



ADVANCED CAREERS COLLEGE

RTO 91445

STUDENT HANDBOOK

www.advancedcareerscollege.com.au

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Welcome

The Management and staff of Advanced Careers College extend a warm welcome to you.

Advanced Careers College is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

Advanced Careers College will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction/orientation program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Advanced Careers College and Management, policies and procedures.

We sincerely hope your time at Advanced Careers College is a memorable and productive learning experience.

Code of Ethics

- 1 Advanced Careers College shall at all times act with integrity in dealings with all students and members of the community.
- 2 Advanced Careers College shall adopt such policies and practices to ensure that the quality of education and training programs and services offered are relevant and in accordance with accepted education and training standards and have in place quality assurance procedures designed to achieve this purpose.
- 3 Advanced Careers College shall refrain from any activities, which could be detrimental to Advanced Careers College or any of its students. Advanced Careers college is required to:
 - a) ensure the accuracy of any promotional advertising material
 - b) maintain financial and student records in accordance with acceptable education and training standards
 - c) provide adequate facilities in which to conduct training programs
 - d) employ qualified staff and maintain staff training sufficient to delivery programs on an on-going basis
 - e) comply with proper requests made by the Australian Council for Private Education and Training (ACPET) of which due notice has been given
 - f) comply with any conditions of membership of ACPET
 - g) ensure access and equity principles apply to all students and staff

- 4 Advanced Careers College undertakes to assist ACPET to maintain quality education and training and to uphold the highest ethical standards.
- 5 Advanced Careers College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.

Admission procedures

Students will be recruited responsibly and ethically at all times and recruitment will be consistent with any curriculum requirements. Advanced Careers College is committed to non-discrimination in any form when recruiting and selecting and at all times comply with equal opportunity and anti-discrimination legislation.

Appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies will assess students.

Prospective students will also undertake a literacy and numeracy assessment to determine if extra support is needed for the program.

Access and equity

All our courses are offered as fee for service and are open to all people without discrimination, provided students meet the entry requirements.

In developing our policies and procedures we have incorporated access and equity principles. When conducting strategic assessments on the services we offer we include a review of support services required to facilitate access for people from specific client groups. Also, we evaluate the need for any professional development for staff in these areas, and all staff have undergone an induction process, which included access and equity principles. Finally, we actively seek feedback from specific students and ascertain their needs in access and equity issues.

If any student at any time feels they have been discriminated against or harassed in any manner they have access to our grievance procedure.

Anti discrimination

The anti discrimination act 1977 provides for equality of access for all people no matter what sex, religion, ethnic group or ability, with consideration to the fair treatment of all people; for more information about discrimination and harassment visit www.ausilegal.com.au

Australian Council For Private Education And Training

Advanced Careers College is a member of The Australian Council for Private Education and Training (ACPET). ACPET is the national industry association for independent providers of post-compulsory education and training, for Australian and international students, including:

- Higher education
- Vocational education and training
- English language courses

Campus location

450 Hunter Street
NEWCASTLE NSW 2300
Phone: 02 4925 3833
Fax: 02 4925 3836

Normal office hours are 8.00 am to 6.00 pm Monday to Thursday and 8.00 am to 4.00 pm Friday.

Car parking

Students should note that there are not any car parking facilities. Students are encouraged to travel by public transport or to use the public car parking facilities. Students are not permitted to leave vehicles of any description (including push bikes) in or around the college.

Student Travel Concession Forms

Travel concession forms are available for all students for State Rail Authority. Students requiring a travel concession can obtain an application form from the Administration office.

Entry requirements/pre requisites

The entrance requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, and family responsibility, sexuality, social or education background.

Due to the required competencies of some of the diploma courses you may have to have a minimum educational level, or a specific standard of language literacy and numeracy. Some courses have prerequisites requirements and this may involve an assessment to determine competency.

Language literacy and numeracy

Advanced Careers College has this procedure in place to provide students with advice and support services in the provision of language, literacy and numeracy (LLN) assessment services.

Information on LLN assessment services is distributed to each student before enrolment.

Upon arrival at the college you may be given a language, literacy and numeracy test in order to determine your level of language, literacy and numeracy and also to determine your suitability to the course you wish to undertake.

Students needing LLN support are identified on enrolment or at the Student Induction before the commencement of the student's selected course.

Learner needs

Advanced Careers College ensures that all students' needs are met in an efficient and timely manner.

Learning needs can be separated into a number of different categories:

- Visual learners learn through reading, watching presentations and taking notes
- Auditory learners learn through discussions, group participation and interaction with others
- Kinaesthetic learners learn through active participation and acquire knowledge best by doing.

Trainers at Advanced Careers College are encouraged to employ a variety of presentation methods and styles and deliver strategies that will ensure that all learning styles and needs are catered for.

Fees and charges

Fees and charges are calculated at the initial interview.

These remain constant for a period of fourteen (14) days and relate to the course for which entry is applied.

This course costing is handed to applicants for their perusal, and clearly indicates all inclusions and exclusions to the course, together with any discounts or considerations allowable on that particular quotation.

Our fees and charges are reviewed every six months.

If students have a concern, complaint or appeal regarding fees and charges, students must follow the complaint procedure outlined in this student handbook.

All registered students must pay an Enrolment fee of \$350.00 non refundable.

- Once the student is registered one quarter (1/4) of the remaining qualification must be paid by a given date. This will guarantee your placement.
- A **weekly** amount can be direct debited into the Advanced Careers College bank account with your personal reference number (student number).
- A term amount can be direct debited into the Advanced Careers College bank account with your personal reference number (student number).
- All fees may be paid in full prior to course commencement.
- Your uniform and any additional resources need to be paid in advance.
- All overdue accounts will be actioned immediately. If the student chooses to direct debit and has defaulted for 2 consecutive weeks, a meeting with the College Director will be arranged to identify concerns and take appropriate action.
- Payment due dates will be issued at the commencement of the year. A reminder letter will be issued with 5 working days to action.
- Student loans are available through NAB. Please contact this banking institution for further details.
- The student will not be able to continue with the college if payments are defaulted without explanation and resolution from College Principal, CFO and student.

Cancellation and Refund Policies

Advanced Careers College is committed to ensuring fair and equitable policies and procedures are in place regarding payment of any monies to Advanced Careers College. The College is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the College including refunds of student fees.

Tuition fees are the amount paid for a course of study. Students may find it necessary to withdraw from a course before the start date. The amount of refund to which the student is entitled will be calculated in relation to the time of the withdrawal.

Provider Default

In the event that Advanced Careers College cancels or postpones the commencement of a course, all money will be refunded to the student within 14 days.

Student Default

Cancellation before or after the commencement date of the course the following refund policy will apply:

- ◆ If cancellation is submitted more than 1 month prior to start date of the relevant stage of the course, 90% of the paid tuition fees is refunded
- ◆ If cancellation is submitted less than 1 month prior to the start date of the enrolled course, 70% of the tuition fee is refunded.
- ◆ If cancellation occurs after the commencement date a penalty of 1 full term fees will be incurred.
- ◆ Advanced Careers College will not authorise transfers of tuition fees to any other institution or to other students.
- ◆ Refunds will be paid to the student within 28 days after the written request and evidence of any relevant documentation is received.
- ◆ The refund will be made to the student as per the nominated method of reimbursement supplied by the student.
- ◆ The refund will be accompanied by a detail statement of total refund amount.

The policy does not remove the right to take further action under Australia's consumer protection laws

The Advanced Careers College complaint/grievance procedure does not circumscribe the student's right to pursue other legal remedies.

Note: The College will alter its refund policies immediately and without notice where any conflict arises with the appropriate legislation and in such cases the requirements of the legislation will take precedence.

PLEASE NOTE: The course is deemed to have commenced once the course has commenced or once the student has commenced any part of the course/s they have purchased.

Change of enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

Timetable/program

At the point of contract/enrolment/registration you will receive a course overview.

Course commencement date will be advised one month prior to commencement where possible.

Students will receive their timetable prior to course commencement. However, students should be aware that timetables are subject to change and variation.

Flexible Delivery

Advanced Careers College recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include self-paced learning, computer-assisted learning, flexible timetabling, face to face lecture/tutorial and individualised learning.

Although most of our courses are offered as on-site face-to-face training, when a need arises we can arrange for external studies to be completed by the student. This usually occurs when a student has obtained employment before completing their entire course.

Applications for consideration for external studies should be made directly to the principal in the first instance.

Assessment policy

Assessment is competency based and is designed to determine whether the candidate can demonstrate the target competencies and have the required underpinning knowledge.

Assessment is in accordance with the National Assessment Principles. Assessment incorporates the principles and standards of the Australian Quality Training Framework (AQTF 2007).

All assessments must meet the assessment criteria of the training package or accredited course on which the program is based. Assessment may be undertaken at college or during work placement.

If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to clients' needs and program delivery methods. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate negotiated later date.

Assessments must be consistent – that is every trainer must assess each unit of competency in exactly the same way, using the same methodology and assessment tasks regardless of the campus they are located at. The reason for this is that assessments must be able to be proven to be reliable, that is to say, they can be shown to be the same for every single student undertaking that program. Assessments must be able to be verified. That is, an independent assessor can audit the paperwork and instantly ascertain, by the actual assessment and records kept, that the person is indeed competent against that unit.

The standardised approach then ensures that ACC is consistent in its methodology and also ensures that favouritism or prejudices are eliminated.

If assessment is conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to clients' needs and program delivery methods. Students who are unable to

demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

The principal and trainers are required to ensure operational compliance with AQTF 2007 principles and standards, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and student input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Assessors are required:

- ♦ To be fair, reasonable and consistent during assessment
- ♦ To be familiar with the field, with relevant industry standards and OHS requirements and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- ♦ To hold a Certificate IV in Assessment and Workplace Training or a Certificate IV in Training and Assessment
- ♦ To negotiate flexibly with clients regarding the type of assessment, taking into account flexible delivery, EEO and anti-discrimination principles, and the particular needs and circumstances of clients
- ♦ To advise students regarding RPL processes
- ♦ To make proper assessment decisions based on explicit evidence of competency
- ♦ To expedite assessment and to avoid unnecessary delay
- ♦ To use cost and time effective methods and materials appropriate to the assessment criteria and process
- ♦ To consider the authenticity, validity, reliability, relevance to the learning outcomes, currency and variety of assessment evidence
- ♦ To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test

Students will be required to sign their academic record on completion of each unit of competency and advised of appeals process (if required).

Students are required to produce all assessment and assignment tasks in a typed format.

Where a student has been deemed not yet competent on the first attempt at an assessment task, the student is able to re-sit an alternative paper for that assessment on one further occasion. If the student is still deemed not yet competent the student will have to re-sit a further paper at a cost, which is subject to review from time to time, per attempt.

If a student abandons an assessment task they will be deemed not yet competent and will have to re-sit an alternative paper at a cost, which is due to review from time to time.

Assessment appeals policy

If a student is unhappy with the result of an assessment they must follow the correct procedure:

In the first instance the student is required to complete an assessment appeals form. The student is required to take the form and discuss the issue with the trainer involved in order to seek resolution of the matter.

If this discussion does not reach a resolution the matter is referred to the head trainer for resolution. The head trainer speaks to both the student and the trainer separately to gain all facts and then brings the two individuals together in order to reach a resolution. The head trainer also reviews the assessment.

In the case where there is no head trainer the matter is to be referred directly to the principal. The principal speaks to both the student and trainer separately to gain all the facts and then brings the two individuals together in order to reach a resolution. The principal also reviews the assessment process and outcome.

At all times the student is able to have a support person with them.

If the matter is still unresolved the student is able to utilise the services of an independent mediator. Students are able to access the services of The Australian Council for Private Education and Training (ACPET) 1800 657 644.

Assignments

Assignments are a major part of all our courses. They play a major role in your final assessment and are required to be completed and handed in on time. Failure to complete assignments or assessments in a professional and timely manner will result in a Not Yet Competent result on your academic record.

Attendance

Attendance is an essential element of a student's program. It is important that students arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed

All students must sign into class daily and sign out of class daily. If a student is on work placement, the Head of Faculty trainer will notify administration one week prior to student commencing work placement.

Any absent student must contact the college either by telephone or email before 8.30pm. This is compulsory. Any assessment task or assignment must still be submitted if any student is absent, unless a medical certificate is obtained.

Students are required to have a valid reason for not attending class i.e. medical certificate.

It is the responsibility of the student to make time with their trainer to acquire any missed work.

Occupational health and safety

The safety of staff and clients is of primary importance in all activities carried out by the organisation. The organisation observes all occupational health and safety legislation and copies of the relevant Act are available to staff and clients. Trainers must incorporate OHS considerations when planning and delivering training, and clients must be advised of the OHS requirements of their programs and supervised accordingly.

The OHS Act 2000 provides the standard for the duty of care for all people in the working environment and the requirements for reporting of all workplace injuries.

For more information about OHS issues you may like to visit

www.workcover.nsw.gov.au

The OHS Committee meets on a regular basis and anyone wishing to add items to the agenda are able to contact the principal

Advanced Careers College has an OHS committee comprising:

- Management
- Staff
- Students

Complaints procedure

The organisation seeks to minimise complaints by ensuring that students are satisfied with their program and its outcomes. In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

In the event of a complaint, a student can:

In the first instance the student should discuss the issue with the person concerned.

If this discussion does not reach a resolution the matter should be referred to the head trainer for resolution. The head trainer speaks to both parties separately and then brings both parties together for mediation.

In the case where there is no head trainer the matter should be referred directly to the principal. The principal speaks to both parties separately and then brings both parties together for mediation.

At all times the student is able to have an independent support person with them.

If the matter is still unresolved the student is able to utilise the services of an independent mediator. Students are able to access the services of The Australian Council for Private Education and Training (ACPET) 1800 657 644.

The organisation abides by freedom of information and privacy principles.

All complaints are taken seriously and their findings incorporated into procedures as appropriate.

Students are able to lodge a written complaint by completing the student complaint form. This form is available in Administration.

Students will be notified in writing of the outcome of any complaint usually within a two week period.

Student Harassment Policy

Advanced Careers College will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimization are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimization and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a Student's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimization may include:

- ◆ Unfavorable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of Student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behavior that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behavior which is intended to punish
- ◆ Personality clashes and constant ‘put-downs’
- ◆ Persistent, unreasonable criticism of Student work performance
- ◆ Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behavior that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to the Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Advanced Careers College expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for Students or dismissal for staff.

Practicum guidelines & policies

All courses have a workplace-training component. This is an assessable part of the program where the student can demonstrate the practical skills acquired in a workplace setting.

This component is outlined at the initial interview and forms part of your course program.

Students support services

During your course you will be given all possible assistance to aid you in achieving all the required competencies.

If you have any issues of language, literacy or numeracy, these should be advised to our careers consultants at time of pre-enrolment interview to ensure that we can put strategies in place to ensure that you are not disadvantaged in your training.

If an issue of language, literacy or numeracy arises this should be addressed to the principal for assessment as to the level of assistance that may be required to enable you to complete your nominated course.

All other identifiable support requirements will be addressed on a needs basis and you will be referred to the appropriate professional establishment to assist you (eg drug and alcohol counselling, grief and loss counselling, anger management etc).

If you require support we request that you contact your trainer in the first instance. If your trainer is unable to assist you will be referred to the head trainer (where applicable) and/or the principal.

Post program support

Depending on your program, students may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc.

Students are advised of the particular support available with each program throughout their training.

Internet Security Policy

Advanced Careers College will endeavour to protect confidentiality of information and material and will instruct all staff using computers to protect the confidentiality of any material, but Advanced Careers College will be under no liability in the event of any improper disclosure.

Advanced Careers College allows all students to access the internet for course related purposes only.

Students are not permitted to visit websites that are deemed to be inappropriate or not relevant to their area of study.

Students are not permitted to record or process information which knowingly infringes any patent or breaches any copyright.

Advanced Careers College reserves the right to take emergency action to safeguard the integrity and security of the computer systems. This includes but is not limited to the termination of a program, or on-line session, or the temporary alteration of user account names and passwords and the removal of images, wording or files. This does not waive the rights of Advanced Careers College to take additional actions under this policy.

Students will be responsible at all times for their actions while using the internet.

Students are always responsible for logging off their user name and password when finished using the internet and computers.

RPL, RCC and Credit Transfer policy & procedures

Under the requirements of the Australian Qualifications Training Framework (AQTF 2007) Advanced Careers College is required to recognise the AQF qualifications and statements of attainment issued by any other RTO.

If you know you are competent in the learning outcomes detailed in the module you are enrolled in, you can apply for Recognition of Prior Learning (RPL). Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program.

1 Information

Information is supplied to potential students to advise of the RPL, RCC and Credit Transfer service, at the pre-enrolment interview, to help them decide whether or not to seek recognition. Students are informed concerning courses and modules for which RPL, RCC and Credit Transfer may be granted, what is involved, advice and support available and the normal time frame for recognition. Please note that this a free service offered to students of Advanced Careers College.

2 Initial Support And Counselling

Initial support and counselling is provided to candidates to ensure realistic expectations about RPL, RCC and Credit Transfer, to identify relevant courses and to provide information about learning outcomes and assessment benchmarks for consideration by candidates. Support and counselling is conducted:

- ♦ In a comfortable environment
- ♦ With individual interviews or group sessions as appropriate
- ♦ With the opportunity for candidates to clarify their objectives and express their fears
- ♦ With guidance and support if required from a skilled member of the staff with sound knowledge of the courses

3 Application

Candidates must document their claim for competency (initially using an Application for RPL, RCC and Credit Transfer form) and in sufficient detail to enable the assessor to decide if assessment is required. The principal assists candidates to identify the best means to prove their claim, to select and organise acceptable evidence and to complete and submit the application.

Candidates are provided with

- ♦ Application forms in plain English
- ♦ Performance criteria for competency learning outcomes
- ♦ Guidelines as to possible sources of evidence

- ♦ Self-assessment opportunities based on learning outcomes
- ♦ Opportunities for further support and application assistance from a trained member of staff
- ♦ The opportunity for refresher learning prior to assessment
- ♦ The opportunity to negotiate the form of assessment

4 Assessment

The assessor reviews the evidence to determine whether the candidate can demonstrate the claimed competencies. Assessors are required

- ♦ To be fair and reasonable during assessment.
- ♦ To be familiar with the field, with relevant industry standards and with assessment methods and procedures appropriate for RPL, RCC and Credit Transfer.
- ♦ To make proper assessment decisions based on explicit evidence of competency
- ♦ To expedite assessment and to avoid unnecessary delay.
- ♦ To use cost and time effective methods appropriate to the assessment rigour necessary and level of risk.
- ♦ To consider the authenticity, validity, relevance to the learning outcomes, currency and variety of evidence.
- ♦ To systematically review the evidence provided in the application form and through interview, workplace assessment, and/or performance test.

5 Post-Assessment Guidance

Post-assessment guidance assists the candidate and the organisation to obtain feedback and evaluation concerning the RPL, RCC and Credit Transfer process. The assessor

- ♦ Provides clear, prompt, and constructive feedback and reviews the results with candidates
- ♦ Advises candidates concerning their learning/development plan
- ♦ Informs unsuccessful candidates about appeals provisions
- ♦ Obtains feedback from the candidate on the RPL, RCC and Credit Transfer process
- ♦ Client feedback about the RPL, RCC and Credit Transfer process is collated to find ways to improve the service.

6 Certification

If assessment successfully demonstrates competency, the assessor forwards results to the principal and recommends appropriate certification. This may consist of a qualification or a Statement of Attainment. Any certification issued is noted on the student's record.

- ♦ The assessor records the evidence considered, assessment outcomes and the competencies confirmed, plus sufficient summary evidence for third parties and in case of appeal.
- ♦ The record keeping system provides prompt, official notification of RPL, RCC and Credit Transfer results and progress updates, and permits the use and outcomes of the RPL, RCC and Credit Transfer service to be monitored.

Administrative staff complete the required documentation and records to provide the candidate with prompt and accurate official notification of results. Please note that this a free service offered to students of Advanced Careers College. Granting of RPL

may reduce the cost of the course to the student. This must be discussed with the students and the careers consultant.

All applications for RRL, RCC and Credit Transfer are reviewed and approved by the principal.

Trainers' qualifications

All our trainers are required to possess, as minimum, a Certificate IV in Workplace Assessment and Training or a Certificate IV in Training and Assessment, and are able to demonstrate vocational competencies at least to the level of those being delivered and assessed.

Trainers and assessors must also hold relevant competencies and thorough knowledge at an equivalent or higher level than specified in the module of instructions to be delivered. They must possess skills and experience such as that would be attained relevant quality industry participation or from a proven level of experience in training within their vocational area.

Government legislation

NSW Occupational Health and Safety act 2000

The OHS Act 2000 provides the standard for the duty of care for all people in the working environment and the requirements for reporting of all workplace injuries.

For more information about OHS issues you may like to visit

www.workcover.nsw.gov.au

NSW Anti-Discrimination Act 1977

Provides protection at law against discrimination for any reason on the grounds of:

- Age
- Disability
- Homosexuality
- Martial status
- Race
- Sex
- Transgender
- Who they are related or associated with

For more information regarding discrimination issues refer to

www.legislation.nsw.gov.au

Affirmative action (equal employment opportunity for woman) Act 1986

Provides protection at law of the rights of all women to be treated in a non-discriminatory manner. Refer to www.legislation.nsw.gov.au

VET Act 2005

Defines the Vocational Education and Training Accreditation Board (VETAB) and its functions and provides for the accreditation of vocational courses, the approval of

providers of courses to overseas students and the registration of providers of vocational courses.

More detailed information about VET Act 2005 is available at www.legislation.nsw.gov.au

Disability Services Act 1993

Provides standards to ensure the provision of services necessary to enable persons with disabilities to achieve their maximum potential as members of the community, and to ensure the provision of services that:

1. Further integration of persons with disabilities in the community and complement services available generally to such persons in the community.
2. Enable persons with disabilities to achieve positive outcomes, such as increased independence, employment opportunities and integration in the community.
3. Are provided in ways that promote in the community a positive image of persons with disabilities and enhance.

Further information regarding this act is available at www.legislation.nsw.gov.au

Child Protection (prohibited employment) Act 1998

Provides for the protection of children in all areas by ensuring that people with convictions of offences against children are prohibited from working in the areas of child care/or with children in any way.

Further information regarding this act is available at www.legislation.nsw.gov.au

Copyright Act 1968

An act to secure to proprietors of works of literature and fine art and to proprietors of designs for articles and works of manufacture and art the copyright of such works and designs for a limited period.

When copying any work of any kind it is important that this act is adhered to for clarification of this act consult www.copyright.com.au/Copyright1968.pdf

Other legislation you may wish to address:

- Privacy and Personal Information Protection Act 1998
- Workplace Relations Act 1996

Certification

On successful completion of your course you will be issued with the relevant Australian Qualifications Framework Statement of Attainment/Certificate/Diploma, as per your chosen course.

Statements of Attainment for First Aid training will be issued one week after successful completion of the first aid training program. All other certificates will be issued at the next relevant graduation ceremony.

Statements of Attainment for Responsible Service of Alcohol (RSA) and Responsible Conduct of Gambling (RCG) will be available for collection from administration one week after successful completion of the training.

Please note that identification is required to collect any certification.

A transcript of all units or modules making up your course will be attached stating whether the units were achieved or not achieved.

Partial completion of any course will result in the issuance of a Statement of Attainment as per the modules achieved.

Please note that certification will not be issued unless all fees have been paid.

If students require certification to be reissued for any reason a fee of \$40.00 per qualification will be charged.

Competencies to be achieved by students

We conduct competency-based training in accordance with the Vocational Education and Training Act (1990).

Competency based training involves the student being able to practically demonstrate the skills and knowledge required in a workplace setting.

Competency based training may allow the student early completion.

Students are then assessed as to whether the student can or cannot complete or perform a given task to a national standard in accordance with current workplace standards.

For more information about your course you may wish to visit www.ntis.gov.au

AQF qualifications

There are nationally recognised vocational education and training qualifications. They are nationally recognised within the Australian Qualifications Framework (AQF), the national system governing all post-compulsory education.

Only a registered training organisation (RTO) may issue a vocational education qualification nationally recognised within the AQF.

The NSW Vocational Education and Training Accreditation Board (VETAB) is the NSW statutory authority responsible for registering training organisations and formally accrediting all nationally recognised vocational education and training qualifications in New South Wales.

All RTOs operating in Australia (those registered in New South Wales by VETAB and those registered interstate by the other state and territory registering bodies) are required to meet the Australian Quality Training Framework (AQTF 2007) Standards for RTOs.

The AQTF 2007 Standards are national standards with which an RTO must comply in order to be registered.

External students

Various courses offered by the college are delivered under distance/external mode. It is important that you remain as motivated as you are today.

All external students are assigned a student liaison officer/trainer who is responsible for the receipt and despatch of all learning material for their students.

Your course will have clear completion times explained to you and it is important that you notify your student liaison officer if you feel you are not completing as quickly as you would wish. Be aware of the completion time for your course at all times.

Contact with the college can be made at any time between 8.30am to 5.30pm Monday to Thursday and 8.30 and to 5.00 pm Fridays or by email, the address of which will vary with your student liaison officer.

All course material is despatched in a timely matter using Australia Post mail and the student will return it within a specified time frame. Students are required to acknowledge receipt of course material.

Students should continue working on the next unit, whilst the previous unit is marked and returned, unless the continuing unit requires correction of the primary unit prior to its commencement. This will be detailed in each unit.

Your student liaison officer will give you feedback on your completed module and marks on the appropriate form when your marked unit is returned to you.

If you have an in-house or workshop component to your course you will be notified the requirements at commencement of your course. This notification should give you the timing and duration of the in house component and the venue, together with any travel arrangements you may need to complete.

Most of our distance courses contain a practicum component, which is to be completed in the workplace at a venue suitable to the type of industry you are studying.

If you have a practicum component you will be issued with a practicum book, which will show all the units, you have to complete in the workplace. This book should be completed by your on site assessor, and feedback to your assessment given at that time.

Equipment/physical resources

Advanced Careers College maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Advanced Careers College maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment.

Expectations of students

The particular requirements of individual students are taken into account by staff involved in program delivery and assessment and assessors wherever possible. Students are treated with respect and dignity through:

- ♦ Courteous behaviour towards students
- ♦ Recognition of students particular needs and circumstances including taking account of their beliefs, ethnic, cultural and religious practices, etc.
- ♦ Explaining reasons for information about clients and assuring them of the confidentiality of information
- ♦ Organising and monitoring equitable access to and participation in activities

Referring students who need specialised assistance unavailable to Advanced Careers College to external organisations appropriate to their needs.

Student behaviour and disciplinary regulations

It is expected that all students will behave in a mature and professional manner at all times. That is students adopt behaviour that is respectful to the trainer, fellow students and the college facilities.

Students will at all times behave in a professional manner and show consideration to the rights of others in their learning environment and in a manner that would be expected in the workplace.

Mobile phones will be turned off when in class. If a student is expecting an important phone call, their phone may be left with the reception staff to take messages until the next break.

Students who attend any training session under the influence of alcohol or illegal substances will be immediately sent home, their enrolment in the college will be reconsidered and appropriate authorities will be notified. Parents or guardians of students who are under the age of 18 years will also be notified.

Students are not permitted to socialise with training staff, unless it is an official college function.

Dress code

Students are required to dress in attire appropriate for the industry of their field of study.

We believe the code we have established is appropriate for the comfort of all students and staff and it also accustoms students to the routine of dressing in appropriate attire for their future career.

All students have a definite uniform they must wear each day.

Other students are expected to dress in clothing appropriate for their industry. Clothing that is considered inappropriate includes: jeans, tank tops, singlet tops, bicycle pants, leggings, tights, track suits, ultra mini skirts, thongs, sandals, sneakers any clothing revealing one's midriff

The college reserves the right to send a student home to change into more appropriate attire. The college may suspend or dismiss a student if continued violations occur.

The college is a no smoking environment and students are not permitted to smoke on the premises or on the footpath outside the college.

Facilities & equipment

Student facilities include:

- ♦ Recreation area
- ♦ Lunch room
- ♦ Kettle and Urns
- ♦ Tea and coffee making facilities
- ♦ Microwave
- ♦ Sandwich Maker
- ♦ Refrigerator
- ♦ Sink and wash up area
- ♦ Ladies and gentlemen's toilets
- ♦ The college is non-smoking
- ♦ The college is drug and alcohol free

This non-smoking policy also includes the front and rear vicinity of the building.

The college has provided students with these facilities with the expectation that the facilities will be cared for and that the students clean up after themselves.

Rotation of trainers

It is Advanced Careers College's policy from time to time, to rotate trainers so that students can benefit from the different expertise that the college has available. Students then may be exposed to many different teaching styles and expertise in order to achieve a well rounded education and highly developed skills.

Confidentiality

Advanced Careers College respects and adheres to all privacy legislation and maintains to confidentiality of all student records.

Students personal records are to be made available to them on request and cannot be accessed by any third party unless the student has given written consent. Students wishing to access their personal record will be required to provide proof of ID.

Anyone requesting access to student and staff files are required to complete the following:

[Access to student file request form](#)

[Access to staff file request form](#)

The principal must review all applications.

Plagiarism

Plagiarism is a form of academic dishonesty that can be either intentional or unintentional. Plagiarism takes the form of copying someone else's work and claiming it as your own either on purpose or accidentally. Plagiarism is also rephrasing a passage of text without acknowledging your source of information, as well as allowing someone else to copy your work.

Advanced Careers College views breaches of plagiarism very seriously and will investigate any suspected breaches and take appropriate action as necessary. The action may include deeming the student not yet competent on that assessment. The student will then be responsible for re-submitting the assessment that is free of plagiarism.

Emergency/evacuation procedures

At Advanced Careers College, your safety is considered extremely important from time to time there are circumstances that occur that may place you in an emergency situation, such as an earthquake or fire.

In an emergency, the most important thing to remember is to keep calm. Your trainer will instruct you to evacuate the room and building in a calm and orderly manner.

You must evacuate the building using the staircase and never use the lift. Walk down the stairs and exit the building. Turn left and walk toward Wheeler Place, which is the evacuation meeting point. Your trainer will advise you of which stairs you must take.

The class roll will then be called to ensure you have left the building safely. Under no circumstances are you to leave this area unless instructed to do so by the principal. If the emergency evaluation point is considered unsafe on the day, you will be advised where to assemble.

Student Contact Details

Students are advised that they must ensure that their contact details are up to date. When students change any of their contact details they must inform the college immediately using the [student contact details](#) form.

Student Feedback and Quality Improvement

Advanced Careers College collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a Student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to utilize the Advanced Careers College's 'suggestion box' located at the Administration Office.

STUDENT DECLARATION

I, _____

of _____

declare that I have read and understood the student handbook and I also acknowledge that I am able to enquire further into any aspects of the student handbook

Signed: _____

Dated: _____

12 THINGS YOU NEED TO KNOW

1. ACCREDITATION

Our courses are accredited *NATIONALLY*, which allows all other training organisations to recognise your prior learning (including universities with specific courses). This allows other providers to allow course credits and may even offer a **pathway to university**.

Any pathway to university is subject to that specific university admission procedure and it is up to you to check.

2. ASSESSMENT PROCEDURES

We are a competency-based organisation and your assessment is competent /not yet competent. You will then be graded on how well you perform the task eg High Distinction, Distinction, Credit, Pass.

3. CURRICULUM

We purchase all our training packages from the National Training Authority. These qualifications do change from time to time and **Advanced Careers College (ACC) will adopt the changes instantly if ACC feels it is advantageous to the student.**
We reserve the right to change any courses without notice.

4. PRICING POLICY

Advanced Careers College has multiple campuses and will, from time to time, run a promotion in one but not the other.

Please check with your Careers Advisor as to any specific deals we may be offering.

5. DISCOUNTS

Are available for early payment – conditions do apply. **Check with your Careers Advisor.**

6. CUSTOMER SERVICE

All of our staff are at your service. However, to serve you better any concerns or problems must be in writing. Issue/Incident Report Forms (available from Reception) are to be completed and handed to Reception. You will be advised of the action to be taken by the Quality Control Officer.

7. FINANCING YOUR COURSE

If you do not have your own financial resources the National Australia Bank offers approved applicants a *Deferred Payment Student Loan*. Your Careers Advisor has details.

PLEASE NOTE: ALL FEES, OR THE BANK'S WRITTEN APPROVAL, MUST BE COMPLETED PRIOR TO COMMENCEMENT.

Students under 18 years of age at commencement please check with your Careers Advisor.

8. EMPLOYMENT

We do not guarantee you a job. **We do guarantee you will be JOB READY.** Over the past 18 years our students have been successful in acquiring full time employment. More than 98% are in jobs within three months of completing their course.

9. WORK EXPERIENCE

This is a compulsory requirement in all our major courses. We encourage you to find your own, however, we are here to help if you have difficulty in doing so.

10. TEXT BOOKS

Textbooks and workbooks are free. *Reference* books are available for loan, or from your local library.

11. TIMETABLE

Your *Timetable* for the first term will be issued on the *commencement day* of your course.

12. ISSUE OF QUALIFICATIONS

Your qualification will be issued at the Graduation Ceremony held at the end of the year provided you have completed all course requirements. **Please note** that if you have not paid your course fees in full you will not be issued with your qualification.

I TRUST YOU WILL ENJOY YOUR EXPERIENCE WITH US.

Yours faithfully

LIANA NADALIN
MANAGING DIRECTOR

I acknowledge I have read the student handbook and agree to abide by all instructions contained in the handbook.

NAME: _____

SIGNATURE: _____

DATE: _____