



# **Student Handbook**

**01/2019**

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## INTRODUCTION

Australasian College of Education and Training Pty Ltd (ACET) is a Registered Training Organization delivering nationally accredited and specialized industry training for people considering employment within the security, hairdressing, beauty, early childhood, building & construction, aged care, and health industries.

Our trainers and assessors play a major role in upholding our standing and reputation and enabling us to provide a quality service to our clients, customers and course participants. All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We endeavor to make our students feel as comfortable as possible whilst they are undertaking their training, so we keep our class sizes at a comfortable level to ensure an optimum learning environment is maintained. We ensure that all our students receive the in-depth learning and unlimited support they deserve. Any workplace training will ensure that the training is customized for that workplace.

The purpose of this Student Handbook is to introduce you to the services available to you at our College.

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

## ACET'S TRAINING SCOPE

The Australasian College of Education and Training is approved to offer, deliver and assess the following accredited and nationally recognised qualifications and units of competency.

### Qualifications

Code	Title
CHC30113	Certificate III in Early Childhood Education and Care
CHC33015	Certificate III in Individual Support
CHC50113	Diploma of Early Childhood Education and Care
CPC40110	Certificate IV in Building and Construction (Building)
CPC50210	Diploma of Building and Construction (Building)

CPP20212	Certificate II in Security Operations
CPP30411	Certificate III in Security Operations
CPP40707	Certificate IV in Security and Risk Management
SHB30416	Certificate III in Hairdressing
SHB40216	Certificate IV in Hairdressing
SHB30115	Certificate III in Beauty Services
SHB30215	Certificate III in Make-Up
CHC43015	Certificate IV in Ageing Support

## Units of competency

Code	Title
BSBFLM303	Contribute to effective workplace relationships
BSBWOR301	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to clients
CPPSEC3007A	Maintain security of environment
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3017A	Plan and conduct evacuation of premises
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid

## Accredited courses

Code	Title	Extent
22282VIC	Course in the Management of Asthma Risks and Emergencies in the Workplace	Deliver and assess
22300VIC	Course in First Aid Management of Anaphylaxis	Deliver and assess

## LOCATIONS AND PUBLIC TRANSPORT

Head office and Principle Place of Business:

587 Sydney Road, Coburg, Victoria 3058

Tel: (03) 9354 54 04

Website: [www.acet.edu.au](http://www.acet.edu.au)

## Car Parking and Access to Public Transport

- Tram Stop: Route 19 trams travel along Sydney Rd to and from the city. The nearest tram stop is number 36 O’Hea St and Sydney Rd
- Train Station: The closest Train Station is Batman Railway Station on Upfield Line
- Street parking available in nearby streets.

## Other ACET Offices and Training Centres in Victoria:

- Dandenong, 118-120 Foster Street.
- Altona North, 3/216 Blackshaws Road.
- Coolaroo/Roxburgh Park 5 / 195 Somerton Road.

## STUDENT CODE OF CONDUCT

The Student Code of Conduct requires the following rights and responsibilities to be respected and adhered to at all time by students.

### STUDENT RIGHTS

- The right to be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including their own tools, equipment and student work) and the property of ACET to be protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner - this is accomplished by the Grievances, Complaints and Appeals Policy & Procedure
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times
- Receive regular feedback about academic performance in the area of study
- Be issued with qualifications and/or statements of attainment when a program of study has been successfully completed.

### STUDENT RESPONSIBILITIES

- Be fully committed to your own learning, the decisions taken in relation to it, and the challenges involved

- Avoid at all costs the temptation of plagiarism.  
*Students are advised that:*
  - No cheating or plagiarism is allowed in any work submitted for assessment.
  - Where it is found that a student has cheated or plagiarised work submitted for assessment, the ACET reserves the right to disallow the work and to award a result of NYC for the unit, and to suspend or cancel the enrolment of the student.
- Work with honesty and integrity
- Give and receive feedback about your experiences and participate in continuous improvement processes
- Treat all members of the College with respect
- Value the diversity of students and staff
- Reject discrimination and harassment
- Respect the College's facilities and resources, and follow relevant policies, and safety and security advice
- Provide up-to-date, accurate and timely student information when required
- Accept responsibility for decisions made about courses and program choices.

## QUALIFICATION/COURSE DELIVERY

The College will provide students (prior to qualification/course commencement) orientation program containing information about:

- Scope of Registration and qualification information including content and vocational outcomes;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy;
- assessment policies & procedures including recognition of prior learning;
- literacy and numeracy requirements;
- grievance complaints & appeals policy and procedure);
- staff responsibilities;
- facilities, equipment and learning resources; and
- student support services.
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;

## TRAINING ENVIRONMENT

The College will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

## RECEPTION AND STUDENT SERVICES

Reception is the first point of contact for all students. Reception assists students with most general matters. Student Services will assist you in student welfare and provide assistance in academic administration. Student services do not handle any academic performance issues. Please refer all matters of this nature to your immediate trainer.

A pro forma stand near the reception desk contains all student forms, important policies and procedures, maps, as well as other general information to assist students. This allows students quick and easy access to information without the need to queue. In addition, all student forms, and policies and procedures can be downloaded at any time from ACET's website.

Student notice boards are located on all floors and facilities at ACET. Policies and procedures relating to the student as well as student and staff timetables are also included.

## STUDENT WELFARE AND SUPPORT SERVICES

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

The Student Support Officer(s) are able to provide links to external sources of support where the staff at the College are either not qualified or it is in the student's best interests to seek professional advice.

## COUNSELLING AND CARE



Students will have trainers and Student Support Officer(s) as mentors for pastoral care matters, study management, goal setting activities and career guidance. Additionally, ACET has an established relationship with external counselling services to deal with serious personal issues. These support services are also available to students.

For more details, please refer to the: Student Support Services Policy and Procedure contained at the end of this Handbook.

## ACET STAFF CONTACT DETAILS

### Chief Executive Officer

Mahmoud Amarni

Email: [michael@acet.edu.au](mailto:michael@acet.edu.au)

### Student Data /Accounts Administration Manager

Nasrine Helal

Email: [nasrine@acet.edu.au](mailto:nasrine@acet.edu.au)

### Student Services and Administration Officer/Authorised Delegate

Zenab Allouche

Email: [adminvic@acet.edu.au](mailto:adminvic@acet.edu.au)

Phone: (03) 9354 5404

### IT Help

Ali Taufiq

Email: [info@allinit.com.au](mailto:info@allinit.com.au)

Phone: 1300 255 464

### ACET Academic Counselling:

Name: Nasrine Helal Ph: 0404 444 502 Email: [nasrine@acet.edu.au](mailto:nasrine@acet.edu.au)

### ACET Personal Counselling:

Name: Sabah Helal Ph:0432 521 588 Email: [sabah@acet.edu.au](mailto:sabah@acet.edu.au)

### Campus Manager/IT Help Altona Branch-Victoria

Samir Chamra

Email: [altona@acet.edu.au](mailto:altona@acet.edu.au)

Phone (03) 9391 4397

### Student Administration Assistant/Support-Altona Branch-Victoria

Fatima El Mourad

Email: [altona@acet.edu.au](mailto:altona@acet.edu.au)

Phone (03) 9391 4397

**Campus Manager/IT Help- Coolaroo/ Roxburgh Park Branch-Victoria**

George Mrad

Email: [george@acet.edu.au](mailto:george@acet.edu.au)

Phone: (03) 8339 0941

**Student Administration Assistant/Support-Coolaroo/Roxburgh Park Branch-Victoria**

Inana Maloul

Email: [roxy@acet.edu.au](mailto:roxy@acet.edu.au)

Phone: (03) 8339 0941

**Campus Manager/IT Help- Dandenong Branch Branch-Victoria**

Mouhamad Walid Helal

Email: [valid@acet.edu.au](mailto:valid@acet.edu.au)

Phone: (03) 8339 0941

**Student Administration Assistant/Support-Dandenong Branch-Victoria**

Lucy Liberto

Email: [dandy@acet.edu.au](mailto:dandy@acet.edu.au)

Phone: (03) 03 9792 0954

## EXTERNAL SUPPORT SERVICES

Type of Assistance Required	Name of Support Service	Contact No
Police, Ambulance, Fire	Police, Ambulance, Fire	000
Alcohol and Drugs	Direct Line	1800 888 236
Personal Issues-Crisis Support Services	Lifeline	13 11 14
Human Rights	Australian Human Rights Commission	1300 369 711
	Victorian Equal Opportunity and Human Rights Commission	1300 891 848
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Victoria Legal Aid	1300 792 387

	Legal Aid Queensland	1300 65 11 88
Personal Issues	Psychology Melbourne	9629 4000
Sexual Assault	Victorian Centres Against Sexual Assault/Vic	1800 806 292
	Sexual Assault - Help, Assistance & Contacts/QLD	1800 010 120
Smoking Issues	Quitline	13 1848
Translating and Interpreting	Translating and Interpreting	13 1450
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	8663 7060

## QUALIFICATION/COURSE INFORMATION AND ENTRY REQUIREMENTS

Prior to enrolment, we will provide all participants with qualification/course information, including content and vocational outcomes.

Please refer to individual Qualification/Course Outline Marketing Brochures for further details, entry requirements, tuition fees, and related information or go to our website [www.acet.edu.au](http://www.acet.edu.au)

## ENROLMENT PROCESS

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet
2. Select the Qualification/Course of study you wish to undertake, read the relevant brochure or outline and complete the LLN Test, Pre-Training Review and the relevant Enrolment Form or funding application
3. Sign the Enrolment Form to declare that you understand all of the information provided
4. Return the Enrolment Form to the Student Administration with the tuition payment or supporting documentation for funding application assessment.

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

## LANGUAGE, LITERACY NUMERACY PRE-TRAINING REVIEW OBLIGATIONS

As part of its obligation as an RTO, Australasian College of Education and Training must determine the Language, Literacy and Numeracy (LLN) requirements of its students and their preferred learning style. Prior to the student commencing a qualification or a course, it is

necessary to assess the ability of each student to complete their qualifications or course. If after assessment it is believed a student will have difficulties, it must be clearly identified by completing a LLN Form and reporting it to the Training and Compliance Manager. Strategies for dealing with this issue must then be determined.

Before a student commences training in an ACET's qualification or course, the following must have already been addressed and undertaken:

- Recognition of Prior Learning (RPL) and Credit Transfer (CT) - if a student has completed a request form for either RPL and /or CT, this will be noted clearly in the student's file,
- Language, Literacy and Numeracy (LLN) and Pre-training review Assessment. LLN testing is completed and if any decisions regarding adjustment of the training progress/appropriate modes of delivery and assessment actioned and documented in the student's file,
- Explanation of the qualification or course and schedule of training
- Assessment details and delivery modes
- Signing and dating of documents

## UNIQUE STUDENT IDENTIFIER (USI)

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. For more information visit: <https://www.usi.gov.au/>.

## **CLASS TIMES**

Classes are available from 8.30 am to 10.00 pm Monday to Friday and weekends. The student timetable and training plans are based on a full-time load, being 20-40 hours per week (depending on the qualification/course). Administration and Student Services operate Monday to Friday, between 8:30am to 5:30pm.

## **ABSENCE FROM CLASSES**

If you are unable to attend your qualification/course please let us know as soon as possible, particularly if you have booked to use a computer or a lab. A student who is absent for more than two consecutive weeks without a valid reason will be contacted and issued a warning letter/or email.

## **CHILDREN**

Children are not permitted in the training rooms (unless for early childhood training purposes and with prior approval from college staff). If you are unable to arrange suitable child care while you attend a class, then you will need to cancel your booking. We are happy to discuss alternative training times with you.

## **SMOKING**

Smoking is not permitted anywhere in the building. If you wish to smoke outside, please ensure all cigarette butts are extinguished and placed in an appropriate waste bin.

## **TEA BREAKS**

You are welcome to take a short break during class. Please help yourself to the tea and coffee facilities available in the kitchen. Note that food or drink is not permitted in computer training rooms. Please remember to wash and return to the cupboard any cups, mugs, spoons, or other utensils you have used. We also ask that you be mindful of students who are studying in the training rooms and keep noise to a minimum whilst in the tea room.

## **BEHAVIOUR**

Please be considerate of the needs of other people in the training room and remember to ask staff for any assistance. Talking out loud while you complete a task, excessive talking, or asking other students for assistance can be distracting and can detrimentally impact on the learning of other students.

## **MOBILE PHONES**

Mobile phones must be switched off or kept on silent mode whilst you are in class. If you need to talk on a mobile phone, please vacate the training area and move to a place where your conversation will not disturb other students or the College's staff.

## **QUALIFICATION/COURSE MATERIALS**

You will be supplied with a learning guide and or books for each topic that you study at the College. For some qualifications/courses, these learning guides along with any other course materials, such as USB memory sticks, are yours to keep while for others are to be used only while studying on the college premises.

## **PERSONAL BELONGINGS**

Please do not bring valuables into the College and ensure that personal belongings are kept with you at all times. Accredited Training Centre of Australia accepts no responsibility for any loss or damage to personal belongings.

## **ACET ACCESS & EQUITY COMMITMENT**

All ACET staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. ACET has policies & procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Access and Equity Policy and Procedure and Grievances, Complaints and Appeals policy and procedure).

ACET acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)

- The Equal Opportunity Act, 1995 (Victoria)

*All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)*

ACET fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a College Representative, please contact the Training and Compliance Manager, on 03 9354 5404.

*Refer to:* Access & Equity Policy & Procedure at end of handbook

## PRIVACY

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for Registered Training Organisations, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

All students have access to the Privacy policy and procedure via the ACET website: [www.acet.edu.au](http://www.acet.edu.au) and a copy can be produced by the Student Administration Officer at any time upon request.

### **Please note:**

*Refer to:* Privacy Policy at end of handbook.

### *Access to Student Records*

Students may access their personal records held by ACET at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

## HEALTH AND SAFETY

ACET complies with all relevant Work, Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

## **STUDENT SAFETY**

Our College has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from the College premises it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

### *Student Safety Tips*

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.



- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

## EMERGENCY AND EVACUATION

Australasian College of Education and Training Pty Ltd-ACET has developed emergency evacuation plans and procedures to ensure that staff and students can implement these plans and procedures to assist with minimising the effects of personal danger and injury.

Emergency plans and procedures are developed and displayed to enable staff and students to acquaint themselves with them, and become familiar with the requirements. Once implemented, all staff and students are required to comply with all requirements.

### *Evacuation plan*

The existing evacuation plan shall be immediately adopted for any emergency.

If for any reason, it is not appropriate, an alternative method of maintaining safety should be considered and implemented.

### *Building Wardens*

A warden system is in place. Hard hats are used to identify who is managing the evacuation.

A **white** hat is the Chief Warden and their responsibility is to manage the overall emergency/evacuation process. The first trainer assumes the role of the Chief Warden.

A **yellow** hat identifies an Area Warden, there is a yellow hat on each floor and it's their responsibility to assist the Chief Warden with the evacuation of their designated floor. Wardens are to be trained in the emergency management.

### *Evacuation assembly area*

Assembly areas have been carefully identified to enable staff and students to report to an area where they can identify if any person may not have vacated the building.

## HARASSMENT AND DISCRIMINATION

ACET will provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying). Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties;
- The right to be treated with respect and treated fairly;
- The right to be safe in the workplace emotionally and physically;
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated;
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it;
- The rights of all individuals should be respected and confidentiality maintained;
- Complaints should be resolved by a process of discussion, cooperation and conciliation;
- Both the person making a complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allow others to learn
- Make our premises safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make our premises safe by not bringing illegal substances or weapons onto our premises
- Not steal, damage or destroy the property of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

## COMPLIANCE WITH LEGISLATIONS

ACET is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations. Legislation and regulation are continually being updated and, therefore, it is up to each staff member to be aware of this legislation. Legislations and regulations that effect ACET operations includes but are not limited to:

- National Vocational Education and Training Regulator Act 2011.
- Standards for Registered Training Organizations 2015
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Work Health and Safety Act 2011

- Work Health and Safety Regulations 2011
- Occupational Health and Safety Act 2004 (the Act)-Vic
- Occupational Health and Safety Regulations 2007-Vic
- Competition and Consumer Act 2010
- Competition and Consumer Regulations 2010
- Fair Trading Act 1989
- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Australian Human Rights Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004 (Cth)
- Racial Discrimination Act 1975
- Private Security Act 1984
- Freedom of information Act 1982
- Equal Opportunity Act 2010
- Victoria Equal Opportunity Act 1995 (Vic)
- Working with Children Act 2005
- Education and Training Reform Amendment (Skills) Act 2010
- Education and Training Reform Act 2006
- National Quality Framework
- Racial and Religious Tolerance Act 2001
- Multicultural Victoria Act 2004
- Working with Children Act 2005
- Health Services Act 1988
- Human Services (Complex Needs) Act 2003
- Surveillance Devices Act 1999

For further information in relation to legislation and regulations please contact your trainer or alternatively you may go to the Australian Legal Information Institute website ([www.austlii.edu.au](http://www.austlii.edu.au)). Listed below are the details of how to utilize this web site.

Type in web site address: Press enter and the Austlii Home Page should appear

Home Page: On the left hand side there is a heading “Cases and Legislation”.

- Select: Either Victoria or Commonwealth. A list of information will appear. On the right hand side there will be a heading Victoria or Commonwealth Legislation
- Select: Victoria or Commonwealth Consolidated Acts
- Search: Use alphabetical search facility to find the legislation.

## ACET'S ASSESSMENT METHODOLOGY

Assessment: is the process of collecting evidence and making judgments on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgment of whether or not competency has been demonstrated. Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgment of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards,

### *Approach to assessment decisions in relation to assessment*

Evidence of competency will be collected on a continuous basis throughout the unit. Assessments will be planned as per prescribed schedule. Students are required to be present at the scheduled time of training and assessment. Students who do not have the knowledge and skills will not be ready for assessment,

In order to achieve competency in a unit, a student must satisfactorily meet the requirements of each assessment task. ACET uses the following assessment outcomes to make judgement for individual assessment tasks:

- Satisfactory (S) or
- Not yet Satisfactory (NYS)

and:

- Competent (C) or,
- Not Yet Competent (NYC)

to make an overall judgement about the entire unit.

The formal assessment includes a number of scheduled summative assessment activities. Students will have had sufficient time to practice their skills over a period of time and in different contexts prior to undertaking assessment,

The forms of evidence required for the summative assessments include combination of Three or more of the following:

- Written tests
- Practical assessments (Observations)
- Class presentations
- Projects/Reports/Case studies
- Activities

## Re-Submission

Student will be eligible for re-submission if:

- further evidence of an assessment is required when the student has partially completed the assessments and some of the works can be completed and/or corrected, and,
- when the student has participated in the learning and classroom activities and undertook the given assessment tasks.

Re-submission of any part (question/s) of a re-assessment may be in writing and evidence must be included with the original or completed submission. Your assessor may choose to verbally question you to gain more evidence of your understanding for a question which you do not answer successfully on the first attempt. The answers you provide verbally will then be added in the assessment and a record of this verbal questioning will be added by your trainer in the comments section on the assessment. For full details of this you should speak to your assessor.

Prior to any resubmission, students will be given feedback on the evidence they have already provided and/ guided as to the additional requirements to deem them competent in the unit. They may resubmit as often as/required to gain competence providing that resubmission can occur in a timely manner that is practical and reasonable for the Assessor to complete all the documentation required prior to completion.

## Reassessment

If the student doesn't qualify for a re-submission or still deemed Not Yet Competent (NYC) after a re submission, he/she will need to go through a re-assessment process. All reassessments are subject to following conditions:

- Reassessments must be approved by the Training & Compliance Manager

- Re-assessment will occur only for those assessment task/s in which the student was deemed Not Satisfactory.
- Students will not be charged additional fees if:
  - I. the student is being reassessed during the allocated timeframe for a particular Unit of Competency.
  - II. the reassessment is being conducted as a result of an appeal.
  - III. if the student has not been able to attend the unit for genuine reasons and is ready to attend the unit according to the reassessment Time Table before the Term Break.
- Students will be charged reassessment fees if the student is being reassessed during Term Break Schedule.
- A charge of \$100 per reassessment will be levied for theory assessment and \$200 for practical assessment.
- Unless otherwise approved by the Training & Compliance Manager a student can sit a maximum of 2 reassessments in a week.
- The College has the right to charge a student \$ 100 reassessment fee if a student agrees to be reassessed, but fails to attend for the reassessment.

## **CREDIT TRANSFER (CT)**

ACET acknowledges applications for credit transfer on the basis of AQF qualifications and statements of attainment issued by other registered training organisations. These include Universities, TAFEs, schools and private providers.

Credit Transfer means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Organisation.

Upon enrolment in a qualification or a course, a student's intention to recognize Credit Transfer (CT) of units of competence must be indicated at the initial enrolment process. ACET accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Credit Transfers will be granted upon the receipt of sufficient evidence to support the application and prior to the commencement of training.

## **RECOGNITION OF PRIOR LEARNING-RPL**

Australasian College of Education and Training acknowledges 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

The RPL process examines the evidence within the following key principles:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognizing the prior learning of adults;
- providing access to the RPL process for all potential Students of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for students.

Students are informed of RPL at the time of the pre-enrolment interview/meeting and can elect to be considered for RPL by selecting the option available on the enrolment form.

The RPL process requires all competencies within a Unit of Competence (module) be evidenced. This evidence can take a variety of forms and is explained in the document titled 'RPL Application Form.'

Please note the following regarding RPL and CT:

- Both are to be identified before a student commences training, via the enrolment process
- If identified via enrolment that RPL/CT documentation is required, the student administration team will deposit the appropriate documents in the student's file for the Trainer/Assessor to action
- It is the role of the Trainer/Assessor to complete the RPL/CT process for all students

- The Trainer/Assessor is to decide what evidence is required and when it is to be provided (which is documented this and follow up within a designated timeframe)

***Please note:***

Australasian College of Education and Training Pty Ltd is not an Approved RPL Provider for the purpose of Victorian Training Guarantee funding.

## ACADEMIC MISCONDUCT

Students at ACET are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

**Cheating:**

To act dishonestly or unfairly in connection to an assessment conducted by the ACET. In accordance with ACET's policies this is classified as an Academic Misconduct. The penalties for academic misconduct include:

- assigning Not Satisfactorily Completed to an assessment task
- awarding of Not Yet Competent for a unit of competency
- suspension from the course/qualification
- cancellation of enrolment

**Plagiarism:**

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a module or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your facilitator. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student
- Presenting the work of another individual or group as their own work.
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.



**Note:** same penalties as with cheating will apply for any plagiarism.

If the student does not agree with the ACET's decision, then they are able access the Grievance, Complaints and Appeals Policy and Procedure.

All students have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Student Administration at any time upon request.

*Refer to:* Academic Misconduct Policy & Procedure at end of handbook

## TRAINING EVALUATION

ACET fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at the midpoint of your studies and also on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## QUALIFICATION/COURSE FEES AND CHARGES

Fees for training vary depending on the unit, course or qualification and whether you are taking up a government subsidised place or are paying as a fee for service student. ACET Fees and Charges for a particular unit, course, and qualification are published on the enrolment forms and relevant brochures.

### *Rules about fees-Government Funded Programs*

The rules covering fees for government-subsidised vocational training places are the same, whether your provider is a TAFE institute, a university, or a private training provider.

Before you enrol in a qualification or course, you should expect to be told:

- what you will have to pay, itemised as a list
- about any concessions that may apply and what evidence you need to receive a concession
- about any conditions that may apply to refunds.

### *Concession fees-Funded Programs (Victoria)*

Concessions are set at 20 per cent of the provider's published standard tuition fee. For example, if a provider usually charged a non-concession student \$5 per hour for a particular course, a concession student in the same course would only pay \$1 per hour.

For enrolments in courses at the Certificate IV level and below, the RTO must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

The concessions provided for in clause (a) and (b) also apply to a dependant spouse or dependant child of a card holder.

## QUALIFICATION/COURSE FEES REFUND

All applications for refunds must be made in writing by way of the "Application for Refund Form" and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

### **Please note:**

*Refer to:* Refund Policy and Procedure at end of handbook.

## STUDENT WITHDRAWAL AND TERMINATION OF TRAINING

Australasian College of Education and Training shall recognize that from time to time students withdraw from their qualification or course of study for various reasons. It is important that students communicate clearly to the College their intended enrolment status to ensure the College is able to best serve their needs and assist them in the most appropriate ways to achieve their personal academic goals,

All applications for refunds must be made in writing by way of the "Application for Refund Form" and submitted to Student Administration. Notifications of Withdrawal can only be made and accepted in person and/or via the student nominated email. A phone call or text message cannot be considered as notification of withdrawal.

Australasian College of education and Training reserves the right to terminate training (or withdraw your enrolment) in any of the following events:

- Non-payment of fees,
- The student failed to commence training after enrolling in the qualification of course,
- Where a student is unable to be contacted for a period in excess of 2 weeks and no prior notification has been received,

- The due date for assessment has passed without submission of assessment and also without notification and/or adequate reason given,
- There is evidence that the course of study is too difficult and will not be able to be completed without some other form of training beforehand.

## **GRIEVANCES, COMPLAINTS AND APPEALS**

Students have access to ACET College's grievance, complaints and appeals process. The grievance, complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Security Training College.

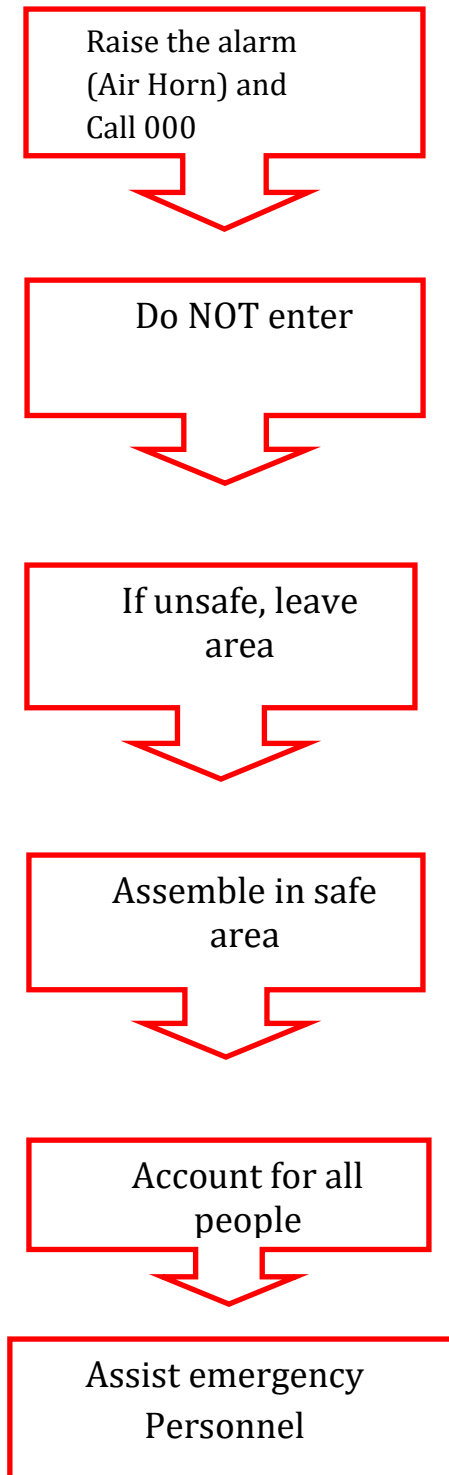
Students are able to submit a formal complaint to ACET College relating to any concern they may have (of academic and non-academic nature). All complaints are handled with confidence and are reviewed by the Training and Compliance Manager and CEO.

A student may also appeal a decision made by ACET College in regard to an outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting the Grievance, Complaints and Appeals Form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

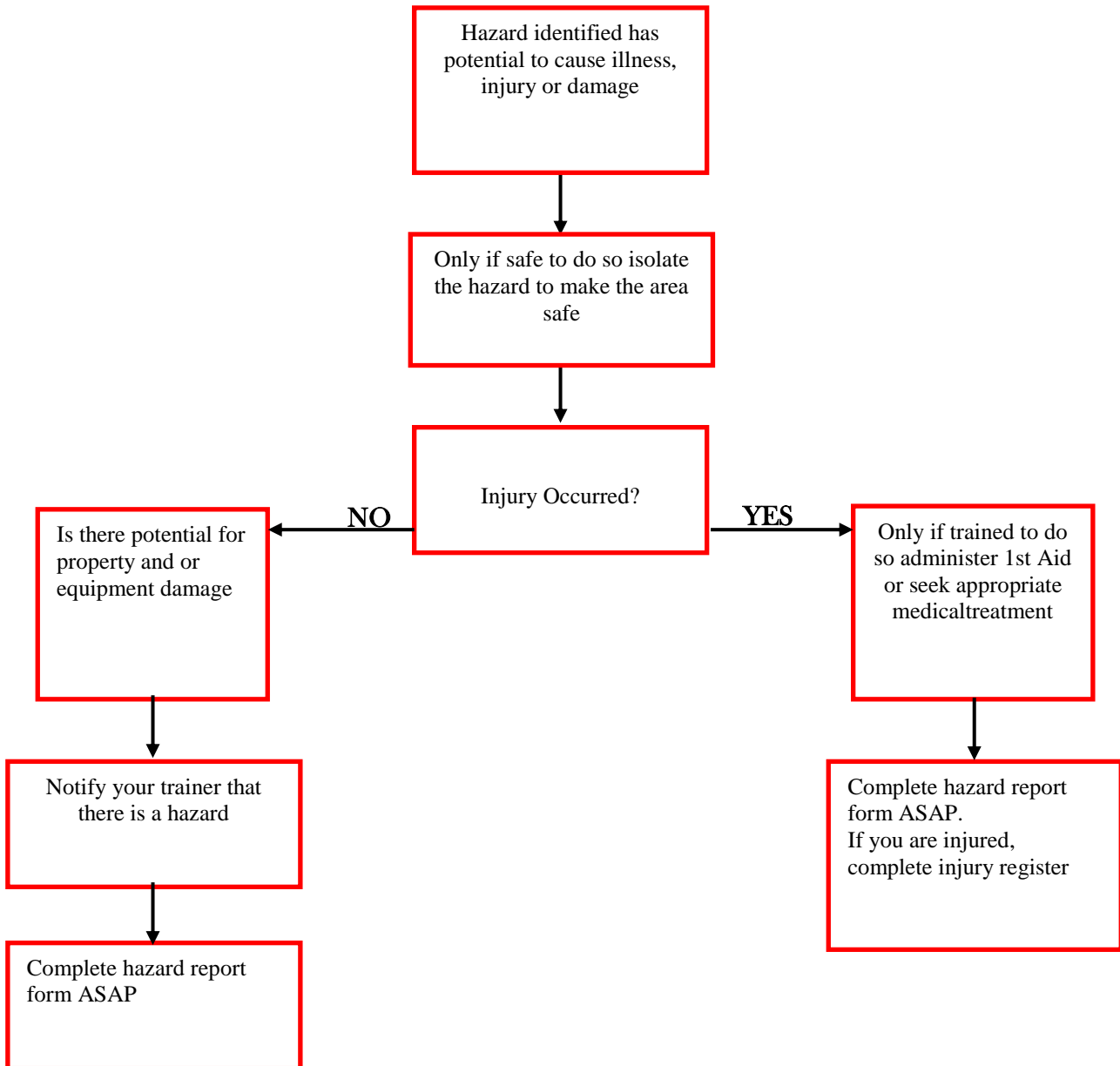
All students have access to the grievance, complaints and appeals policy and procedure via the ACET website: [www.acet.edu.au](http://www.acet.edu.au) and a copy can be produced by the Student Administration Officer at any time upon request.

*Refer to:* Grievance, Complaints and Appeals Policy & Procedure at end of handbook.

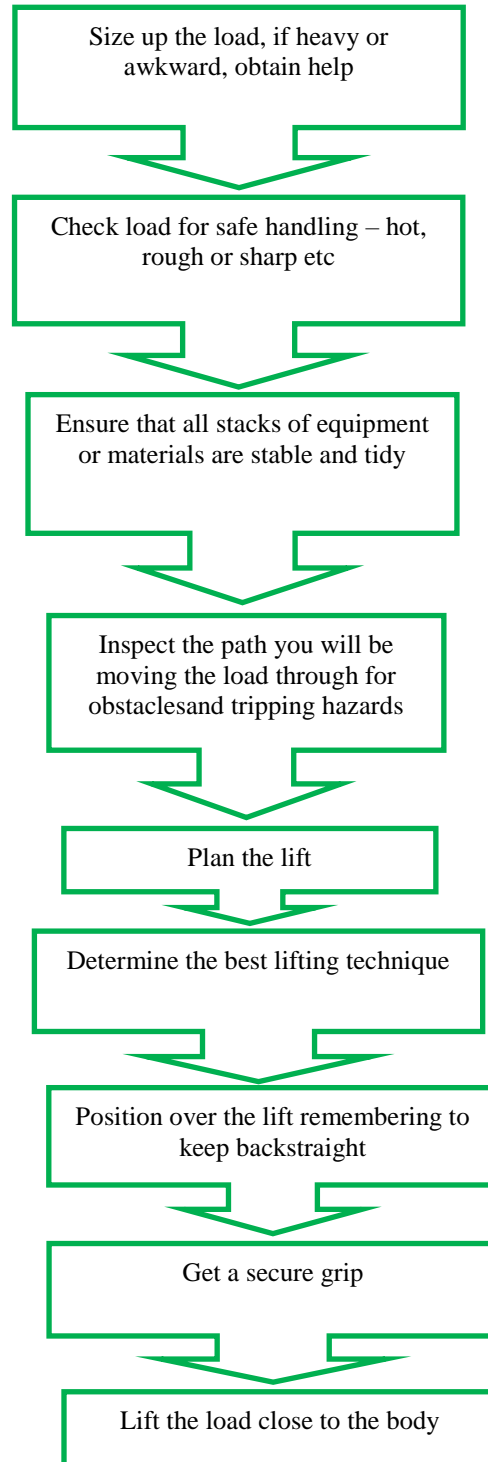
## APPENDIX 1 EMERGENCY PLAN



**APPENDIX 2 INCIDENT/ HAZARD & REPORTING FLOW CHART**



### APPENDIX 3 MANUAL HANDLING



## APPENDIX 4 SKILLS FIRST PROGRAM

The Victorian SKILLS FIRST PROGRAM makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

### SKILLS FIRST PROGRAM – ELIGIBILITY CRITERIA

#### Eligibility Requirements

In order to be an Eligible Individual in respect of any training, an individual must be:

a) either:

- i) an Australian citizen;
- ii) a holder of a permanent visa; or
- iii) a New Zealand citizen;

b) enrolling and commencing training in a course or qualification provided by the Training Provider between the Commencement Date and 31 December 2017 inclusive; and

c) either:

- i) under 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training;
- ii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a Foundation Skills List course;
- iii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training as an Apprentice (not Trainee);
- iv) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
- v) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

In addition to meeting the above requirements, an individual is only eligible to:

- a) commence a maximum of two courses subsidised through the Skills First Program in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- b) undertake a maximum of two courses subsidised through the Skills First Program at any one time;

c) commence a maximum of two government subsidised courses at the same level within the AQF in their lifetime; and

d) commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

For more information about vocational training in Victoria, the Victorian Training Guarantee and to check your eligibility for funding please visit the following websites:

Victorian Skills Gateway:

<http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/default.aspx>

Funding eligibility indicator:

<http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

## APPENDIX 5 HUMAN RIGHTS

### Protected by the Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities contains twenty basic rights that promote and protect the values of **freedom**, **respect**, **equality** and **dignity**.

The Victorian Government, local councils and other public authorities must not knowingly be in breach of these rights, and must always consider them when they create laws, develop policies and deliver their services.

#### Freedom

**Freedom from forced work (section 11):** A person must not be forced to work or be made a slave. A person is a slave when someone else has complete control over them.

**Freedom of movement (section 12):** People can stay in or leave Victoria whenever they want to as long as they are here lawfully. They can move around freely within Victoria and choose where they live.

**Freedom of thought, conscience, religion and belief (section 14):** People have the freedom to think and believe what they want, for example, religion. They can do this in public or private, as part of a group or alone.

**Freedom of expression (section 15):** People are free to say what they think and want to say, for example, talking, writing or with art. They have the right to find, receive and share information and ideas. This right might be limited to respect the rights and reputation of others or for the protection of public safety and order.

**Peaceful assembly and freedom of association (section 16):** People have the right to join groups or unions and to meet peacefully.



**Property rights (section 20):** People are protected from having their property taken from them, unless the law says it can be taken.

**Right to liberty and security of person (section 21):** Everyone has the right to freedom and safety.

**Humane treatment when deprived of liberty (section 22):** People have the right to be treated with humanity if they are accused of breaking the law and are detained.

## Respect

**Right to life (section 9):** Every person has the right to life and to not have their life taken.

**Protection of families and children (section 17):** Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

**Cultural rights (section 19):** People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages. Aboriginal persons hold distinct cultural rights which must not be denied.

## Equality

### **Recognition and equality before the law (section 8)**

Everyone is entitled to equal and effective protection against discrimination, and to enjoy their human rights without discrimination.

### **Taking part in public life (section 18)**

Every person has the right to take part in public life. For example, every eligible person has the right to vote or get a job in government.

## Dignity

**Protection from torture and cruel, inhuman or degrading treatment (section 10):** People must not be tortured, treated or punished in a cruel, inhuman or degrading way. People must treat each other with respect. People can choose to have medicine or therapy, or be in a medical experiment. This cannot be done without their full and informed consent.

**Privacy and reputation (section 13):** Everyone has the right to keep their lives private. For example, family, home or personal information cannot be interfered with, unless the law allows it.

**Children in the criminal process (section 23):** A child charged with committing a crime or who has been detained without charge must not be held with adults. They must also be brought to trial as quickly as possible and treated in a way that is appropriate for their age.

**Right to a fair hearing (section 24):** A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

**Rights in criminal proceedings (section 25):** A person charged with a crime is presumed innocent until proven guilty, must be told why the police have arrested them and be given time to talk to a lawyer or get advice. They must also be tried without unreasonable delay.

A person has the right not to be forced to testify or confess guilt, and to have any conviction and sentence reviewed by a higher court.

If a person goes to court and cannot speak or understand English, an interpreter must be there to help them understand. Sometimes, a Victoria Legal Aid lawyer can help.

**Right not to be tried or punished more than once (section 26):** A person will only go to court and be tried once for a crime. This means if the person is found guilty they will only be punished once. If they are found to be innocent they will not be punished.

**Retrospective criminal laws (section 27):** A person has the right not to be prosecuted or punished for things that were not criminal offences at the time they were committed.

Download this information: <http://www.victorianhumanrightscommission.com>

## APPENDIX 6 STUDENT SELECTION & ADMISSION

### 1. Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Student Selection and Admission Policy & Procedure is to:

- define the principles and processes applied to treat fairly all potential candidates seeking to enrol in a qualification or course at ACET,
- define the system used to meet the requirements of: Standards for Registered Training Organisations 2015-tandard 5,
- apply rules as required under commonwealth/state Government Funded qualifications/courses including the Skills First 2018-19 VET Funding Contract.

### 2.0 Scope

2.1 This Policy and Procedure applies to all pre-enrolment, selection and admission activities at the Australasian College of Education and Training Pty Ltd.

2.2 This Policy and Procedure applies to all potential domestic students enrolling in ACET's qualifications, courses or units of study,

2.3 This Policy and Procedure covers the following items:

- Determining Eligibility requirements for a course or a qualification,
- Determining Eligibility requirements for a Government Funded place,

- Concession and Fee Waivers requirements,
- Collecting of Unique Student Identifier.

### 3.0. Definitions

**3.1 Prospective or Potential Student:** any person seeking to enrol in a VET qualification, course or unit of study.

**3.2 Unit of Study:** a subject or unit that a student may undertake with ACET as part of a qualification / course of study.

**3.3 LLN Test:** Language, Literacy and Numeracy test to identify a range of learning, reading, writing, oral communication and numeracy skills required to undertake the course/qualification or participate in work.

**3.4 Pre Training Review:** a set of questions designed to ensure the suitability of the qualification/course to the student that the learning and assessment strategy is designed to meet your individual needs and your workplace requirements.

**3.5 Unique Student Identifier (USI):** Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications

**3.6 Authorised Delegate:** an employee/s of the ACET who has been formally delegated this function from the CEO or equivalent and written evidence of such a delegation is available at audit. The role of “Authorised Delegate” is to establish whether students who enquire about completing a qualification meet the eligibility requirements for government subsidised training under the Skills First funding contract. This will be completed through following the required process and the completing of the relevant Eligibility & Declaration Form.

### 4.0. Responsibility

4.1 It is the responsibility of the Chief Executive Officer, Director, Training and Compliance Manager, and the Student Administration Officer or Authorised Delegate to ensure this policy & procedure is implemented.

### 5.0 Policy Statements and requirements

5.1 Australasian College of Education and Training (ACET) the Director/CEO or his appointed person will ensure that staff handling and managing the selection, admission or enrolment of students will have sufficient knowledge, skills and experience,

5.2 Australasian College of Education and Training (ACET) will communicate in writing (and make available) the current policy and procedure to its students, employees, and relevant state and commonwealth authorities via the ACET's website, the staff handbook, the student handbook, at staff induction and at student enrolment, orientation programs or upon request,

5.3 Australasian College of Education and Training (ACET) shall have an open, fair and transparent selection, admission and enrolment processes which are based on merit,

5.4 Australasian College of Education and Training (ACET) shall adhere to the principles of access and equity (refer to Access and Equity Policy) in selecting persons seeking to apply for admission to its qualifications/courses/units of study,

5.5 Australasian College of Education and Training (ACET) will utilise the same entry/admissions requirements for all applicants and regardless of their backgrounds,

5.6 Australasian College of Education and Training (ACET) will inform prospective students verbally and in writing that enrolling in a qualification or a course might affect their eligibility for a government subsidised training place under the Skills First funding,

5.7 Australasian College of Education and Training (ACET) will provide prospective students (verbally and in writing), prior to enrolling, with information relating to:

- training timelines, delivery mode, delivery location, and vocational/work placement when this is a mandatory component of the qualification,
- support services available to assist students to complete training,
- its refund policy outlining what the student is entitled to (full or part refunds),
- Total Fees and charges (Fee for Service) or Government Subsidies Levels on Qualification or Unit basis,
- the co-contribution fee for concessional and non-concessional students for each qualification it is approved to deliver under the program,

5.8 Selection decisions will be made on the basis of merit that is based on clearly defined entry criteria such as:

- Age,
- successfully passing the LLN Test and completing the Pre-Training Review relevant to the qualification level,
- obtaining a National Police Check and Working with Children Check (required for completing some qualifications) and,
- other relevant information as required by state and commonwealth authorities such as evidence of eligibility for funding.

5.9 The entry requirements for each qualification offered by the Australasian College of Education and Training (ACET) will published in:

- Qualification's Brochure,
- Training and Assessment Strategy
- ACET Website ([www.acet.edu.au](http://www.acet.edu.au))

5.10 The Enrolment Forms must include the following information:

- the minimum required questions for AVETMISS collecting and reporting (AVETMISS 7.0 VET Provider Collection specifications),
- required Forms of Identification,
- references relating to refunds of qualification/course money; and/or relating to the documented refund policy and procedures.
- the nature of the guarantee given by the ACET to complete the training and/or the assessment once the student has commenced their study.
- advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the qualification/course.
- requirements for the Victorian Skills First training initiatives,

5.11 Australasian College of Education and Training (ACET) shall:

- Collect or create a USI from each student\*,
- Verify a USI supplied by a student
- Ensure a student has a valid USI before conferring a qualification or statement of attainment on that student
- Ensure the security of USIs and related documentation
- Destroy any personal information which you collected solely for the purpose of applying for a USI on behalf of a student
- Adhere to all legislative requirements under the USI legislative requirements

\*Refer to: <http://www.usi.gov.au/> for information regarding the process for collecting or creating a USI

5.12 Australasian College of Education and Training (ACET) is to ensure that the principles governing the eligibility requirements for Government Subsidized Education and Training enrolments are implemented and adhered to by the College in accordance with the Skills First VET Funding Contract and Vocational Education and Training Act.

5.13 Australasian College of Education and Training (ACET) is to assess student eligibility prior to enrolment and retain all evidence to verify eligibility, including whether the student meets:

- the criteria outlined in the relevant program policy, including the requirement to confirm whether the student has previously attained a certificate at same or higher-level qualification ,
- the program's criteria for concessional status,
- any specific restrictions for enrolment in a qualification outlined in the Training Subsidies List.

5.14 Australasian College of Education and Training (ACET) is to be sight and retain evidence of an individual's eligibility for the Entitlement to Funded Training prior to commencement in training, in accordance with Skills First 2018 Guidelines about Determining Student Eligibility and Supporting Evidence Guidelines.

5.15 Australasian College of Education and Training (ACET) must make available to the Department (or persons authorised by the Department) for audit or review purposes, the information and copies of evidence specified in the relevant Clauses of the Skills First VET funding Contract.

## 6.0 Procedure

### Application

6.1 All individuals seeking to enroll in a qualification, course or unit of study must obtain, complete and sign the following and relevant ACET's documents:

- "LLN Test & Pre-Training Review" and,
- "Enrolment Form" and,
- any relevant funding or privacy declarations.

The above documents can be obtained from (and submitted to) the Student Administration Officer at one of the following Australasian College of Education and Training Pty Ltd offices:

**Coburg:** 587 Sydney Rd,

**Altona North:** 3/216

**Dandenong:** 118-120 Foster

Blackshaws Rd

Street.

**Coolaroo:** 5/195 Somerton Rd.

or to any other ACET interstate offices.

*Refer to: VCID.SMS.02 – Enrolment Form & VCID.SMS.24 - Student Enrolment Form*

6.2 The applicant then presents or includes evidence and documentations that he/she meets the published entry or funding requirements for the chosen qualification or course,

### **Assessment of applications and verification of evidence**

6.3 The Student Administration Officer (or authorized delegate) will assess the application against the standards published entry requirements for the chosen qualification or course, and eligibility for Skills First VET funding contract requirements,

- Where there is any doubt about the information provided on the Pre-Training Review, the enrolment form & associated declarations (in particular those relating to the Skills First funding eligibility) and evidence provided, the Student Administration Officer (or authorized delegate) shall make further enquiries and discussions with the applicant to establish the facts.
- Where there is any doubt about the authenticity of any documentation provided, the Student Administration Officer (or authorized delegate) may correspond with the issuer of the document and make relevant enquiries.
- Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements for their chosen qualification/course, the applicant will be notified or contacted and given the opportunity to provide further information,
- A student's application may be cancelled if statements made by the student in their admission application are shown to be false.

6.4 The Student Administration Officer (or authorized delegate) will assess the application for any Credit Transfer requests or Recognition of Prior Learning. In the event either Credit Transfer or Recognition of Prior Learning (RPL) applies in the favour of the applicant the relevant tuition fee discounts will be calculated and applied,

### **Determining Eligibility requirements for the Victorian Skills First Funded places**

6.5 Eligibility requirements are the first stage of determining if a student can access government funding for their training. To assist staff through this process there are stipulated documents or references that need to be used when working through the process of eligibility,

6.6 **Citizenship and Residency:** Each student must fill out Evidence of Student Eligibility and Student Declaration and produce the relevant original documentation to support their claim. If copies are produced they must be verified by one of the authorised persons,

#### **NOTE:**

- evidence of individual eligibility documents such as: Pre-Training Review, Skill First enrolment and declaration forms must be fully completed and signed by each eligible student and the Authorized Delegate for applicant to be confirmed as eligible for a government subsidised place (in accordance with the 2018 Guidelines about Determining Student Eligibility and Supporting Evidence Guidelines), and,
- evidence in support of individual's eligibility for the Skills First program (such as Australian/Newzealand citizenship, Victorian residence and concessional cards-if applicable) are to be sighted and retained by the

ACET authorised delegate for each Eligible Individual, prior to commencement in training, in accordance with the 2018 Guidelines about Determining Student Eligibility and Supporting Evidence Guidelines,

**6.7 Age:** where age needs to be determined for eligibility, the Evidence of Student Eligibility and Student Declaration form applies to support this criteria and evidence is required to be sighted,

**6.8 Upskilling and Previous Qualifications:** For the student to be eligible for this step the student must be enrolling into a course/qualification that is deemed to be at a higher level than the one they already hold,

For the purpose of determining upskilling eligibility criterion relating to the highest qualification held (upskilling), The following prior qualifications are not taken into account:

- the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions
- qualifications listed in the Foundation Skills List ([Attachment 1](#) to these Guidelines)
- any VET certificates completed as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
- qualifications with the title ‘Course in...’ which are not aligned to a specified level within the Australian Qualifications Framework (AQF); and
- non-Australian qualifications, except where equivalency has been formally established with a qualification within the AQF.
- where an individual is transitioning from a superseded qualification to the current version of the same qualification; and
- where an individual is recommencing training in the same qualification (at either the same or a different provider).

*Refer to 2018 Guidelines about determining student eligibility and supporting evidence for additional information.*

**6.9 2 in a year and 2 at a time:** determining the number of courses an individual is eligible to commence/undertake in a calendar year.

- a. an individual is eligible to commence a maximum of two government subsidised courses in each calendar year.
- b. an individual is eligible to undertake a maximum of two government subsidised courses at any one time in each calendar year.
- c. the following scenarios will not be counted towards the course maximum:
  - if an individual is transitioning from a superseded qualification to the current version of the same qualification;



- if an individual is recommencing training in the same qualification (at either the same or a different provider); or
- if an individual is seeking to enrol in an apprenticeship (not traineeship) after having participated in one of the Pre-Apprenticeship and Pathway Qualifications identified at Attachment 2 of 2018 Guidelines.

**6.10 2 at level: determining the number of courses previously commenced:** the following commencements are *not* taken into account:

- a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions;
- b. qualifications listed in the Foundation Skills List ([Attachment 1](#) to these Guidelines);
- c. any VET certificates undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
- d. where an individual is transitioning from a superseded qualification to the current version of the same qualification; and
- e. where an individual is recommencing training in the same qualification (at either the same or a different provider).

#### **6.11 Eligibility for accredited courses with the title ‘Course in...’**

A number of courses with the title ‘Course in...’ are accredited. These are nationally recognised training products providing skills recognition leading to a Statement of Attainment, rather than the award of a qualification recognised within the Australian Qualifications Framework (AQF). They are not aligned with the AQF.

- a. Enrolment in a ‘Course in...’ is subject to the same Entitlement to Funded Training eligibility requirements as other enrolments.
- b. To address ‘upskilling’ requirements, an individual who holds a qualification no higher than Certificate IV is to be considered eligible to enrol in a ‘Course in...’ (subject to meeting other eligibility criteria).
- c. Qualifications at Diploma level or higher are considered higher than courses with the title ‘Course in...’.
- d. An individual is eligible to commence a maximum of two government subsidised accredited courses with the title ‘Course in...’ in their lifetime (subject to meeting other eligibility criteria).

#### **6.12 Eligibility for courses and qualifications on the Foundation Skills List**

If the individual is enrolling in qualifications or courses on the Foundation Skills List, previous commencements should not be taken into account for the purpose of applying the eligibility criteria relating to the lifetime limit on commencements at the same level (the 2 at level lifetime limit).

An individual is *not* eligible for training subsidised through the *Skills First* Program in courses and qualifications on the Foundation Skills List ([Attachment 1](#) to these Guidelines) if the individual is:

- a. The holder of a qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher.

- b. Enrolled in the Commonwealth Government's 'Skills for Education and Employment' program.

6.13 The Authorised delegate must ensure that:

- The *Evidence of Eligibility and Student Declaration* form does not replace existing eligibility assessment processes or student enrolment forms. Completion of the *Evidence of Eligibility and Student Declaration* form alone does not constitute a comprehensive eligibility assessment.
- Eligibility assessment processes must involve informative discussions with applicants, as well as comprehensive assessments of the circumstances against the eligibility requirements of the VET Funding Contract, including any variations to that VET Funding Contract.
- Where an individual's response to the *Evidence of Eligibility and Student Declaration* form indicates that the individual is not eligible but the Authorised Delegate considers them eligible based on a comprehensive discussion, the Authorised Delegate must evidence the reason it found the student to be eligible and retain this evidence.

#### **Concession and Fee Waiver requirements**

6.14 Once eligibility has been determined there are varying fee waivers or concessions that an eligible student can receive which determines what the student will pay for a tuition fee (only),

6.15 A concession rate can be available for students which mean that the Tuition Fees must be charged at 20% of the hourly fee that ACET would charge a non-concession student in the same course. Concession rates are only currently applicable to individuals holding one of the following concession cards or status:

- Commonwealth Health Care Card (HCC) issued by the Commonwealth;
- Pensioner Concession Card;
- Veterans' Gold Card;
- An alternative card or concession eligibility criterion approved by the Minister for purposes of these guidelines
- if you are an Indigenous student

**Note:** Evidence of Concession must be retained by the college by sighting, copying and authorising we have seen the original document or a certified copy of the concession document.

**Note:** Concessions do not apply to Fee for Service enrolments.

*Refer to 2014 Guidelines about fees for full criteria on applying concessions.*

## Offers and Refusals

6.16 Applicants who do not meet the published entry requirements will be informed either verbally (at the time of enrolment), and/or sent a letter or email clearly outlining the reasons why they have not been offered a place in the qualification/course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process,

6.17 Applicants who meet the published entry requirements, successfully completed the LLN Test & Pre-Training Review will be informed either verbally (at the time of enrolment) and /or sent a confirmation of enrolment letter offering them a place in their chosen qualification/course. The confirmation of enrolment letter will include details about the qualification/course and arrangements/instructions for student orientation,

### Note:

- Acceptance into a qualification/course of study with the ACET is confirmed when the potential student has signed and submitted the enrolment form, relevant documents and appropriate payment to support their enrolment.
- Acceptance into a Skills First is conditional upon approval once assessed as eligible.

6.18 The student will be requested to make the appropriate payments (tuition fees or student contribution fees) and makes the appropriate payments as calculated by the student administration officer or authorised delegate.

## Records

6.19 The signed Enrolment Form, LLN & Pre Training Review, copies of sighted Student Identifications (including originally certified or sighted copies of concession cards), payment invoices, and checklists will be kept on the student's file along with all other documents relevant to the student's enrolment.

6.20 Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.

6.21 All Administrative records relating the enrolment process will be kept in allocated secured rooms on the following campuses:

**Coburg:** 587 Sydney Rd,

**Coolaroo:** 5/195 Somerton Rd.

**Altona North:** 3/216 Blackshaws Rd

**Dandenong:** 118-120 Foster Street.

*Note: Access to records will be strictly limited to only the CEO, Training and Compliance Manager and relevant Administrative staff (authorised delegates) for each campus.*

## APPENDIX 7 ACADEMIC MISCONDUCT

### 1.0 Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Academic Misconduct Policy and Procedure is to:

- ensures that Australasian College of Education and Training Pty Ltd is able to detect and react appropriately to all / any forms of plagiarism and cheating that is uncovered to be occurring by students enrolled,
- support the Standards for Registered Training Organisations 2015.

### 3.0 Scope

2.1 This Policy applies to all ACET's current and potential students.

### 3.0 Definitions

3.1 **Plagiarism:** It is the act of presenting another persons' work as your own, and failing to acknowledging that the thought, ideas or writings are of another person. Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Plagiarism is a considered academic dishonestly and is a form of cheating.

3.2 **Cheating:** To act dishonestly or unfairly in connection to an assessment conducted by the ACET,

3.3 **Academic Misconduct:** is any type of cheating that occurs in relation to a formal academic exercise. (In our policy Academic Misconduct refers to plagiarism [intentional or unintentional], collusion and cheating)

3.4 **Intentional Plagiarism:** involves the deliberate act of presenting someone else's work/ideas as if you wrote it yourself.

Examples of intentional plagiarism include:

- Copying problem answers from a classmate.
- Copying any assignments from a student in a previous year.

3.4 **Unintentional plagiarism:** Students often do not recognise unintentional plagiarism as plagiarism (Carroll, 2002). However, it is taking another's work and using as your own – because there is no acknowledgement of who has done the work. Unintentional plagiarism usually occurs because of a lack of understanding about what plagiarism is; and poor referencing, citing and quoting skills.

Examples of unintentional plagiarism include:

- failing to indicate that some text is a direct quote (quotation marks should be used);

- paraphrasing a chapter and including the source in the reference list, but not acknowledging the source in the text;
- Composing a paragraph by joining sentences from a number of sources together and not acknowledging the sources in the text.

#### **4.0 Responsibility**

4.1 Generally, it is the responsibility of all ACET staff to ensure this Policy and Procedure is implemented.

#### **5.0 Policy Statements and requirements**

5.1 Students are made aware of the Plagiarism and Cheating Policy and Procedure through the student induction process and the Student Information Handbook and can access this through Student Administration.

5.2 Trainers and Assessors are to regularly reinforce the consequences of plagiarism and cheating and should provide clear guidance to the students that identify the assessment conditions.

5.3 All assignments and assessments are to include a 'Student Declaration' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/referenced, and that no part of the assignment has been written for them by another person):

5.4 Trainers and Assessors are required to undertake checks of students work for any plagiarised content or cheating that has occurred. This will be achieved through a sampling process. The ACET has determined that 5% of student work will be sampled for cheating and plagiarism.

Such forms of identifying plagiarism and cheating may include but are not limited to tasks such as:

- Researching quotes and references listed in the body of work
- Conducting a general internet search on the topic of the assessment
- Checking the students work against the online encyclopedia 'Wikipedia'
- Using various plagiarism websites (such as 'dustball' and 'article checker')
- Cross referencing the work with other students assessments for the same unit

5.5 Where possible plagiarism or cheating is identified through the sampling process the Trainer and Assessor is required to put the matter to the student. The trainer / assessor is required to clearly identify the passages or content which are alleged to be plagiarised and their source.

5.6 Where cheating is suspected the matter must be reported directly to the Training and Compliance Manager. It is imperative that any Trainer and Assessor who suspects that they have detected plagiarism or another form of cheating, must produce evidence (through identifying the source) to support their allegation.

#### **6.0 Procedure for Managing of Academic Misconduct**

6.1 When an allegation of academic misconduct is made against a student by a trainer or other source, the Training and Compliance Manager will assess the allegation and take action within 10 working days.

6.2 The Training and Compliance Manager will within 10 working days:

- notify student of the allegation and request a response respond to the student in writing,
- meet with the student (in person or via email) and,

➤ investigate the allegations.

6.3 Where Academic Misconduct has occurred, the disciplinary penalties for academic misconduct include:

- a. A warning
- b. The awarding of a “not yet competent” grade for an assessment
- c. Suspension from the qualification/Course
- d. Cancellation of Enrolment.

6.4 Where Academic Misconduct has occurred, and a disciplinary penalty has been imposed, a record of that penalty will be added to the student's file. The student will be given the opportunity to add a comment to the record and will be asked to sign it. A copy of the record will also be given to the student.

6.5 If the student does not agree with the ACET's decision, then they are able to access the Grievances, Complaints and Appeals Policy and Procedure to have the matter reviewed. This is to be submitted within 10 working days of the decision.

## APPENDIX 8 GRIEVANCES, COMPLAINTS & APPEALS

### 1.0 Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Grievances, Complaints and Appeals Policy & Procedure is to:

- provide a fair and equitable process for resolving complaints/conflicts of clients, employees, students or others that deal with the college.
- support the Standards for Registered Training Organisations 2015 (standards 1.7, 5.2, 6, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6 in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Australasian College of Education and Training Pty Ltd will be viewed as an opportunity for improvement.

### 2.0 Scope

2.1 This policy covers all matters relating to staff, students, and clients of the Australasian College of Education and Training Pty Ltd.

### 3.0. Definitions

3.1 Grievance - is a concern about academic or non academic matters, provided by the Australasian College of Education and Training Pty Ltd, which a person or party brings to the attention of the college in an informal way, i.e. it is spoken about, not written down.

3.2 Complaint – a formal (written) dissatisfaction with a service (academic or non academic) offered by Australasian College of Education and Training Pty Ltd.

3.3 Appeal – a request to review a decision made by Australasian College of Education and Training Pty Ltd

3.4 Complainant – the person lodging the grievance or complaint.

3.5 Academic grievances, complaints or appeals - matters concerning provision of training and assessment within a VET qualification or course of study, including quality of teaching, qualification/course contents, training facilities, unsatisfactory course progress or unsatisfactory course attendance.

3.6 Non-academic grievances, complaints or appeals - may include, but are not limited, to matters arising from administrative admissions, enrolment processes; discrimination, harassment, bullying or intimidating behaviour towards an intending, current student, staff member, educator or any other person associated with the College.

#### **4.0. Responsibility**

4.1 It is the responsibility of the Chief Executive Officer, the Training and Compliance Manager, and the Student Administration Officer to ensure this policy is implemented.

#### **5.0 Policy Statements and requirements**

5.1 ACET recognizes the importance of seeking a resolution to any conflict between ACET and its clients, employees or students in a professional and ethical manner. ACET will incorporate conflict management principles into all processes involved in lodging a complaint and an appeal.

5.2 ACET recognizes that all its clients, employees and students have the right to and are encouraged to openly discuss expectations and problems, or to lodge a complaint where they consider there are genuine grounds for a complaint.

5.3 ACET recognizes student rights in raising any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues.

5.4 ACET is to promote, exercise and uphold the principles of fairness, ethics and social justice in all its dealings with clients, employees and students. Also, ACET shall ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

5.5 ACET to develop a procedure for lodging and dealing with grievances, complaints and appeals that is easily accessible and not unduly complex.

5.6 ACET will communicate in writing the current grievances, complaints and appeals policy and procedure to its students and employees via the ACET's website, the staff handbook, the student handbook and verbally at staff induction and student orientation programs.

5.7 ACET to treat all complaints and appeals with honesty, integrity, fairness, professionally and confidentially in order to achieve a satisfactory resolution to all concerned. Access to information about a grievance, complaint or appeal shall be strictly limited to those staff that "have a need to know" in order to deal with the grievance, complaint or appeal.

5.8 ACET is required to:

- record in writing student's formal complaint/appeal in the complaints/appeals register (records the relevant details of the case). ACET staff shall maintain a Register of Formal Complaint and Appeal Cases that records the relevant details of the case, and,
- provide complainant or appellant with acknowledgement of receipt of the complaint/appeal, and,
- provide the complainant /appellant written statement of the outcome, which includes reasons for the decision.

record in writing student's formal complaint, or appeal. Also, ACET is required to provide complainant or appellant a written statement of the outcome, which includes reasons for the decision. ACET staff shall maintain a Register of Formal Complaint and Appeal Cases.

5.9 ACET to assist clients, employees and students with access to an independent review of a complaint and appeal should the need arise. Students will be provided with details of external authorities they may approach, if required.

5.10 ACET is to ensure that complaints and appeals are processed in an appropriate timeframe and regularly updates the complainant or appellant on the progress of the matter. The resolution phase must commence within 5 working days of the complaint or appeal being lodged in writing. A maximum time of 10 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

5.11 There is no cost for the complaint and appeal process unless it is referred to a third party.

5.12 A student's enrolment must be maintained whilst a complaint/ or appeal is in progress and the outcome has not been determined.

5.13 Students wishing to lodge an appeal in respect to the ACET's intention to suspend or cancel the enrolment of the student must do so within 10 working days. (The 10 working days will be calculated from the date of the letter notifying of the intention to suspend or cancel.)

5.14 The formal appeal process will be conducted by a legal representative engaged by the College and at no cost to the student.

5.15 ACET shall implement appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence identified potential causes of complaints and appeals.

## **Grievances and Complaints**

### **6.0 Method**

#### **Informal Complaints**

6.1 Any student, staff, or client with a grievance, question may raise the matter with staff of ACET and seek an informal resolution of the question or grievance. Trainers and administration staff are the preferred first point of contact with students. Any issues related to of academic nature will be managed by trainer and all other issues (of non academic nature) will be handled by the Administration or other senior management staff.

6.2 Questions or grievance dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the college staff member involved determines that the issue, question or grievance is relevant to the wider operation of the college or if the student requests that the matter be documented and placed on his or her student file.

6.3 Students, staff, or clients who are not satisfied with the outcome of the question or grievance are encouraged to register a formal complaint (after 5 working days from the day the grievance was raised).

#### **Formal Complaints**



6.4 Students, staff, or client who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student, staff, or client must complete the Complaints/Appeals Form. This form can be obtained from (and submitted to) Student Administration at of the Australasian College of Education and Training Pty Ltd offices. Also, it is available on the ACET's website: [www.acet.edu.au](http://www.acet.edu.au).

*Refer: VCID.SMS.05 – Complaints or Appeals Form.*

6.5 All formally submitted complaints are to be forwarded to the Training and Compliance Manager. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);

6.6 Once a formal complaint is received, it is to be entered into the 'Complaints Log Register' which is monitored by the Training and Compliance Manager regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint
- Determined Resolution; and
- Date of Resolution.

*Refer: VCID.QMSR.09 – Complaints and Appeals Log Register*

6.7 The Training and Compliance Manager shall then refer the matter to the appropriate staff to resolve, attempt to resolve the complaint with the student, staff, client and any other parties who may be involved. The resolution phase:

- must commence within 5 working days of the complaint being lodged in writing.
- a maximum time of 10 working days from the date the complaint was lodged will be allowed for the resolution unless the student agrees in writing to extend this time. This period is called the resolution phase.

6.8 If required, the Training and Compliance Manager will contact the student, staff, or client and arrange a meeting (might include other relevant ACET staff). At this meeting the complaint can be raised and a resolution attempted.

6.9 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Training and Compliance Manager. A new document can be prepared and signed during the meeting.

*Note: The student may be accompanied and assisted by a support person at any relevant meetings.*

6.10 At the end of the resolution phase the Training and Compliance Manager will report, in writing, the college's decision to the student, staff, or client. The college decision and reasons for the decision will be documented by the

Training and Compliance Manager and placed in the student's file. The 'complaints and appeals log register' is to be updated.

6.11 Following the resolution phase the college must implement the decision as conveyed to the student, staff, or client.

6.12 If corrective action is to be taken, *Action Report Form (VCID.QMS.12)* must be completed by the Training and Compliance Manager and recorded on the Continuous Improvement Register.

6.13 If a student, staff, or client is dissatisfied with the outcome of the formal complaint process; then the student, staff, or client may institute the appeals process by completing the Complaint/Appeals form.

6.14 Any complaints that are lodged as a result of or relate to criminal activities are outside of this process, and shall be referred to the appropriate authorities, or legal representatives for their attention.

6.15 All students and staff are to be advised they can seek advice from the following organisations:

- National Registering Body – Australian Skills Quality Authority (ASQA)  
Ph:1300 701 801 or submit your complaint using the <https://www.asqa.gov.au/complaints>. This form asks you for information that ASQA requires to consider your complaint.
- The Administrative Appeals Tribunal (AAT).  
Phone:1800 228 333 or email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)
- Australian Council of Private Education and Training's (ACPET)-if applicable:  
Ph (03) 9412 5900 or email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)
- The National Training Complaints Hotline on 1300 566 046
- Consumer Affairs Victoria  
Phone: 1300 55 81 81 or online: <https://www.consumer.vic.gov.au/>

## 7.0 Appeals Procedures

7.1 All student, staff, or client have the right to appeal decisions made by Australasian College of Education and Training Pty Ltd (ACET) where reasonable grounds can be established. The areas in which a student may appeal a decision made by ACET may include:

- Assessments conducted.
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
- Or any other conclusion / decision that is made after a complaint has been dealt with by Australasian College of Education and Training Pty Ltd in the first instance.

## 8.0 Method:

8.1 The appeals process is initiated and activated by a student, staff, or client completing the Complaints/Appeals Form. The form can be obtained from the ACET Offices and is available on the ACET's website: [www.acet.edu.au](http://www.acet.edu.au). The form is to include:

- a summary of the grounds the appeal is based upon.

- the reason the student, staff, or client feel the decision is unfair and
- resubmit all relevant written items originally submitted

*Note: Help and support with this process can be gained from student administration staff.*

8.2 The appeal shall be lodged through ACET student administrations (either via email or in person) and the student administration Officer shall ensure the details of the appeal are added to the ‘complaints and appeals register’. Requests for an appeal are to be acknowledged by ACET in writing (either via an email or a letter).

**Note:**

- The process for all formally lodged appeals will begin within 5 working days of the appeal being lodged.
- A maximum time of 10 working days from the date the appeal being lodged will be allowed for the resolution.

8.3 The Training and Compliance Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

8.4 The Training and Compliance Manager shall then determine the validity of the appeal and organize a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

**Note: For all Internal Appeals**

- The student will have an opportunity to present his or her case in person, or, if the student elects, in writing.
- A student may be accompanied and assisted by a support person at any relevant meetings.

8.5 The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student, staff, or client and the college and placed in the student file. The student, staff, or client will be provided with a copy of the signed written document.

8.6 The student, staff, or client shall be notified in writing of the outcome with reasons for the decisions, and the ‘complaints and appeals log register’ updated.

8.7 If the student appeal is successful the ACET must implement the decision as conveyed to the student, staff, or client.

8.8 Copies of all documentation, outcomes and further action required will be placed into the ‘complaints and appeals register’ by the Office Administrator and on the student’s/staff file.

8.9 If the student, staff, or client is not satisfied with the outcome of the formal internal appeal; the student, staff, or client may request the ACET to assist the student in an appeal to an external mediator. The student, staff, or client is required to notify ACET if they wish to proceed with the external appeals process.

### Note for all External Appeals

8.10 If a student is still dissatisfied with the decision of Australasian College of Education and Training Pty Ltd, a student may wish to refer the matter to an external independent / third party mediator. In this situation, the Student Administration Manager must advise the student that the appeal can be lodged in writing, by phone or email to the following organisations:

- National Registering Body – Australian Skills Quality Authority (ASQA)  
Ph: 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
- The National Training Complaints Hotline on 1800 000 674
- Australian Council of Private Education and Training's (ACPET)-if applicable:  
Ph (03) 9412 5900 or email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

8.11 Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third party mediator to satisfy the student, staff, or client's appeal as soon as practicable.

## APPENDIX 9 ACCESS AND EQUITY

### 2. Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Access & Equity Policy is to:

- provide and maintain training services that reflect fair and reasonable opportunity for all students, regardless of race, colour, religion, age, linguistic background, gender, sexual orientation, physical disability special needs allowing everyone to freely participate in training in a harassment free environment.
- ensure that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training.
- support the Standards for Registered Training Organisations 2015-Standard 8: Compliance with legislation:
  - Clause 8.5: The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.
  - Clause 8.6: The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.
- define the system used to meet the requirements of: 2017 VET Funding Contract for Victorian SKILLS FIRST PROGRAM.

### 2.0 Scope

2.1 This policy applies to all operations at the Australasian College of Education and Training Pty Ltd.

2.2 This Policy applies to all potential and currently employed staff, clients, contractors and all potential and currently enrolled and potential domestic students.

### 3.0 Definitions

3.1 **Access and equity** means policies and approaches aimed at ensuring that vocational education and training are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

3.2 **Client** means a learner, enterprise or organisation that uses or purchases the services provided by an ACET.

### 4.0 Responsibility

4.1 It is the responsibility of the Chief Executive Officer, Directors, Training and Compliance Manager to ensure this policy & procedure is implemented.

### 5.0 Policy Statements and requirements

5.1 All Australasian College of Education and Training (ACET) students will be recruited in an ethical and responsible manner which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.

5.2 All ACET employees are required to ensure all clients receive fair and equitable services within their scope of responsibility. All staff hold the responsibility to maintain a work and study environment free from discrimination and harassment. Management is responsible for ensuring adherence to the Australasian College of Education & Training Pty Ltd's policies and procedures that support this goal.

5.3 Australasian College of Education and Training (ACET) shall provide students will have every opportunity to maximise their training and learning experience.

5.4 Australasian College of Education and Training (ACET) shall provide information about possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the student.

5.5 Australasian College of Education and Training (ACET) shall communicate in writing the current Access and Equity policy and procedure to its students, employees, and relevant state and commonwealth authorities via the ACET's website, the staff handbook, the student handbook, verbally at staff induction and student orientation programs and upon request.

5.6 Australasian College of Education and Training (ACET) shall advise its prospective students, employees of selection/enrolment orientation procedures, qualification course information, vocational outcome, fees and charges, Language, Literacy and Numeracy support, Appeals and Complaints Procedures and any external support arrangements prior to enrolment.

5.7 Australasian College of Education and Training (ACET) shall embed the principles relating to access and equity into program design as well as policies and procedures relating to the selection and support of staff and students. Examples of equity strategies used to achieve this include:

- providing a learning environment that is inclusive of learner requirements;

- adjusting assessments to meet individual circumstances;
- delivering training that is culturally appropriate by considering such things as cultural sensitivities and appropriateness, learning preferences, values and priorities, issues arising from English being a second or third language, and gender;
- tailoring training packages for specific client groups and workplaces;
- implementing policies on fee reduction;
- developing and using training materials that utilise the principles of universal design and are inclusive and accessible to all learners.
- offering flexible qualification/course design that provides multiple entry and exit points or pathways through the qualification/course, including credit transfer and recognition of prior learning.
- developing language, literacy and numeracy requirements are consistent with the vocational level of the qualification.

5.8 Australasian College of Education and Training (ACET) shall ensure that candidates who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within our scope of registration.

5.9 Australasian College of Education and Training (ACET) shall employ a range of mechanisms for ensuring that its staff are implementing current and relevant legislation. The mechanisms include but not limited to; internal audit and external audits against the VQF and twice yearly internal audit against government funded training requirements.

5.10 Clients will not be denied access to services offered by Australasian College of Education & Training Pty Ltd where they are deemed eligible for the service. Clients will be individually assessed on their eligibility for the service being provided and selection will comply with relevant equal opportunity legislation and the selection criteria for the service. Whilst practising an open access policy, it is recognised that client eligibility for services may be influenced by:

- Government funding/contract requirements
- Qualification/Course pre-requisites, and
- Availability of services.

Where limited places are available, client selection is on a first in, first served basis.

5.11 Australasian College of Education and Training (ACET) shall consider and use the charter of human rights when developing policies, procedures and when providing educational services. ACET shall ensure that a copy of the Charter for Human Rights and Responsibilities is included in the Student Handbook, the staff Handbook, displayed on notice boards so all clients become aware of their obligations.

5.12 Australasian College of Education and Training (ACET) shall provide reasonable adjustments to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment. Reasonable adjustment may include but is not restricted to:

- the use of adaptive/assistive technology (equipment and software designed for use by people with a disability),
- educational support,
- alternative assessment methods,
- learning and assessment aids such as papers in large print or the use of scribes or interpreters,
- extra time to complete a qualification, course or assessment.

5.13 Australasian College of Education and Training (ACET) shall endeavour to provide premises with appropriate access to those with a physical disability. Where ACET provides training and assessment at other venues, ACET will ensure to the best of its ability that venues are accessible to people with a disability.

5.14 Australasian College of Education and Training (ACET) shall encourage individuals who believe they have been treated unfairly to use ACET's student complaints and appeals procedures. ACET will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures. Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

## APPENDIX 10 PRIVACY

### 1.0 Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Privacy Policy & Procedure is to:

- protect the privacy of its staff, students, and outlines the various ways in which it ensures this protection.
- ensure that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training.
- support the Standards for Registered Training Organisations 2015-Standard 8: Compliance with legislation:
  - Clause 8.5: The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.
  - Clause 8.6: The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.
- define the system used to meet the requirements of: 2017 VET Funding Contract for Victorian SKILLS FIRST PROGRAM.

### 2.0 Scope

2.1 This policy and Procedure applies to all operations at the Australasian College of Education and Training Pty Ltd.

2.2 This Policy and procedure applies to all potential and currently employed staff, clients, contractors and all potential and currently enrolled and potential domestic students.

### 3.0. Definitions

3.1 **Personal information:** is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details.

3.2 **Sensitive Information:** means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, and health information about an individual.

3.3 **Client:** means a learner, enterprise or organisation that uses or purchases the services provided by ACET.

#### 4.0. Responsibility

4.1 It is the responsibility of the Chief Executive Officer, Directors, Training and Compliance Manager to ensure this policy & procedure is implemented.

#### 5.0 Policy Statements and requirements

5.1 In accordance with the Commonwealth Privacy Act, All Australasian College of Education and Training (ACET) staff and students will have the right to obtain access to any personal information that ACET holds about them and to advice of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Students under 18 years of age will generally have access to their personal information through their parents, but older students may seek access themselves.

5.2 Australasian College of Education and Training (ACET) shall communicate in writing the current privacy policy and procedure to its students, employees, and relevant state and commonwealth authorities via the ACET's website, the staff handbook, the student handbook, verbally at staff induction and student orientation programs and upon request.

5.3 Australasian College of Education and Training (ACET) shall not disclose personal information about any individual without first obtaining the written consent of the individual.

5.4 Australasian College of Education and Training (ACET) staff are required to respect the confidentiality of students and parent's personal information and the privacy of individuals.

5.5 Sensitive information will be used and disclosed only for the purpose for which it was provided, or a directly related secondary purpose, unless the person otherwise agrees, or the use or disclosure of the sensitive information is allowed by law.

5.6 Australasian College of Education and Training Pty Ltd will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.

5.7 A privacy statement shall be made available for all persons in contact with Australasian College of Education and Training Pty Ltd to identify the way in which personal information is handled by the ACET. (Appendix A)

#### Collection of personal information (Staff)

5.8 Australasian College of Education and Training Pty Ltd will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.

5.9 Information collected includes general personal details and may include details of any disability or health issue that may affect the staff member's ability to meet the requirements of their position.



### **Collection of personal information (*Students*)**

5.10 Australasian College of Education and Training Pty Ltd is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable, information may also be required to comply with AVETMISS standards as specified by government regulators.

5.11 Information collected includes general personal details, and may include details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities.

5.12 Australasian College of Education and Training Pty Ltd collects all personal information in writing, either from an enrolment form, directly from the person whom the information is about. Where applicable, information may be collected from the parent or guardian of a student under the age of 18.

### **Use and disclosure of personal information (*Staff*)**

5.13 Australasian College of Education and Training Pty Ltd uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.

### **Use and disclosure of personal information (*Students*)**

5.14 Australasian College of Education and Training Pty Ltd uses personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators.

5.15 Personal information as collected through the enrolment form or through other means will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by the ASQA, DEECD or Licensing & Regulation Division (LRD).

5.16 Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

### **Access to personal information**

5.17 It is a policy of Australasian College of Education and Training Pty Ltd to allow access to personal files at any time to the person to whom those files relate, upon written request.

5.18 Staff and students may access their files by submitting their written application to Student Administration.

### **Storage and security of personal information**

5.19 Australasian College of Education and Training Pty Ltd will take all reasonable steps to maintain the privacy and security of personal information.

- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.

- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises at 587 Sydney Rd, Coburg, Vic 3058 and other ACET training facilities across Australia.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.
- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## 6.0 Procedures (information access)

6.1 All applications to access or obtain a copy of the personal information that the ACET holds about them must be made in writing by way of the 'Request Access to Personal Information Form'. This form can be obtained from (and submitted to) Student Administration Officer at Australasian College of Education and Training Pty Ltd office located at 587 Sydney rd Coburg, Melbourne or any other ACET office in Victoria or interstate.

6.2 Request Access to Personal Information Form is then forwarded to the Training and Compliance Manager.

6.3 The Training and Compliance Manager shall process the Applications within 14 working days from the date of application.

6.4 There is no charge for an individual to access personal information that ACET holds about them; however ACET may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 14 days of receiving their written request.

6.5 If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended:

- Where a record is found to be inaccurate, a correction will be made.
- Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## Appendix A:

### **Australasian College of Education and Training - Privacy Statement**

Australasian College of Education and Training Pty Ltd is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means Australasian College of Education and Training Pty Ltd.

## Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Australasian College of Education and Training Pty Ltd may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

## Collection of personal information

Where practicable, we will endeavor to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

## Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

## Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

## Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

### **Resolving privacy concerns**

If you wish to raise a concern about privacy matter should contact the Student Administrations Department.

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## **APPENDIX 11 STUDENT SUPPORT SERVICES**

### **1.0 Purpose**

The aim of Australasian College of Education and Training Pty Ltd (ACET) Student Support Services Policy is to:

- ensure that all students are given support while studying with Australasian College of Education and Training Pty Ltd. This support includes both academic support and personal support,
- support the Standards for Registered Training Organisations 2015.

### **2.0 Scope**

2.1 This Policy applies to all ACET's current and potential students.

### **3.0 Definitions**

3.1 **Academic Counselling:** Study skills, time management and other information relevant to enhancing academic performance for enrolled students

3.2 **Personal Counseling:** Assisting enrolled students to manage themselves and deal with issues of a personal, family and/or psychological nature.

### **4.0 Responsibility**

4.1 Generally, it is the responsibility of all ACET staff to ensure this policy is implemented.

### **5.0 Policy Statements and requirements**

5.1 Australasian College of Education and Training Pty Ltd shall nominate a 'Student Support Officer(s)' who shall be available to all students, on an appointment basis, through the standard college hours of business,

5.2 ACET students can access the student support officer(s) directly or via student administrations and an appointment will be organised as soon as practical. Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below: Victoria:

**For all Academic Counselling matters:**

Name: Nasrine Helal      Ph: 0404 444 502      Email: [nasrine@acet.edu.au](mailto:nasrine@acet.edu.au)

**For all Personal Counselling Matters:**

Name: Sabah Helal      Ph: 0432 521 588      Email: [sabah@act.edu.au](mailto:sabah@act.edu.au)

5.3 Australasian College of Education and Training Pty Ltd shall offer student support services at no additional cost to the students,

5.4 ACET will conduct an orientation / induction program for all newly enrolled students. The orientation program is conducted by Student Support Officer(s) before ACET's classes begin. The program includes an introduction to ACE, its services and facilities as well as introduction to the academic culture and rules of ACET that are necessary for successful study.

5.5 The ACET will ensure that during the orientation program students are provided information about the following topics:

- Code of behaviour
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Attendance requirements and absence notification requirements(if applicable)
- Assessment Methods and Plagiarism policy
- Reassessments
- Recognition of prior learning and credit transfer
- Access and Equity, Privacy, Grievances, Complaints and Appeals policies
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Work placement requirements (if applicable)
- Emergency contacts
- WHS/ OHS and evacuation policies and procedures
- External legal and welfare services for students
- Transport information
- Social & support groups

During the orientation period, students are given an Induction kit consisting of the following items:

- ACE Student handbook
- Qualification/Course Timetable
- Qualification/course information and brochures

5.6 The ACET will ensure that its Administration Office is attended at all times during Normal Business Hours which are as follows:

- Monday- Friday (8.30am to 5.30pm)

5.7 ACET trainer(s) will ensure students safety, security and welfare during the training and assessment services that are conducted by the ACET and are scheduled outside the normal hours of operation (weekends and in the evenings)

**Note:** If the ACET is required to schedule training after 1800 hours (6.00pm), or at weekends, or with facilities that are located in industrial areas or remote from built up areas or further than 500 metres from regular scheduled public transport, or with substantial gardens and car parking areas must:

- detail the security /safety measures to be taken to maximise student security and safety in attending and in travelling to/from the provider's premises
- demonstrate that information about the security/safety measures is available to students prior to and after enrolment

5.8 The ACET must not require or permit students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight hours in any one day. (Please Note: An exemption request may be submitted to the State authority if the course requires students to attend for more than 8 hours per day),

5.9 The ACET will ensure that staff and students are provided with appropriate breaks during their hours of attendance

5.10 The ACET's Student Support Officer will provide specific academic support assistance when approached, which may include:

- Understanding qualification/course content;
- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Reading, writing and listening skills;
- Oral presentations.
- Literacy and numeracy assistance

### External Student Support Services

5.11 The ACET's student support officers will assist students to have access to available external welfare services available locally,

5.12 Where the nature of the concern is beyond the ACET's staff experience and abilities, the student shall be referred to an external appropriate person or organization appointed by ACET for professional assistance. The Student Support Officers will arrange an appointment with the external Welfare Officer, so that the student can meet and discuss their issues,

5.13 The external Welfare Organization shall assist with general welfare issues, through providing appropriate advice and direction,

5.14 The external Welfare Organization also can provide counselling to students which may include career guidance, professional development, personality development and overcoming depression.

## APPENDIX 12 REFUNDS

### 1.0 Purpose

The aim of Australasian College of Education and Training Pty Ltd (ACET) Refund Policy & Procedure is to:

- Define the principles and processes applied to meet the vocational education and training (VET) Quality Framework requirements in particular the: Financial Viability Risk Assessment Requirements.
- Support the Standards for Registered Training Organisations 2015-Standards 5 and 7 in particular:
  - Clauses 5.3: the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:
    - all relevant fee information including:
      - fees that must be paid to the RTO, and
      - payment terms and conditions including deposits and refunds
    - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
    - the learner's right to obtain a refund for services not provided by the RTO in the event the:
      - arrangement is terminated early, or
      - the RTO fails to provide the agreed services.
  - Clause 7.2: The RTO satisfies the Financial Viability Risk Assessment Requirements.
  - Clause 7.3: Protect prepaid fees by learners: Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.
- Define the system used to meet the requirements of: 2018-2019 VET Funding Contract for Victorian SKILLS FIRST PROGRAM.

### 2.0 Scope

2.1 This Policy and Procedure applies to all financial operations, qualifications, courses and services delivered at the Australasian College of Education and Training Pty Ltd.

### 3.0. Definitions

3.1 Tuition Fees: The fees received by ACET, directly or indirectly, that are directly related to the provision of a qualification/course/unit of study that ACET is providing, or offering to provide, to a student. It may include:

- course materials, such as subject outlines, reading lists
- admissions services, including application costs

3.2 Non-Tuition Fees: The fees received by ACET, directly or indirectly, those are indirectly related to the provision of a qualification/course/unit of study that ACET is providing, or offering to provide to a Student and includes:

- reference texts and books
- administration fines or penalties
- student services and amenities fees that are not of academic nature

3.3 Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

#### **4.0. Responsibility**

4.1 It is the responsibility of the Chief Executive Officer, Directors, Training and Compliance Manager, Financial Accountant, and the Student Administration Officer to ensure this policy & procedure is implemented.

#### **5.0 Policy Statements and requirements**

5.1 Australasian College of Education and Training (ACET) will ensure that the Director/CEO or his appointed person will have sufficient knowledge, skills and experience to manage the financial practices of the organisation. Where the Director lacks the breadth of skills required, he will seek support from a qualified accounts officer or accountant for the day to day financial management of the organisation.

5.2 Australasian College of Education and Training (ACET) will communicate in writing (and make publicly available) the current financial management & Refunds policy and procedure to its students, employees, and relevant state and commonwealth authorities via the ACET's website, the staff handbook, the student handbook, verbally at staff induction and student orientation programs and upon request. This includes the student's ability to apply for a refund of tuition fees in certain circumstances.

5.3 Australasian College of Education and Training (ACET) shall provide the prospective learners (prior to enrolment of the commencement of training and assessment) information about the total amount of all fees to its students including qualification/course fees, administration fees, materials fees and any other charges. Also, it shall provide any payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee. Information will be made available through the ACET qualification/course brochures, enrolment forms and the ACET website.

#### **Fees Protection and Prepaid Fees**

5.4 ACET will accept payment of no more than \$1500 from each individual student prior to the commencement of the qualification/course. Following qualification/course commencement, ACET may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

#### **Refunds (General)**



5.5 All 'refunds' are to be signed off by the Training and Compliance Manager and applications processed within Fourteen (14) days of the application being placed or a notification of withdrawal being made.

5.6 Tuition fees to be refunded in full within 14 days if:

- The qualification/course/unit of study does not start of the agreed starting date,
- The qualification/course/unit of study stops being provided after it starts and before it is completed.

5.7 All Refunds made by ACET due to the student withdrawal from qualification/course/unit of study will incur an administration fee of \$50.00.

5.8 All students have the right to appeal a refund decision made by ACET. Student wishing to access the Grievances, Complaints and Appeals Procedure from the RTO should contact Student Administrations.

5.9 This policy and the availability of grievances, complaints and appeals processes, does not remove student's right to take action under Australia's consumer protection laws.

5.10 The ACET's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

5.11 If fees have been paid by a third party then refunds will be payable to that third party.

5.12 Any information that the student provides to ACET or that the ACET collects about the student (including payments and refunds) can be given to authorized State and Commonwealth Agencies.

5.13 The ACET may arrange for another qualification/course, or part of a qualification/course, to be provided to student at no (extra) cost to the student as an alternative to refunding qualification/course money. Where the student agrees to this arrangement, the ACET will not be liable to refund the money owed for the original enrolment.

5.14 The Financial Management & Refund Policy and Procedure shall ensure that all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Student Administration Officer and the following procedures will be followed in assessing the application.

5.15 Where a qualification is completed; a Testamur, Record of Results and/or a Statement of Attainment will also be generated and presented to the student at no charge. Where replacements are required in relation to the above – that is, certificate, testamur and statement of attainment – there will be a charge of \$50.

5.16 Statement of Attainment will be issued to students at no charge on student withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

5.17 If requested by the ASQA or other commonwealth or state training funding authority, the college will obtain, and make available a full audit report from a qualified independent accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia.

## 6.0 Refund Procedures

### Refund Procedures

6.1 All applications for refund must be made in writing by way of the 'Application for Refund Form'. This form can be obtained from (and submitted to) Student Administration Officer at Australasian College of Education and Training Pty Ltd office located at 587 Sydney rd Coburg, Melbourne (or any other ACET office). Also, it is available on the ACET's website: [www.acet.edu.au](http://www.acet.edu.au).

Refer: VCID.SMS.06 - Application for Refund Form

**Please note:**

- where the student breaches the Australasian College of Education and Training's Policies and Procedures no refund is payable.
- where a student withdraws from the qualification/course/unit of study without extenuating circumstances only a partial refund is payable.
- the student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name and telephone number to enable ACET to validate this claim.
- Date of Cancellation / Withdrawal is the date the written request is received by ACET's Administration staff.
- a student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.

6.2 Applications for refunds are then forwarded to the Training and Compliance Manager.

6.3 The Training and Compliance Manager shall process the Applications for refunds within 14 working days from the date of application. The assessment of refund applications shall be granted as indicated below:

Outline of Refunds (Fee for Service)	
Student withdrawal prior to agreed commencement date. Withdrawal notified in writing and received by ACET prior to qualification/course /unit of study commencement date.	Full Refund (100% of the Pre-Paid Tuition Fees)
Qualification/Course/unit of study withdrawn by ACET or ACET is unable to provide the Qualification/Course/unit of study for which the original enrolment and payment has been made.	Full Refund (100% of the Pre-Paid Tuition Fees)
Student withdraws from the qualification/course/unit of study after the commencement date and up to 50% of the qualification/course/unit of study.	50% of unused Tuition Fees
Student withdraws after 50% or more of the qualification/course/unit of study	No Refund (100% Pre-Paid Tuition Fees is charged)

\*Students may have extenuating circumstances that prevent them from attending scheduled qualification/course/unit of study dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, fees may either

be transferred to the next available qualification/course/unit of study where applicable, or a refund of unused qualification/course/unit fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO or the Training and Compliance Manager and shall be assessed on a case by case situation.

6.4 The ACET's CEO or Training and Compliance Manager must approve student refunds.

6.5 A written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.

6.6 Details of refunds provided must be maintained in individual student files.

6.7 Details of refunds must be entered into Refunds Register.

*Refer: VCID.QMSR.08 – Refunds Register      Refer to: Flow Chart – Issue of Refunds*

6.8 Any refund will be paid to the person named in the student's enrolment unless ACET is advised in writing by the student to pay the refund to someone else.

### **SKILLS FIRST PROGRAM Student Withdrawal**

6.9 If the student provides written notice to withdraw from a portion of the qualification/course - only the units completed and claimed will be recognised via a statement of attainment. No payments will be made to students from any government or third party funding. The above student withdrawal/refund policy will apply for SKILLS FIRST PROGRAM funded students for any enrolment/tuition fee paid prior to beginning the qualification/course yet all enrolment/tuition fees paid will be forfeited once the qualification/course has begun.

## **APPENDIX 13 STUDENT WITHDRAWAL**

### **1. Purpose**

The aim of Australasian College of Education and Training Pty Ltd (ACET) Student Withdrawal Policy & Procedure is to:

- define the principles applied to treat fairly all student seeking to withdraw from a qualification or course at ACET,
- to provide clear guidelines concerning processing of withdrawal applications for students and staff
- to provide clear guidelines for
- assists staff in tracking students' movement and to assist students to achieve their academic outcomes

### **2.0 Scope**

2.1 This Policy and Procedure applies to all enrolled domestic students at the Australasian College of Education and Training Pty Ltd.

### 3.0 Definitions

3.1 **Domestic Student:** any person enrolled in a VET qualification, course or unit of study.

3.2 **Withdrawal:** where a student does not start a qualification/course (cancellation) or withdraws from a qualification/course (enrolled students)

### 4.0 Responsibility

4.1 It is the responsibility of the Student Administration Officer to ensure this policy & procedure is implemented.

### 5.0 Policy Statements and requirements

5.1 Australasian College of Education and Training (ACET) will communicate in writing (and make available) the current policy and procedure to its students, employees, via the ACET's website, the staff handbook, the student handbook, at staff induction and at student enrolment, orientation programs or upon request,

5.2 Australasian College of Education and Training (ACET) shall ensure that withdrawal from a qualification or course of study is available to any student at any time throughout their course of study,

5.3 Australasian College of Education and Training (ACET) shall recognise that from time to time students withdraw from their qualification or course of study for various reasons. It is important that a student communicate clearly to the College their intended enrolment status to ensure the College is able to best serve their needs and assist them in the most appropriate ways to achieve their personal academic goals,

5.4 Notifications of Withdrawal can only be made and accepted in person and/or via the student nominated email. A phone call or text message cannot be considered as notification of withdrawal,

5.5 The withdrawal date is the date upon which the form is received at the College and upon which all payments (if applicable) are made.

5.6 Financial penalties may apply to any withdrawal after enrolment or census dates. Please refer to the refund policy and procedure 3.1.

### 6.0 Procedure

#### Application

6.1 All applications for withdrawal must be made in writing by way of the 'Withdrawal Form'. The form can be obtained from (and submitted to) the Student Administration Officer or its assistant at one of the following Australasian College of Education and Training Pty Ltd offices:



**Coburg:** 587 Sydney Rd,  
**Coolaroo:** 5/195 Somerton Rd.  
**Altona North:** 3/216 Blackshaws Rd  
**Dandenong:** 118-120 Foster Street

*The form is also available on the ACET's website: [www.acet.edu.au](http://www.acet.edu.au)*

**Note:** The date of withdrawal is the date on which the application is received by ACET,

#### **Assessment of applications and verification of evidence**

6.2 The Student Administration Officer will assess and process the application to withdraw within five (5) working days from the date of application.

6.3 After the withdrawal has been processed, the Student Administration Officer will inform the student in writing.

6.4 The student administration officer will then update the relevant student registers/records and notify the relevant trainers/assessors and the Student Services & Administration Manager (via email) of the withdrawal.

6.5 Student Services & Administration shall update Student Management System accordingly and communicate the withdrawal with appropriate state or commonwealth authorities in a timely manner.

6.6 The signed Withdrawal Form will be kept on the student's file along with all other documents relevant to the student's enrolment.

6.7 Any original documents submitted as part of the withdrawal process will be copied and maintained on the student file.