

STUDENT HANDBOOK

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AUSTRAL
COLLEGE

Course information.....	1
There’s always someone to help you at AUSTRAL COLLEGE	1
Roles and Responsibilities of the RTO	1
Access, Equity & Diversity	2
Privacy Statement	2
Recognition of Prior Learning	2
Credit Transfer	3
National Recognition.....	3
Induction	3
Attendance.....	3
Change of Personal Details.....	3
Roles and Responsibilities of the Learner.....	4
Withdrawal from a Traineeship	4
Alcohol and Drugs	4
Discipline.....	4
Complaints	5
Appeals	5
Academic Appeals	5
Student Feedback	5
Assessment	5
Results	6
Awards	6
Property Damage or Theft	6
Payment of Fees.....	6
Refunds	6
Training Guarantee	7
Health & Safety	7
Progress and Participation	7
Vocational Education and Training	7



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COURSE INFORMATION

Specific course information is available on the website at australcollege.com.au.

THERE'S ALWAYS SOMEONE TO HELP YOU AT AUSTRAL COLLEGE

Services and support can be provided in the areas of:

- Language, literacy and numeracy
- Learning support
- Disability support

Ask your trainer about the different ways to approach your learning and your assessments.

ROLES AND RESPONSIBILITIES OF THE RTO

The RTO will:

- Provide all parties with all the relevant information regarding the requirements of the program into which they are enrolled e.g. traineeship or Certificate 3 Guarantee.
- Conduct an assessment to verify the learner's eligibility.
- Work with the learner to provide, or arrange to provide, the facilities, services, supervision and training required under the training plan.
- Negotiate the training plan and provide a copy of the completed training plan to the Learner.
- Provide a method of recording training which can either be in paper or electronic format that allows for monitoring of the learner's progress.
- Update the training plan as required.
- Ensure that the learner and their parent/guardian (if applicable) are aware of the cost associated with training and, if applicable, the implications of the traineeship or Certificate 3 Guarantee, in particular, regarding the access of multiple government contributions.
- During the term of the training assist others who contribute to the learner's training and assessment to understand their roles and responsibilities in planning workforce tasks and delivering workplace training relevant to the learner's training.

- Arrange additional learning support, if required.
- Ensure that the qualification has been issued within 30 days of the learner completing the course and being deemed competent in all units of competency and when all course fees are paid.

ACCESS, EQUITY & DIVERSITY

Austral College promotes an environment which is fair and equitable, and free from discrimination and intolerance. Any form of discrimination on the grounds of sex, race, religion, sexual orientation, age, marital or parental status is illegal under the Anti Discrimination Act 1991. Austral College will not tolerate discrimination, harassment or bullying of any kind and will take the appropriate action if circumstances warrant it. All Austral College staff adhere to and are bound by Access and Equity Policies. Trainees must comply with these rules and are also bound by Laws of Parliament.

PRIVACY STATEMENT

Personal information collected as a result of your enrolment will be used by the Department of Employment, Small Business and Training for general student administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised officers have access to this information.

- Your personal information may be disclosed to Commonwealth and State Government authorities and agencies.
- If you are a school-based trainee, your personal information, attendance details, progress and results will be disclosed to your school and the Queensland Studies Authority.
- Your results may be disclosed to the Queensland Tertiary Admissions Centre.
- If you are a trainee, your personal information, attendance details, progress and results will be disclosed to your employer or host employer.
- If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian.

RECOGNITION OF PRIOR LEARNING

Students attending Austral College programs may apply for recognition of prior learning any time prior to the commencement of a unit of competency and/or during the course (students under the User Choice programme may only apply for RPL prior to the start of training). Discuss the process with your trainer. Students are may be required to prepare a portfolio of evidence to address the performance and knowledge requirements of the competency standard for which they are seeking recognition or complete some gap training, but your trainer will assist you in understanding the process and preparing the evidence.

The RPL process:

- Candidate Self-Assessment – A self-guided checklist
- Conversation with Assessor – Initial conversation where gap training may be required.
- Gather Evidence – Evidence of skills and experience, work samples, certificates, records of results or statements of attainment, demonstrations.
- Gap Training – Training and assessment of any units not covered in the RPL process.

CREDIT TRANSFER

Credit transfer will be granted to students who are able to provide documentary evidence that equivalent units of competency have been achieved in another accredited course of study. Application of credit transfers must be made in writing and certified copies of your original grades/qualifications must be provided.

NATIONAL RECOGNITION

Austral College will recognise the AQF and VET qualifications and statements of attainment issued by any other registered training organisation, authorised issuing body or the VET Registrar.

INDUCTION

All students are required to participate in an induction session prior to commencement of study. The induction will provide you with information critical to achieving a successful outcome from your study.

ATTENDANCE

Students are expected to attend classes regularly. Absences should be discussed with teaching staff, as continued absences will result in students not participating in those stages of the learning processes or assessments. Parents may be contacted where students are under 18 years old. If you are a trainee, your employer will be notified of all absences.

CHANGE OF PERSONAL DETAILS

Please advise Austral College regarding changes to your personal details. This will ensure that Austral College uses the correct details when forwarding notifications, progress, results, awards etc. It is your responsibility to ensure that changes to personal details are communicated to Austral College.

ROLES AND RESPONSIBILITIES OF THE LEARNER

The Learner must:

- Participate in negotiating the training plan.
- Follow all of the trainer's lawful instructions.
- Obey all workplace health and safety (including dress and equipment) and code of conduct.
- Attend training, perform duties required and make reasonable progress to achieve the competencies negotiated in the training plan.
- As instructed, undertake and attend any training or assessment related to the training plan.
- Pay student co-contribution fees to your training organisation (a third party may pay these on your behalf), if relevant.
- Maintain courteous and professional behaviour.
- Acknowledge that all instructions and other material that comes into the learner's possession as a result of the training remains the property of the RTO.
- Understand that all information obtained from the RTO and given in confidence must be kept confidential.
- Participate in work experience if required as part of the qualification.
- Participate, if relevant, in job seeking programs by their Job Seeker Provider if required as part of the program.

WITHDRAWAL FROM A TRAINEESHIP

Students must fill out a cancellation form to withdraw from traineeships. These must be returned to the Australian Apprenticeship Centre Support Network provider responsible for your traineeship.

ALCOHOL AND DRUGS

Supply, possession and use of non-prescription drugs is strictly prohibited during any Austral College sessions. Students found to be in contravention of this rule will face disciplinary action, which may include suspension, expulsion and/or police action.

DISCIPLINE

Students may appeal against disciplinary actions in writing to Austral College. This document should specify the grounds on which they are appealing. Austral College will notify the student of the allegations against them and their rights. Students should refer to the Appeals Procedure available on the college website at australcollege.com.au/student-info.

COMPLAINTS

If you have a concern regarding any aspect of your program, please discuss it with your trainer so that assistance can be provided as quickly as possible. Addressing an issue early generally allows for faster resolution. Austral College has policies and procedures in place to deal with complaints. If you would like to lodge a complaint, please do so in writing. Receipt of the complaint is to be acknowledged within two (2) working days. A response, solution or referral will be completed within five (5) working days.

APPEALS

Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program. Clients should be encouraged to resolve complaints and appeals through Austral College at PO Box 4554, Springfield, Qld, 4300.

ACADEMIC APPEALS

Students who are dissatisfied with academic decisions, procedures or any issues that directly relate to the successful completion of their program, may take their complaint appeal in writing to their teacher within two 20 working days weeks of receiving their results or of the decision made by Austral College.

If a student is still dissatisfied with the decision of the RTO, a student may wish to refer the matter to an external independent / third party mediator. Contact Austral College for information about this process. Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the independent/third party mediator to satisfy the student's appeal as soon as practicable. Only if and when a student is not satisfied with the outcomes of these processes will the Australian Skills Quality Authority (ASQA) consider complaints. Austral College will assist you with further support and options for appeal should this ever become necessary. made by completing the online complaint form.

STUDENT FEEDBACK

Austral College has in place policies and procedures for continuous improvement. These include program evaluation, student and employer satisfaction surveys.

ASSESSMENT

Assessment will be conducted in an open, accountable and transparent manner with particular emphasis on the aspects of fairness and equity for all. Assessment practices will enable the student to take full advantage of credit obtained from previous study. Assessment will incorporate alternative approaches to suit people who would otherwise be disadvantaged by cultural background, language ability or personal disabilities. All assessment work must be

completed by due dates to be eligible for a qualification. Students who do not achieve a satisfactory standard and need to re-sit their assessment will not be charged.

RESULTS

Results are mailed to students shortly after the end of program completion. Students are able to obtain a re-issue of results for a fee of \$30.

AWARDS

To obtain an award you must have successfully completed all requirements of the qualification within the specific timeframe and have paid all fees. An award will be forwarded to your postal address shortly after successful completion of study. If there are outstanding course fees, your assessment will not be marked. Students who successfully complete all the requirements of the course in which they are enrolled will receive a Certificate for the qualification and a Record of Results. Students who successfully complete at least one unit of competency will receive a Statement of Attainment listing the unit/s attained. A lost or misplaced award can be re-issued for a fee of \$30.

PROPERTY DAMAGE OR THEFT

If you become aware of damage to or theft of Austral College property, you are required to report it to your trainer. Persons wilfully damaging or stealing property will be held liable for costs and may be disciplined or expelled.

PAYMENT OF FEES

Funding options may be available and may incur a student fee. For students paying under a Fee For Service arrangement, payments are made in arrears and, as such, there are no payment conditions. For students wishing to pay upfront, no more than \$1000 in fees will be collected prior to commencement of course.

For students eligible for the Certificate 3 Guarantee funded by the Queensland Government, the maximum cost to the student undertaking an eligible qualification is \$5, and the remainder is covered by the funding. The \$5 student co-contribution fee is comprised of 13 units at \$0.39 per unit for BSB30415 or 12 units at \$0.42 per unit for BSB30115. The Certificate 3 Guarantee subsidy is \$1728 (\$2304 for concession). See the [Certificate 3 Guarantee factsheet](#) for more information.

REFUNDS

For Austral College students, a full refund will be given if:

- Austral College cancels a program.
- The student withdraws 10 working days prior to commencement of program.

- The unit of competency has not commenced.

If a student cancels within the 10 working days a refund will be provided on a pro-rata basis ie. 10% less per day. Students are required to request a refund of course fees in writing. An administration fee of 10% may apply.

TRAINING GUARANTEE

Austral College guarantees that it will:

- deliver the agreed training and assessment services that the student has accepted in the completion of the enrolment form and training plan,
- notify students – as soon as practicable – of any information relating to change in ownership, change in third party arrangements or any other significant change,
- advise students and staff of any changes to legislation and regulations that affect the services delivered.

Or if circumstances prevent Austral College from continuing training delivery, it will:

- find an alternative provider (in collaboration with DESBT where applicable, for trainees) or,
- refund monies in full.

HEALTH & SAFETY

In the event of a fire, sound the alarm and evacuate the area immediately. In the event of an accident or illness, assess the situation for danger, call 000 and stay with the patient.

Students are required to observe any lawful directions given by Austral College staff in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Work Health and Safety legislation. Failure to do so can result in disciplinary action.

PROGRESS AND PARTICIPATION

A student can ask their trainer at any time about their participation and progress. Trainers keep active rolls and assessment records that show each student's progress in each unit and record their attendance. If a student requires a print version of either their participation or progress, they should contact administration on the contact details listed at the top of this handbook.

VOCATIONAL EDUCATION AND TRAINING

The quality of the training and assessment you receive is protected by legislation. As a registered training organisation (RTO), Austral College must follow national standards and is audited regularly. If we do not comply with these standards, we can lose our registration. If you feel that we have not met the standards or met our obligations or agreement with you, you can use our complaints process.