



Student Handbook

Version 2.15

Issued on Monday, July 01, 2013

RTO 31518

Table of Contents

1	ABOUT US.....	3
2	ADMISSIONS & ENROLMENT	3
3	DELIVERY AND ASSESSMENT METHODS.....	3
4	CODE OF PRACTICE.....	6
5	STUDENT SERVICES	6
6	ENTRY REQUIREMENT: ACADEMIC	7
	Diploma Course Applicants.....	7
7	LANGUAGE, LITERACY & NUMERACY.....	7
8	ACCESS & EQUITY.....	7
9	ISSUANCE OF CERTIFICATES, DIPLOMAS & STATEMENTS OF ATTAINMENT	8
10	COMPLAINTS & APPEALS	8
11	STUDENT BEHAVIOUR CODE.....	9
12	DISCIPLINARY PROCEDURES.....	10
13	PRIVACY POLICY	10



1 ABOUT US

Australis College is a trading name of Intellitrain Pty Ltd, an Australian owned RTO authorised to deliver nationally recognised qualifications.

2 ADMISSIONS & ENROLMENT

Course Information

Information on all 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 we will arrange for relevant information to be posted to you.

Enrolment

In order to undertake any Australis College course an enrolment form needs to be submitted prior to commencement of the course. This form can be accessed and submitted online at www.australiscollege.edu.au. Alternatively, you can contact the office to request a faxed or posted copy of the enrolment form which you can complete and mail, fax or email back to Australis College.

3 DELIVERY AND ASSESSMENT METHODS

Australis College offers flexibility of learning and assessment methods so as to meet the differing needs of our clients. Please speak with your trainer/assessor or other 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 National Assessment Principles.



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.
- **Self-Study**
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.
- **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. Please refer to our website for more details on the application process for RPL.

Assessment Methods

All evidence requirements are to be uploaded to the Australis College online portal. This evidence will form part of your competency assessment. 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 recorded
- The assessment process is valid, reliable, flexible and fair
- All evidence submitted is considered in making their judgement
- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each student

For details of the resubmission policy, please refer to 'Resubmission fees' under Fees & Charges.

Credit transfer

Australis College recognises Qualifications and Statements of Attainments issued by other Registered Training Organisation 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.



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 – NON- RTO

For credit transfers from courses or qualifications outside of the VET industry (e.g. university courses) your prior studies will need to be individually mapped to the new qualification in order to determine if any credit transfer is possible. Australis College will levy an administration charge on an hourly basis to undertake this mapping. Please contact the course coordinator for further details.

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 enroll, credit transfer does not apply. In such situations, recognition of prior learning (RPL) would be the appropriate way to proceed.

Our course coordinators will notify you of your options.

Client selection

Client selection is based on a 'first in' basis with students placed into their chosen course unless it is at full capacity. In this instance, students may choose an alternate date or method of study.

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 Access & Equity and Anti-Discrimination policies. Prerequisite information for each of our courses is available at www.australiscollege.edu.au.



4 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 (AQTF) to ensure the quality of vocational education and training services. The AQTF Qualifications and Statement of Attainment's issued by Australis College under Intellitrain are recognised throughout Australia.

5 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 all students. However, at times a student may need support that Australis College is simply not able or qualified to provide. In this case we are able to provide you with a list of support, welfare or guidance agencies and organisations that may be able to better meet your needs. Please speak with Australis College staff to arrange assistance. Any cost associated with third party assistance will be the responsibility of the student.

Student access to records

If you need to access your personal records at any time, this can be arranged by contacting our Administration 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 student support officer 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.



6 ENTRY REQUIREMENT: ACADEMIC

Diploma Course Applicants

Applicants will need to show they meet one of the following entry criteria:

- Australian Year 12 or equivalent; OR
- a Certificate IV; OR
- demonstrated skills acquired through work experience; OR
- demonstrate through an Admissions Interview, either in person or by phone, that they have the skills and capability to succeed in the course.

Applicants must be aged over 16 years old at the time of course commencement.

7 LANGUAGE, LITERACY & NUMERACY

Australis College offers courses and programs that, based on the nature of the content, require a high standard of Language, Literacy and Numeracy (LLN). If you believe you may require assistance please inform Australis College staff prior to course commencement. Where you are unsure, a literacy and numeracy self-assessment can be issued to help identify where assistance could aid your study.

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.

8 ACCESS & EQUITY

Australis College is committed to offering opportunity for everyone to access and participate in learning. All Australis College staff carries 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. Should you feel a fellow student, Australis College staff member or contract trainer/assessor is in breach of these policies, please notify the Chief Operating Officer in writing to ensure the matter is dealt with promptly.

9 ISSUANCE OF CERTIFICATES, DIPLOMAS & STATEMENTS OF ATTAINMENT

Upon satisfactory completion 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 will result in issuance of a statement of attainment only.

Australis College DO 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 as stipulated by Australis College at the time of the request.

10 COMPLAINTS & 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 in writing and addressed to the Chief Operating Officer.

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 Chief Operating Officer to discuss the grievance and forward your grievance in writing. The Australis College/Intellitrain Chief Operating Officer can be contacted by emailing student.services@australiscollege.com.au, noting in the subject line the email is for the personal attention of the COO.

The Chief Operating Officer will take relevant action and inform the complainant of that action and outcome.

1.1 STUDENT BEHAVIOUR CODE

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 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
- Respect start and finishing times of all face to face sessions

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 eg: website, textbooks, 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.

12 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.

13 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 there are inherent risks associated with the transmission of information via the Internet. For those who do not wish to transmit specific information across the Internet, the company provides alternative ways of providing information eg: forms may be printed and lodged by facsimile transmission or post. 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 Compliance Manager on +61 7 3510 3599 or by email to student.services@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.

