">quality@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Course information</td>
<td>Course Consultants</td>
<td>1300 887 991</td>
<td><a href="mailto:info@australiscollege.edu.au">info@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Student Support</td>
<td>Student Support</td>
<td>1300 887 991</td>
<td><a href="mailto:support@australiscollege.edu.au">support@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Finance Services</td>
<td>Lea Green</td>
<td>1300 887 991</td>
<td><a href="mailto:lea.green@australiscollege.edu.au">lea.green@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Business Services</td>
<td>Karen Sage</td>
<td>1300 887 991</td>
<td><a href="mailto:karen.sage@australiscollege.edu.au">karen.sage@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>(Acting) Industry Coordinator – Community Services</td>
<td>Lea Green</td>
<td>1300 887 991</td>
<td><a href="mailto:wendy.webber@australiscollege.edu.au">wendy.webber@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Subject Matter Expert – Natural Health</td>
<td>Rosemary Mountford</td>
<td>1300 887 991</td>
<td><a href="mailto:rosemary.mountford@australiscollege.edu.au">rosemary.mountford@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Industry Coordinator – Beauty</td>
<td>Phillippa Byrne</td>
<td>1300 887 991</td>
<td><a href="mailto:phillipa.byrne@australiscollege.edu.au">phillipa.byrne@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>Financial Services Mentor</td>
<td>Ian Franklin</td>
<td>1300 887 991</td>
<td><a href="mailto:ian.franklin@australiscollege.edu.au">ian.franklin@australiscollege.edu.au</a></td>
</tr>
<tr>
<td>iTrain</td>
<td></td>
<td></td>
<td><a href="http://training.intellitrain.net.au/">http://training.intellitrain.net.au/</a></td>
</tr>
</tbody>
</table>
### External support and welfare services contact information

<table>
<thead>
<tr>
<th>National</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>Lifeline</td>
<td>Personal crisis issues and suicide prevention services</td>
<td>13 11 14</td>
<td><a href="https://www.lifeline.org.au/">https://www.lifeline.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>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>
<tr>
<td>State</td>
<td>For</td>
<td>Phone</td>
<td>Website</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------------------------</td>
<td>-------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Ipswich City Council</td>
<td></td>
<td><a href="http://www.ipswich.qld.gov.au/community/directories/community/">http://www.ipswich.qld.gov.au/community/directories/community/</a></td>
</tr>
<tr>
<td></td>
<td>Sunshine Coast Council</td>
<td></td>
<td><a href="http://community.sunshinecoast.qld.gov.au/directory">http://community.sunshinecoast.qld.gov.au/directory</a></td>
</tr>
<tr>
<td>NSW</td>
<td>Language, literacy and Numeracy providers</td>
<td></td>
<td><a href="http://www.nswalnc.uts.edu.au/">http://www.nswalnc.uts.edu.au/</a></td>
</tr>
<tr>
<td>NSW Tafe</td>
<td>Language, literacy and Numeracy providers</td>
<td></td>
<td><a href="https://www.tafensw.edu.au/">https://www.tafensw.edu.au/</a></td>
</tr>
<tr>
<td>ACT Tafe</td>
<td>Language, literacy and Numeracy providers</td>
<td></td>
<td><a href="http://cit.edu.au/">http://cit.edu.au/</a></td>
</tr>
<tr>
<td>SA Tafe</td>
<td>Language, literacy and Numeracy providers</td>
<td></td>
<td><a href="http://www.tafesa.edu.au/">http://www.tafesa.edu.au/</a></td>
</tr>
<tr>
<td>WA Tafe</td>
<td>Language, literacy and Numeracy providers</td>
<td></td>
<td><a href="http://www.central.wa.edu.au/">http://www.central.wa.edu.au/</a></td>
</tr>
<tr>
<td>Other</td>
<td>For</td>
<td>Phone</td>
<td>Website</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>-------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Mission Australia</td>
<td>Disability/indigenous/literacy and numeracy support</td>
<td></td>
<td><a href="https://www.missionaustralia.com.au">https://www.missionaustralia.com.au</a></td>
</tr>
<tr>
<td>Library Directories</td>
<td>Library locations, services and facilities including internet use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Library of Western Australia</td>
<td></td>
<td></td>
<td><a href="http://slwa.wa.gov.au/">http://slwa.wa.gov.au/</a></td>
</tr>
</tbody>
</table>