

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	AGENT AND PARTNER AFFILIATIONS	4
3	TERMS AND CONDITIONS	5
4	PRE-APPLICATION, CLIENT SELECTION, APPLICATION	5
	Pre-application.....	5
	Client selection and eligibility criteria	6
	Application.....	7
5	DELIVERY AND ASSESSMENT METHODS.....	7
	Delivery methods.....	8
	Assessment methods.....	10
	Credit Transfer (CT).....	11
	Recognition of Prior Learning (RPL).....	11
	Transitioning of qualifications	12
	Extension requests	13
	Course re-enrolment requests	13
6	FEES AND CHARGES	14
7	PAYMENT OPTIONS.....	14
	Upfront payments	14
	Payment plans	14
	VET FEE-HELP	15
	Refunds	16
	Cancellations.....	16
	Expired enrolment.....	17
	RTO guarantee	17
	Resubmission fees	17
	Declined payments	18
	Replacement certification	18
8	CODE OF PRACTICE	19
9	STUDENT SERVICES AND SUPPORT.....	19
	Welfare and guidance services.....	19
	Student access to records.....	19

	Identification checks	20
	Changing your details	20
10	ENTRY REQUIREMENTS	20
11	LANGUAGE, LITERACY, NUMERACY AND COMPUTER LITERACY	20
12	ACCESS, EQUITY AND LEGISLATION	20
	Access and equity	20
	Legislation	21
13	ISSUANCE OF CERTIFICATION	21
14	COMPLAINTS, GRIEVANCES AND APPEALS	22
	Grievances and complaints	22
	Appeals	22
15	STUDENT CODE OF CONDUCT	23
	Obligations	23
	Expectations	23
	Personal presentation and hygiene	24
	Plagiarism	24
	Citing sources	25
	Group work	25
16	DISCIPLINARY PROCEDURES	25
17	PRIVACY POLICY	25
18	UNIQUE STUDENT IDENTIFIER (USI)	26
	What is the USI?	26
	Security	26
	Additional information	26
19	COMPUTER ERGONOMICS	26
20	CONTACT DETAILS AND SUPPORT SERVICES	27
	Internal contact information	27
	External support and welfare services contact information	27

1 ABOUT US

Australis College is an award-winning Vocational Education and Training, Registered Training Provider (RTO) 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. 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. In addition to this we have a number of registered partner organisations that allow us to provide you services across the country. These partners are all experts in their chosen industry and have undergone rigorous training with us to ensure that the level of service you receive from them is at least equivalent to the Australis College standard. You will be fully informed where a partner is involved in your training journey. But rest assured we are here to support you, and the partner organisation every step of the way.

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.

What does this mean?

It means Australis students enjoy more flexible study options.

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 AGENT AND PARTNER AFFILIATIONS

Australis College networks with a range of third party agents and partners to add value to the range of services we provide our students. Types of agents and partners we may work with include third party training

providers, job service providers, student recruitment agents, course information agents, education brokers and career counsellors. Some of these agents do receive commission for referrals. For further information on our agent and third party affiliates please refer to our website www.australiscollege.edu.au.

Each provider we engage is required to sign an agreement outlining the responsibilities and obligations of each party in order to ensure that those representing the College do so in a compliant, professional manner that is aligned with our values and reputation of quality services. In addition to this, we provide our third parties comprehensive induction, ongoing training and work with our agents to ensure the marketing material you are provided with is current and accurate and that their conduct is completely ethical and professional at all times.

Australis College does not offer or condone the use of incentives to enrol or complete any course. If you have experienced any such offers please do not hesitate to contact us immediately in order that we can investigate and ensure that all students receive the same level of service without inducements.

Similarly should you have any issues with the conduct of any of our agents or partners we urge you to provide feedback to us directly at Australis College in order that we can monitor the service level they are providing to our valued customers.

3 TERMS AND CONDITIONS

It is important that all Australis College prospective 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 Handbook is readily available from our website www.australiscollege.edu.au/students.

4 PRE-APPLICATION, CLIENT SELECTION, APPLICATION

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

Information on current 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.

Pre-application

On receiving your initial enquiry or interest in an Australis College course or qualification; an Australis College representative will contact you to discuss your needs, assess your previous experience, skills and knowledge that may assist you in your studies, and to provide additional information.

Particular emphasis is made on the following areas:

- Selecting the appropriate qualification; discussing:
 - Your previous study and life/work experiences and qualifications.

- Any challenges that we can offer support to you during your training, e.g. language, literacy and numeracy (LLN) Core Skills for which we may need to perform a Pre-Assessment (where applicable).
- Time management to free up study time.
- Physical or mental challenges that may affect your ability to complete the course requirements.
- Course information, and structure including entry requirements (applicable for some courses), training content/processes, practice and assessment methods and some possible vocational outcomes you could aim for.
- Fees, charges and payment options e.g. and/or the VET FEE-HELP loan program (where applicable).
- Computer and internet access requirements.
- Methods of training and assessment, our blended delivery mode, physical locations and work placements (if applicable).
- Your rights and obligations.
- Support services available.
- Option of Recognition of Prior Learning (RPL) and/or Credit Transfer (CT).

Please be aware that Australis College reserves the right to use registered partner organisations for recruitment and the initial stages of application submissions. Where this is the case, the organisations have undertaken thorough engagement and training with Australis College to ensure that all activities are represent Australis College appropriately, are operationally compliant, and provide you with the best level of service possible. You will be informed if the organisation that you are dealing with is an associate of the College, and be made aware if they may have received a commission for your custom. If they are an agent they must provide you with the full name and RTO number of Australis College so that you are fully aware that we are the training organisation who will be issuing your certificate or diploma. Be assured, that where a partner organisation handles any part of your application you will be afforded exactly the same rights and responsibilities as would be the case if you contacted the College directly.

Client selection and eligibility criteria

Australis College may assess you on your ability to meet the requirements of the course. Consideration takes into account prerequisite, entry requirements and Training Package Assessment Guidelines and will always be made in accordance with our Access and Equity Policy available on the Australis College website www.australiscollege.edu.au/students/. Entry requirements for each of our courses are available on training.gov.au.

Eligibility to enrol will also depend upon whether you are paying your course tuition fees by payment plan, applying for funding through the Queensland Certificate III Guarantee, or applying for a VET FEE-HELP assistance loan. You will be requested to provide identification such as proof of Australian or New Zealand citizenship, or Visa status to support eligibility for each of these payment options.

Students wishing to apply for VET FEE-HELP will also need to provide their Senior Certificate of Education in completion of Year 12, or complete a government approved LLN (language, literacy and numeracy) assessment demonstrating competence at, or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy. (Refer to the Enrolment Policy for further information).

Application

During the application process, you will be required to:

- Complete an Application Form.
- Complete a Request for VET FEE-HELP Assistance Form (only if applying for the VET FEE-HELP Commonwealth loan).
- Sign a Training Plan (only if applying for the Queensland Certificate 3 Guarantee funding).
- Complete a declaration acknowledging that you have discussed and/or read and agree to abide by the terms and conditions outlined in this Student Handbook and Australis College policies available on the website.
- Provide identification – be aware that the application process cannot progress until adequate verification of your identity has been established.
- Parental Consent Form if you are under eighteen (18) years of age.
- Complete a Credit Transfer (CT) or Recognition of Prior Learning (RPL) application (if relevant dependant on previous related study or work experience). Where you request to apply for RPL or CT, an application form will be sent to you to complete and for you to return with your evidence of competency. The allocated Assessor will discuss your completed RPL application in detail upon receipt. Please note RPL applications need be submitted at the application stage of enrolment, transcripts or statements of attainment for CT must be received one (1) week prior to your first census date to allow for processing.

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 application proceed to enrolment, you need to be aware that we have an obligation to supply your information to the National Statistical Database (or their State/Commonwealth representatives).

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.

Please be aware that you will need to supply Australis College with your Unique Student Identifier (USI) number or provide us with the authority to create a USI on your behalf.

Once Australis College receives all necessary documentation and all eligibility criteria is met for the chosen qualification, your application will proceed to enrolment. Our Student Services team will process the enrolment and will issue you with access and logins to our e-learning system (if required). Your Training Support Officer or Trainer will contact you the following business day to welcome you into the course and provide you with all the course information to begin your learning journey!

5 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 is available to assist you through your course through online and telephone support.

Australis College is a Registered Training Organisation (RTO) authorised to run nationally accredited and non-accredited training. Our accredited training is based upon national units of competency forming competency standards. Competency standards are statements that define the skills and knowledge required to perform a specific piece of work to the standard required in an industry. Competency standards are the statements of outcome for nationally endorsed training. They shape the curriculum to which students are taught and set the standards against which they are assessed.

Delivery methods

Blended

The majority of Australis College courses are delivered via a blended delivery method. This delivery mode has a strong online element, so access to a computer and the internet will be essential to ensure success.

All available delivery methods for each course are recorded on the Australis College website www.australiscollege.edu.au.

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. This is explained further under [Assessment Methods](#).

Practical training workshops/clinic days

Some courses may require your attendance at practical workshops or clinic days and is required under, and an assessable part of a student's course, leading to the issuing of your qualification or statement of attainment. Students must complete a minimum number of hours of practicals under training package rules for specific qualifications to be deemed competent in a unit of competency and therefore attendance may be compulsory.

These days are scheduled so that you receive practical training and experience under the guidance of your Trainer which provide you with the opportunity to apply the theory and skills you have learnt in a practical real life setting and prepares you to become 'job ready'.

Your Course Consultant will communicate with you if you are enrolling into a course that requires attendance in either training workshops or clinic days and expectations of attendance.

Please bear in mind that the practical workshops 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 [7](#)). 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 practical workshops 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, application 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 practical 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 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 provide a list of prior offences 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 practical 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 of 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 and work placement clients; 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 written and recorded evidence requirements for blended courses are to be uploaded to the Australis College e-learning system. 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 unless the course is delivered primarily in a classroom setting.

In addition, being competency based training, a number of our courses require a strong practical aspect to assessment to ensure that students can demonstrate aspects of all of the skills they have been taught, over a period of time to level accepted as industry standard. Where this is the case you may be required to upload recordings of the activities, perform tasks in the presence of an Assessor and use a named supervisor (from within the industry) to act as a verifier of your skills.

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:

- RPL is offered and recorded.
- The assessment process is valid, reliable, flexible and fair.
- All evidence that is submitted and deemed as valid, current, sufficient and authentic is considered in making their judgement.
- Reasonable adjustment is used where and when necessary without compromising on the validity of the assessment.
- Assessment outcomes are recorded appropriately.
- Timely and constructive feedback on a NC (not competent) assessment outcomes is given to applicable students.

Australis College is proud of its high standards and has a strict quality control process prior to certification being awarded. If upon checking, a problem is found, Australis College has the right to ask for further clarification or evidence before the unit competency can be awarded.

Whilst our Assessors are fully qualified to assess you, the Head Office checking process may be applied to your submission. The staff working within this quality assurance process reserves the right to question or refute the decisions made by your Assessor.

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 and Charges Policy www.australiscollege.edu.au/students/.

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 foundation skills.

Credit Transfer (CT)

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. Our Course Consultants will complete a Credit Transfer Application Form on your behalf and forward to the relevant training team to check the validity of the transcript and the match and equivalencies of competencies held. Please note Credit Transfer must be applied prior to your first (1st) census date if applying for VET FEE-HELP.

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, CT will not apply. In such situations, 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).

Should you believe that you already have the competencies for some or all of the units for your selected course, you can request a RPL Application Form during the pre-application process. This will need to be completed and returned to student.services@australiscollege.edu.au with supporting evidence prior to enrolment processing.

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. In some cases RPL cannot be applied for specific unit(s) of competency that lead to licensed outcomes, or restricted by industry requirements.

Once your RPL Application Form has been received, your assigned Assessor will make a preliminary assessment to rate your suitability based on your recent work and study experience. If they believe you meet the criteria from the application, you will be emailed you a RPL document for each unit of competency for

which you wish to apply for RPL. This will need to be completed, returned and further evidence submitted if required. This may include examples of practical tasks, verbal interview, third party verification (i.e. employer reference) or work samples/log books/portfolio evidence.

If you need to know more, contact your Assessor or a Course Consultant for information.

Transitioning of qualifications

On occasion, qualifications are updated by the relevant Industry Skills Council/Service Skills Organisation or Australian Industry and Skills Committee/Industry Reference Committee to reflect current industry practice and updated legislation.

Australis College will contact you if an upgrade does occur during your enrolment. We are committed to transitioning students into new qualifications as smoothly as possible and will always keep you informed. Where an upgrade causes significant changes in the course please be aware there may be cost variances. These will be fully communicated to you and your approval sought to proceed with any transition.

Qualifications that are superseded are typically given a twelve (12) month transition period. This requires all students to complete the qualification that they are enrolled in or be transferred into the newest version of the qualification within twelve (12) months. Where the course has not been updated and not endorsed for continued delivery, the College has two (2) years to finalise all enrolments in the qualification.

Changes to the transition periods are determined and communicated by the Australian Skills Quality Authority (ASQA). More information on transitioning is located on the ASQA website <http://www.asqa.gov.au/news-and-media/learner-transition.html>.

Superseded and equivalent qualifications

Where the qualification has been updated and deemed to be equivalent, the newest version of the qualification should automatically be added to Australis College's scope of registration.

Once the College is in a position to deliver the new version of the qualification, students enrolled in the superseded version of the qualification may be given the option of finalising the qualification that they are enrolled in or may be required to transfer into the newest version. Students that upgrade between superseded and equivalent qualifications should not be required to undertake any additional unit(s) of competency or provide any additional evidence.

Superseded and non-equivalent qualifications

In the event that the qualification has been superseded and is not equivalent to the newest version, the College will make a decision as to whether the newest version of the qualification will be added to our scope of registration.

Should the College elect to add the newest version of the qualification, students enrolled in the superseded version of the qualification may be given the option of finalising the qualification that they are enrolled in or may be required to transfer into the newest version. Where they transfer into the newest version of the qualification, they may be required to undertake additional unit(s) of competency and will need to ensure that all requirements of the new qualification are met.

Should the College elect to not add the newest version of the qualification, students that cannot complete within the stipulated timeframes will be issued with a statement of attainment for any unit(s) of competency

that they have been awarded. Assistance with sourcing an alternative training provider can be provided to students where they wish to continue their studies.

Non-current qualifications

Where a qualification has been deemed to no longer be industry-relevant and will not be upgraded, students will be required to complete their course within two (2) years of the qualification being deemed non-current.

Students that do not complete within the two (2) year timeframe will be issued a statement of attainment for any units of competency that they have been awarded competency.

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 apply for a course or unit of study extension by completing an Extension Request Form available from Student Services. This is considered by the General Manager of Faculties in consultation with the Head of Faculty, Student Support Manager and Student Services Manager

Students who do not demonstrate progress or complete their course after an extension has been granted will be required to re-enrol in their 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 published on the Australis College website www.australiscollege.edu.au/students/.

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 www.australiscollege.edu.au/students/ 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.

- In the event that the course you wish to re-enrol into is a non-current qualification (refer to [Transitioning of qualifications](#)); enrolment cannot be processed by the College.

6 FEES AND CHARGES

Information on course fees and charges is available on our website www.australiscollege.edu.au/. If you wish to receive hard copies of relevant material please contact our office on 1300 887 991 to arrange for these to be posted. The most up-to-date fee information will be outlined on our website www.australiscollege.edu.au/.

The following fee information will be provided to you at enrolment:

- Total amount of fees including course fees, administration fees, material fees and any other applicable charges.
- Payment plan options and terms including the amount of fees to be paid, and any non-refundable deposit or administration fees.
- Any applicable cooling off periods.
- Adjustment to tuition fees where CT or RPL is approved.
- Additional fees that may not be covered by the tuition fee. Items include, but are not limited to:
 - Practical placements fees (only relevant to select qualifications) that may be charged by external organisations, travel and accommodation (if required).
 - Uniform or clothing requirements (only relevant to select qualifications).
 - Any health and vaccination requirements (only relevant to select qualifications).
 - Referrals to support networks or other study programs not offered by Australis College.

7 PAYMENT OPTIONS

Upfront payments

This payment option is dependent on whether the course you are enrolling into is registered with the Australian Student Tuition Assurance Scheme (ASTAS). If you would like to pay for your course upfront, enquire during the application process with one of our Course Consultants.

Payment plans

We offer monthly or yearly payment plans. The instalment amount is determined by a student's total tuition fee amount and the duration of the course. You will be required to sign a payment plan agreement at enrolment agreeing to the payment terms. If you fail to pay your instalment by the due date, your enrolment may be cancelled after notification of the overdue amount.

Application and approval of individualised payment plans is at the discretion of Australis College. If payment is more than thirty (30) days late, interest will be accrued daily at the Federal Government Interest Charge (GIC) rate. A late fee may be charged including possible suspension of your enrolment. Credit card charges will apply.

Should you have any questions regarding your payments, or are struggling to meet your plan, please contact our Student Services team to discuss your queries and/or look at alternative arrangements with you.

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. Whilst you do not pay for the course on enrolment, the VET FEE-HELP loan is covered by the Commonwealth Government and needs to be repaid once your income reaches the compulsory threshold. Please discuss eligibility criteria with our Course Consultants.

VET FEE-HELP loans can be used to fully or partially cover the cost of course tuition fees. It is charged on a unit by unit basis for the entire VET course of study unless the student wishes to contribute payment towards the tuition fees. Money sought through VET FEE-HELP cannot be used to pay for other expenses such as textbooks, equipment, travel and accommodation. Only approved providers, such as Australis College, can offer students VET FEE-HELP as a means to pay for their fees. If you are considering applying for a VET FEE-HELP loan you may wish to seek independent financial advice.

VET FEE-HELP loans incur a 20% loan fee and come into effect once a student's census date for each unit of study has passed. The loan is a personal debt obligation is managed by the Australian Taxation Office (ATO) until it is repaid to the Commonwealth Government. Please note VET FEE-HELP repayments may reduce your take home pay once you reach the income threshold and if repayment conditions are not met it may impact on your credit rating. Contact the ATO on 13 28 61 for further information or to find out the balance of your VET FEE-Help debt.

For more information on VET FEE HELP, please refer to the Australian Government's Study Assist website <http://studyassist.gov.au/sites/studyassist/help-paying-my-fees/vet-fee-help/pages/vet-fee-help>.

Students may be required on occasion to pay additional fees not covered by the tuition fee schedule or VET FEE-HELP loan scheme. Items that may incur additional cost will be communicated to you also at enrolment. Items may include:

- Practical placements and any travel/accommodation arrangements if required (only relevant to select qualifications).
- Uniform or clothing requirements for certain study areas.
- Any health and vaccination requirements (only relevant to select qualifications).
- Referrals to support networks or other study programs not offered by Australis College.
- For some units of competency within an elective stream which is not covered by VET FEE-HELP.

Census dates

Census dates for our courses are displayed on our website 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; and wish to apply for your debt to be revised or deleted you must satisfy the VET FEE-HELP special circumstances criteria outlined in the VET FEE-HELP Special Circumstances and Review Policy, complete and return the VFH Application for Special Circumstances along with supporting documentation to support your claim. This correspondence needs to be directed to Student Services, care of student.services@australiscollege.edu.au.

Schedule of VET tuition fees

A full list of Australis College's schedule of VET Tuition Fees can be located on our website 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

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

- Once the program has commenced.
- For self-study and RPL students, after the iTrain Online Training Portal has been accessed.
- After accessing e-learning.
- If a student has submitted work that has been plagiarised.
- If a student's 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 Circumstances and Review Policy on our website).

Cancellations

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.

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.

Students are not charged a cancellations administration fee at Australis College, however if a student has any unpaid fees (for example if paying by instalments) they will be invoiced for such debts (refer to 'Refunds' as 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.

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 all training and assessment requirements 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 as soon as practicably possible, 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 course. If this solution is not agreeable to the student, they will have the right under the Standards of Registered Training Organisations (RTOs) 2015 to obtain a refund for units of competency that have not been delivered.

In the event that there are changes to the agreed services such as a change in third party arrangements, or a change in ownership, Australis College will inform the student as soon as practicably possible.

RTO Guarantee for VET FEE-HELP Students

Under the Higher Education Support Act 2003 (VET FEE-HELP legislation), in the event that Australis College cannot continue to deliver a course and is unable to transfer a student into a comparable course with another ACPET (Australian Council for Private Education and Training) ASTAS provider, Australis College may refund under the ASTAS membership. The affected student will receive a refund equivalent to any student fees paid in advance for any undelivered unit of study offered by the provider.

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. *Please note that this policy does not apply to students undertaking courses in aviation where the competency evidence is generated from CASA licensing examination and/or test results. If deemed not competent after the first submission of assessment evidence based on CASA results, the student will be required to pay for the unit re-enrolment cost.*

Should you wish to appeal against an assessment or RPL decision; you can view a copy of our Complaints, Grievances and Appeals Policy on the Australis College website www.australiscollege.edu.au/students/.

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 five (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) calendar 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 certification

If you require a replacement qualification or replacement statement of attainment, please contact our Student Services team for an Application for a Replacement Qualification Form student.services@australiscollege.edu.au.

Please submit the completed request form along with payment to 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 2015; certificates and statements of attainment cannot be issued until you register or provide Australis College with a copy of your Unique Student Identifier (USI).

8 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 Registered Training Organisations (RTOs) 2015) 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.

9 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 throughout your training and assessment process. Australis College assessment tasks are uploaded onto the e-learning system which allows the Assessor to give feedback to you on your progress. Any feedback or assessment outcome is automatically emailed from the online portal to the email address you have provided.

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 <http://www.australiscollege.edu.au/students/>.

10 ENTRY REQUIREMENTS

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

11 LANGUAGE, LITERACY, NUMERACY AND COMPUTER LITERACY

Australis College offers courses and programs that, based on the nature of the content, may require a high standard of language, literacy and numeracy (LLN). Australis College may request you to complete an internal 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 the majority of course assessments are uploaded online; we require you to have intermediate or advanced computer literacy.

Students applying for VET FEE-HELP and whom are unable to produce a Senior Certificate of Education in completion of Year 12 will be required to sit a government approved Core Skills Profile for Adults and achieve an Exit Level 3 in reading and numeracy. System access to this LLN test is issued by our Student Support team. They will contact you once your results have been finalised to discuss enrolment or other pathway options available to you.

12 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. These principles are integrated into all College services delivered to students encompassing but not limited to student recruitment, training and assessment, support services, student application and administration services.

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, third party provider/agent or Trainer/Assessor is in breach of these policies; please notify the Chief Operating Officer 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, grievances 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 Discrimination Act 1984.
- Disability Discrimination Act 1992.
- Racial Discrimination Act 1975.
- Age Discrimination Act 2004.
- Human Rights and Equal Opportunity Commission Act 1986.
- Sex and Age Discrimination Legislation Amendment Act 2011 – Proclamation.
- Fair Trading Act 1989.
- Work Health and Safety Act 2011.
- Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Standards for Registered Training Organisations (RTOS) 2015.
- Disability Services Act QLD 2006.
- Copyright Act 1968.
- Higher Education Support Act 2003.
- Australian Human Rights Commission Act 1986.
- Competition and Consumer Act 2010.
- National Vocational Education and Training Regulator Act 2011.

13 ISSUANCE OF CERTIFICATION

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.

Partial completion of a qualification

Should a student wish to exit their course after being deemed competent in one (1) or more units of competency, they will be entitled to receive a statement of attainment.

Students are to note that due to the flexibility of Training Packaging Rules, some Australis College qualifications may include import units of competency that may/may lie within a qualification or explicit unit of competency on the College's scope of registration.

Should a student complete and be deemed competent in an imported unit(s) of competency that is not on the College's scope of registration, and where they elect to withdraw from their course, they will not be able to receive a statement of attainment for any affected import units.

Completion of a qualification

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.

Issuance conditions

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 Qualification Form.

14 COMPLAINTS, GRIEVANCES AND APPEALS

Australis College is committed to dealing with any complaint, grievance or appeal with confidentiality and professionalism ensuring all complaints are dealt with in a fair, equitable, responsive and accountable manner.

All complaints or appeals, including those related to any partner organisation, should be directed to Australis College directly. Grievances will be acted upon within five (5) working days, complaints and appeals; i.e. those received in writing will be acted upon within fifteen (15) working days.

Grievances and complaints

If you have a grievance, please contact Australis College as soon as possible with the details, ideally by calling 1300 887 991, in the first instance.

If your grievance cannot be resolved you may lodge a formal complaint by completing a Complaint and Appeal Form located on the website (<http://www.australiscollege.edu.au/students/>), and sending via email to quality@australiscollege.edu.au.

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.

Download either the Assessment Appeal Form or Complaint and Appeal Form from the website (<http://www.australiscollege.edu.au/students/>), complete and forward your form onto quality@australiscollege.edu.au.

15 STUDENT CODE OF CONDUCT

Obligations

By enrolling for a course of study at Australis College you are agreeing to the following:

- Pay the fees as agreed at the time of enrolment.
- Repayment of debts incurred under the VET FEE-HELP loan scheme.
- Completion of each part of the course within the time frames set by your Trainer and/or census dates as outlined in the course Schedule of Tuition Fees.
- Attendance of training sessions as advised by your Trainer.
- Access and use of internet services and computer throughout the course.
- Submission of your own work throughout your studies, the use of plagiarism, others' work or group submissions is prohibited by the College, unless otherwise specifically instructed, in writing, from your Trainer/Assessor.
- Meeting the following student expectation requirements at all times.

Expectations

You are studying to become 'job ready', as such you are expected to maintain a professional approach to your studies and other people at all times. This is part of the training journey and is good practice for when you are employed in your dream job!

All students are expected to adhere to the following:

- **Behaviour.** We value ethical behaviour, 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 virtual and live classroom based training sessions, all students must adhere to the following:

- Respect and courtesy are to be upheld at all times.
- Actively discourage and not participate or engage in any form of harassment or unlawful discrimination.
- 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.
- Be professional in conduct when working with clients, colleagues and members of the public whilst attending classroom learning and clinic/placement days. This requires you to be responsive, engaging and helpful with reasonable requests of clients, work colleagues and members of the public.
- 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 on your personal competency in relation to the course requirements, it is not permissible to engage in group work for assessments as it is regarded as plagiarism. Specific group work assigned by the Trainer is not plagiarism, it 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.

16 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, Grievances and Appeals Policy as detailed on the website <http://www.australiscollege.edu.au/students/>. Australis College reserves the right to terminate without refund, the enrolment of any student.

17 PRIVACY POLICY

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

Our Privacy Policy can be downloaded through our website www.australiscollege.edu.au/students/.

18 UNIQUE STUDENT IDENTIFIER (USI)

What is the USI?

From 1st 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. For further information on the USI or to apply, kindly access the Unique Student Identifier website <https://www.usi.gov.au/>.

The 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 USI can be viewed online at <https://www.usi.gov.au/>.

19 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, 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.ergonomics.com.au/how-to-sit-at-a-computer/>
- http://www.youtube.com/watch?v=BDPO_InHDuw
- <http://www.youtube.com/watch?v=PZWSc5EWD0A>
- https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0006/83067/guide-ergo-comp-workstations.pdf

Remember to take regular breaks and stretch to avoid any unwanted stress on your body.

20 CONTACT DETAILS AND SUPPORT SERVICES

Internal contact information

	Contact details		
	Team/Person	Phone	Email address
Extension and re-enrolment requests	Student Services	1300 887 991	student.services@australiscollege.edu.au
Send certified copies of qualifications	Student Services	1300 887 991	student.services@australiscollege.edu.au
Transferring courses/units	Student Services	1300 887 991	student.services@australiscollege.edu.au
Replacement qualifications	Student Services	1300 887 991	student.services@australiscollege.edu.au
Requesting copies of student records	Student Services	1300 887 991	student.services@australiscollege.edu.au
Change of details	Student Services	1300 887 991	student.services@australiscollege.edu.au
Privacy issues	Human Resources	1300 887 991	hr@australiscollege.edu.au
Complaints and/or appeals	Quality	1300 887 991	quality@australiscollege.edu.au
Access and Equity breaches	Quality	1300 887 991	quality@australiscollege.edu.au
Course information	Course Consultants	1300 887 991	info@australiscollege.edu.au
Student Support	Student Support	1300 887 991	support@australiscollege.edu.au
Head of Faculty, Finance and Business Services	Lea Green	1300 887 991	lea.green@australiscollege.edu.au
Head of Faculty, Community Services and Counselling	Wendy Webber	1300 887 991	wendy.webber@australiscollege.edu.au
Head of Faculty, Natural Health	Martin Stone	1300 887 991	martin.stone@australiscollege.edu.au
Head of Faculty, Beauty	Phillipa Byrne	1300 887 991	phillipa.byrne@australiscollege.edu.au
Head of Faculty, Information Technology	Marshall Newton	1300 887 991	marshall.newton@australiscollege.edu.au
iTrain	http://training.intellitrain.net.au/		

External support and welfare services contact information

National	For	Phone	Website
Police, ambulance, fire	Emergencies	000	
Lifeline	Personal crisis issues and suicide prevention services	13 11 14	https://www.lifeline.org.au/
Aboriginal Family Support Services Inc.			http://www.afss.com.au/
Australian Government Indigenous Initiatives			http://www.indigenous.gov.au/
Centrelink	Support services- links to support programs/work placements		http://www.humanservices.gov.au/customer/subjects/looking-for-work
The Salvation Army	Homelessness, alcohol and drug addiction, domestic violence, community and family support	03 8878 4500	http://www.salvationarmy.org.au/en/find-help/
ReachOut.com	Wellbeing, mental illness		http://au.reachout.com/
Beyond Blue	Mental illness	1300 224 636	http://www.beyondblue.org.au/

The Mood Gym	Cognitive Behaviour Therapy for preventing/coping with depression and anxiety		https://moodgym.anu.edu.au/welcome
Reading Writing Hotline	LLN support	1300 655 506	http://readingwritinghotline.edu.au/
Gambling Help Online	Gambling counselling, information and support	1800 858 858	http://www.gamblinghelponline.org.au/
Homelessness Australia	Homelessness	02 6247 7744	http://www.homelessnessaustralia.org.au/
1800 Respect	Sexual Assault, domestic family violence service	1800 737 732	http://www.1800respect.org.au/
Red Cross	Various support services	03 9345 1800	http://www.redcross.org.au/
Multicultural Development Association	Support to refugees and migrants through community development, advocacy and a range of client services	07 3337 5400	http://www.mdainc.org.au/?q=contact
Endeavour Foundation	Disability Support Services	07 3908 7100	http://www.endeavour.com.au/

State	For	Phone	Website
QLD	Language, literacy and numeracy providers		http://www.qcal.org.au/archive/directory/index.htm
QLD Tafe	Language, literacy and numeracy providers		http://www.tafe.qld.gov.au/tells/alternative-learning-options.html
QLD	Domestic violence Helpline	1800 811 811	
QLD	Homeless persons Info QLD (HPIQ)	1800 47 47 53	
South East QLD Community Directories	Brisbane City Council		http://www.mycommunitydirectory.com.au/Queensland/Brisbane/
	Redland Shire Council		http://www.mycommunitydirectory.com.au/Queensland/Redland/
	Logan City Council		http://www.logan.qld.gov.au/community-support/community-directory
	Ipswich City Council		https://www.mycommunitydirectory.com.au/Queensland/Ipswich
	Sunshine Coast Council		http://community.sunshinecoast.qld.gov.au/directory
NSW Tafe	Language, literacy and numeracy providers		https://www.tafensw.edu.au/
NSW	Domestic violence helpline	1800 656 463	
NSW	Link2Home	1800 152 152	
Sydney	Sydney Community Directory		http://www.cityofsydney.nsw.gov.au/community/community-services/community-directory
NSW	Council links for community services		http://www.lgnsw.org.au/about-us/council-links
ACT Tafe	Language, literacy and numeracy providers		http://cit.edu.au/
ACT	Canberra Community Links		https://www.canberraconnect.act.gov.au/
ACT	Homeless	1800 176 468	
SA	Language, literacy and numeracy providers		http://sacal.sa.edu.au/links/
SA Tafe	Language, literacy and numeracy providers		http://www.tafesa.edu.au/
SA	Community Links		http://www.lga.sa.gov.au/page.aspx?u=210
SA	Homeless Gateway	1800 003 308	
SA	Domestic Violence	1800 800 098	
WA	Language, literacy and numeracy providers		http://www.waalc.org.au/

WA Tafe	Language, literacy and numeracy providers		http://www.central.wa.edu.au/
WA	Council Directory		http://walga.asn.au/AboutLocalGovernment/CouncilWebsites.aspx
WA	Women's Domestic Violence Helpline	1800 007 339	
WA	Salvos Care Line	08 944 25 777	
VIC	Language, literacy and numeracy providers		http://www.valbec.org.au/where-to-learn.htm
VIC	Language, literacy and numeracy providers		http://www.vic.gov.au/
VIC	Council Links		http://www.vic.gov.au/government-economy/local-councils/victorian-local-councils.html
NT	Domestic Violence	1800 019 116	
TAS	Safe at Home Family Violence Response and referral	1800 633 937	
TAS	Homeless Support	1800 800 588	

Other	For	Phone	Website
Job Search Directory	Job Service Providers – search maps, services and facilities		https://jobsearch.gov.au/Job/Search
Salvation Army Employment Plus	Internet, training, job ready services, links, disability services	136 123	http://www.employmentplus.com.au/
Mission Australia	Disability/indigenous/literacy and numeracy support		https://www.missionaustralia.com.au
Max Employment	Disability/indigenous/community connections	1800 021 560	http://www.maxemployment.com.au/
CVGT Australia	Disability/indigenous/work placements	132848	http://www.cvgt.com.au/
Library Directories	Library locations, services and facilities including internet use		
Brisbane Council Libraries	Free internet access/ free internet and computer training courses - email/internet searching/ computer use and terms		http://www.brisbane.qld.gov.au/facilities-recreation/libraries
Sydney Libraries			http://www.cityofsydney.nsw.gov.au/explore/libraries/elibrary/online-computer-courses
State Library of Victoria			http://www.slv.vic.gov.au/
State Library of Western Australia			http://slwa.wa.gov.au/
Libraries of SA			https://www.libraries.sa.gov.au/
NSW libraries			http://www.sl.nsw.gov.au/using/internet/
ACT Libraries			http://www.library.act.gov.au/
Labour Market Information			http://lmp.gov.au/
Career Information			http://australia.gov.au/topics/employment-and-workplace/career-information
Department of Education and Training My skills	Career and course information		https://www.myskills.gov.au/

NT	Working with children check		http://www.workingwithchildren.nt.gov.au/
VIC	Working with children check		http://www.workingwithchildren.vic.gov.au/home/
QLD	Blue card services – working with children check		https://www.bluecard.qld.gov.au/
WA	Working with children check		http://www.checkwwc.wa.gov.au/checkwwc
SA	Working with children check		http://www.dcsi.sa.gov.au/services/screening
NSW	Working with children check		http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check
TAS	Working with children check		http://www.justice.tas.gov.au/working_with_children
ACT	Working with Vulnerable People		https://www.canberraconnect.act.gov.au/app/answers/detail/a_id/1804/~/working-with-vulnerable-people-(wwwvp)