

ACPS 

**Australian College of
Professional Studies**

TOID. 41036

Learner Handbook

Realtime Education & Training Services Pty Ltd
T/A Australian College of Professional Studies (TOID 41036)

5/41-45 Railway Avenue, Werribee 3030

Phone: (03) 8714 1222 **Email:** info@acpstudies.edu.au

www.acpstudies.edu.au

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TABLE OF CONTENTS

Table of Contents	3
Welcome	5
Our Obligation as your RTO	5
Our Contact Details	5
Courses Provided by Australian college of professional studies	6
Quality of Training.....	6
Third Party Arrangements.....	7
Selection and enrolment.....	7
Unique Student Identifier (USI).....	8
Credits	9
Recognition of Prior Learning	10
Course locations.....	11
Orientation.....	12
Course induction	12
Course Commencement	13
Resources	13
Student code of conduct.....	15
Course expectations and requirements.....	17
Entry Process for Qualifications.....	20
Attendance and Homework requirements.....	22
Assessment arrangements.....	22
Student plagiarism, cheating and collusion	25
Support services.....	26
External Support Services	27
Your feedback	30
Access to your records.....	30
Notifying you if things change	31
Legislation and you	31
Privacy Policy.....	34
Fees, Charges and Refunds	34
Information about fees and charges.....	35
Feedback	42
Complaints and Appeals.....	43
Issuing of certification documents.....	47
Student Forms.....	48
Consumer rights.....	48

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WELCOME

Welcome on joining a course with Realtime Education and Training Services Pty Ltd T/A Australian College of Professional Services (ACPS)!

This Student Handbook provides essential information to the prospective and enrolling students. The purpose of this hand book is to ensure that all information provided to prospective and current learners is complete and accurate, according to Standard 5 of the Standards for Registered Training Organisation 2015.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

OUR CONTACT DETAILS

Contact Person: Kunal Maken (RTO Manager)

Phone: (03) 8714 1222

Email: info@acpstudies.edu.au

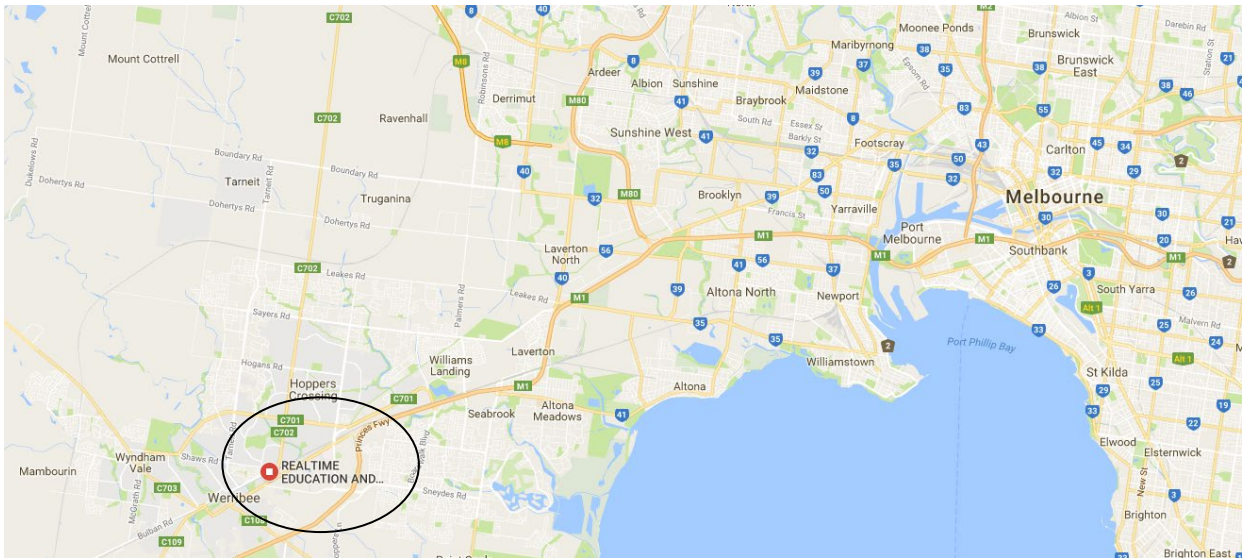
Website: www.acpstudies.edu.au

Location:

Werribee

5/41 – 45 Railway Avenue, Werribee 3030

Opening Hours: 10:00 am – 6:00 pm (Mon-Fri)



COURSES PROVIDED BY AUSTRALIAN COLLEGE OF PROFESSIONAL STUDIES

Australian College of Professional Studies offers the following courses. Please visit our website www.acpstudies.edu.au for any further information about these courses.

- CHC30113 – Certificate III in Early Childhood Education and Care
- CHC33015 – Certificate III in Individual Support
- CHC40213 – Certificate IV in Education Support
- CHC43315 – Certificate IV in Mental Health
- CHC50213 – Diploma of School Age Education and Care
- CHC50113 – Diploma of Early Childhood Education and Care
- CHC62015 – Advanced Diploma of Community Sector Management
- HLTAID003 – Provide first aid
- HLTAID011 – Provide first aid
- HLTAID001 – Provide cardiopulmonary resuscitation
- HLTSS00066 – Infection Control Skill Set (Food Handling)
- HLTSS00065 – Infection Control Skill Set (Retail)
- HLTSS00064 – Infection Control Skill Set (Health and Community Services)

QUALITY OF TRAINING

The learning courses delivered by Australian College of Professional Studies are nationally recognised under the Australian Qualifications Framework (AQF). Australian College of Professional Studies is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisation 2015 (under the National Vocational Education and Training Regulator). It is responsible for the issuance of the AQF certification documentation. Learners must demonstrate competency in all aspects of each unit to gain a qualification certificate.

THIRD PARTY ARRANGEMENTS

Currently, Australian College of Professional Studies does not have any third-party arrangements in place for Learner recruitment or training delivery and assessment. If, in the future, any arrangement is arranged with a third party to deliver any recruitment or delivery and assessment services to Australian College of Professional Studies or by Australian College of Professional Studies, all interested parties will be notified of the details of the arrangement (including learners, ASQA, trainers)

SELECTION AND ENROLMENT

Australian College of Professional Studies accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form/Application Form etc. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your expression of interest and gathered all the necessary evidence, send it to 5/41-45 Railway Avenue, Werribee 3030. You will be contacted within 5 working days to let you know the status of your application/ enrolment and to confirm your details.

As part of the entry requirements you are required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

Pathways

Pathways into courses may be from holding a lower level qualification in the same or similar field of study or from suitable work experience. After successfully completing the course, graduates may apply to study a higher-level course in the field of study. Graduates of the Australian College of Professional Studies may also seek credits for relevant degree programs in Australian Universities. The Australian College of Professional Studies has no special arrangements with any Australian University for courses on our scope of registration and there is no guaranteed entry into University programs.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Exemption for USI

Personal Objection - Learners who have a genuine personal objection to being assigned a USI may apply for an exemption to the Student Identifiers Registrar. Refugees who may wish to apply for an exemption will be considered on a case by case basis as with any other individual. To apply for an exemption, they must complete the Commonwealth Statutory Declaration form and send it to the Registrar at the following address:

Student Identifiers Registrar

C/- Department of Education and Training

GPO Box 9880

Canberra ACT 2601

Offshore international students - Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia.

Where an exemption applies, results will not be included in the USI system

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Credit transfer

Credit transfer applies to situations where learners have completed units at another provider identical to those in which they plan to enrol. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer learners must complete the credit transfer application form and attach copies of verified documents to support the application. A reduction in tuition fees will be applied if Credit Transfer is granted.

Australian College of Professional Studies can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you provide original certificate/SOA from your previous study. We will return original after keeping the copies of certificates. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you by us.

You will be advised the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Australian College of Professional Studies has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process. To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the learner may have had to the extent that they are relevant to the course competencies and outcomes. The RPL process allows learners to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies to gain their qualifications. Learners who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that learners can prove that they **currently** have the required competencies in the unit applied for.

An RPL application may be made at or after enrolment. Forms and details are available from the Australian College of Professional Studies office. The normal fee for the unit will apply for units assessed through RPL. RPL in a unit will only be granted if learners complete the Australian College of Professional Studies RPL assessment requirements for that unit.

COURSE LOCATIONS

Australian College of Professional Studies delivers at the following sites:

Werribee

Contact Person: Kunal Maken (RTO Manager) **Address:**

Phone: (03) 8714 1222

5/41 – 45 Railway Avenue, Werribee 3030

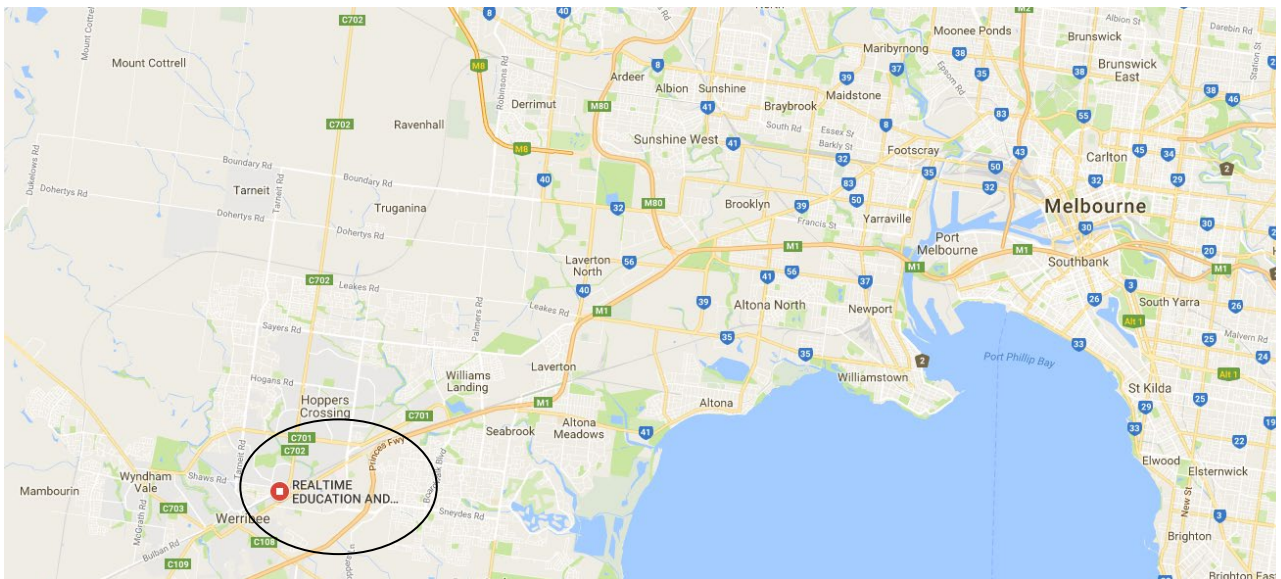
Email: info@acpstudies.edu.au

Car Park: Plenty of space outside for parking car

Website: www.acpstudies.edu.au

Bus Stop: Route 170

Opening Hours: 10:00 am – 6:00 pm (Mon-Fri)



Other Delivery Locations

We have other temporary delivery locations in other areas. Please contact office for more details.

ORIENTATION

Learners will go through an orientation process where the units of competency and the training and assessment program will be explained. A review of the available units of competency that may be selected will be discussed. The units of competency to be included in a participant's training program will be determined by discussions with the learner, an employer representative (where applicable) and a representative from Australian College of Professional Studies. An induction into the training program will be carried out. You will also go through a review and signoff of the training plan.

Upon Commencement of the course

Learners will undergo:

- An introduction process explaining the units of competency and the training and assessment program.
- A review of the available units of competency that have been selected and which will also be included in the Learner's training programme
- A review and sign-off of the training plan
- An induction into the training programme and the Australian College of Professional Studies

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction, you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

COURSE COMMENCEMENT

Upon commencement of the course, learners will be supplied with the learner workbook and assessment instructions for the first unit only. After the first assessment task has been completed and submitted, and the census date has passed, learners will be provided with additional study tools and the study materials for subsequent units.

Delayed commencement or non-commencement

In the unlikely event that Australian College of Professional Studies is unable to commence the course or deliver the course in full, or the arrangement between the Learner and Australian College of Professional Studies are terminated, or Australian College of Professional Studies fails to provide the agreed services, learners will be offered a refund of any tuition fees they have paid.

Alternatively, and if available, enrolled learners may be offered enrolment in an alternative course by Australian College of Professional Studies at no extra cost to them. Learners have the right to choose whether they would prefer a refund of any prepaid course fees, or to accept a place in another course. If they choose placement in another course at this or another provider, Australian College of Professional Studies will ask them to sign a document to indicate that they accept the placement in another course without receiving a refund.

RESOURCES

Computers & Internet

All learners require access to a computer and access to the Internet.

Learner workbooks and contextualised assessment material will be supplied by Australian College of Professional Studies through hard copy and/or Learning Management System (LMS) and are included in the course fees.

Course related Resources

Resources available for training and assessment in each location include but are not limited to:

- Student Assessment Folder
- Trainer Assessment Folder
- Class activities
- Handouts and resources
- Education and Care Services National Regulations 2011
- National Quality Framework
- Children's Services Act 1996
- Australian Children's Education and Care Quality Authority
- Early Years Learning Framework – Belonging, Being & Becoming
- Victorian Early Years Learning Framework

- The Code of Ethics: A guide for everyday practise
- Code of Practise for Manual Handling
- Summary of Occupational Health and Safety Act 2004
- Policies and Procedures Manuals
- Karen Kearns collection 3rd and 4th Edition (the books include assessment and placement information for the student)
- Class Set of Children's Picture Books (refer Realtime's *Internal Resource Centre*)
- A Practical Guide to working with children.
- Modern teaching Aids
- Gowrie Victoria Newsletters
- 501 activities for kids - Hinkler
- infant manikins
- Child manikins
- Adult manikins
- First Aid Kit
- Defibrillator
- Epi-pen training
- Asthma inhalers
- Nappies
- Change mat
- Cleaning/Disinfectant equipment
- Art and craft resources
- Quite activities
- Children's pictures books

In addition to the above there is a comprehensive collection of digital resources available to the learners and trainers. Trainers are also encouraged to use their own resources in consultation with the Training Manager.

Student Resources

The students need to bring the following during their training and assessment:

- Black/blue Ball pen
- Notebook/Note pad
- Lunch (Some eateries are also located nearby should you wish to buy your lunch)

Stimulated Workplace Environment

No permanent simulated workplace environment is being provided as the student will learn the practical aspects in real work place environment except first aid course. Australian College of Professional Studies use hired simulated facilities for Certificate III Individual support. For information about locations please contact office.

STUDENT CODE OF CONDUCT

The Learner Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual 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 computer files and learner work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals 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 politely and courteously at all times
- The expectation that learners will not engage in copyright breaches, cheating or plagiarism
- The expectation that learners will submit work when required.
- The expectation that learners will maintain consistent participation by attending to all required training requirements and submit assessments.

Change of address and contact details

Learners are required to advise the Australian College of Professional Studies of their residential address, telephone number and email and of any subsequent changes to their residential address, telephone number or email whilst enrolled in a course. It is the learner responsibility and in their own interests to ensure that they always update their details at the Australian College of Professional Studies to ensure they receive important information that the Australian College of Professional Studies may send to them from time to time.

On commencement and at least every six months whilst they are enrolled at the Australian College of Professional Studies learners will be asked to review and update their contact information with the Australian College of Professional Studies.

Learner initiated deferral or suspension of enrolment

Learners may initiate a request to defer commencement of studies or suspend their studies. Learners wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Australian College of Professional Studies using the learner deferral, suspension or cancellation form or in writing by email, or post.

Learner cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the Australian College of Professional Studies and the client organisation. Learners who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the Australian College of Professional Studies Enrolment & Marketing Officer.

Student Rights

All students have the right to:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- Learn in a supportive environment which is free from intimidation, harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Australian College of Professional Studies holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Express and share ideas and to ask questions
- Work and learn in a supportive environment without interference from others
- Be treated politely and courteously at all times
- Provide feedback to Australian College of Professional Studies on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.
- Have personal property (including computer files and learner work) and the Registered Training Organisation property protected from damage or other misuse

Student Responsibilities

All students, throughout their training and involvement with Australian College of Professional Studies, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Australian College of Professional Studies in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Australian College of Professional Studies if any difficulties arise as part of their involvement in the program.
- Notify Australian College of Professional Studies if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Australian College of Professional Studies focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Entry requirements

In addition to the prescribed pre-requisite entry requirements for each training product, the RTO requires learners:

- To be a 17+ years
- Demonstrate they have sound literacy and numeracy skills to Australian Core Skills Framework (ACSF) standard

Course	Entry requirements
HLTAID003 – Provide First Aid <i>Duration: 25 Hours (6 hours delivery in one day)</i>	There are no specific entry requirements for this course. It is required that participants have physical capacity to provide CPR to causality as per the training package requirements. It is expected the participants are renewing their first aid training course completed previously.
HLTAID011 – Provide First Aid <i>Duration: 25 Hours (6 hours delivery in one day)</i>	
HLTAID001 – Provide Cardiopulmonary Resuscitation <i>Duration: (4 hours)</i>	
CHC50113 – Diploma of Early Childhood Education and Care <i>Duration: 77 weeks (6 hours per day, 1 day per week)</i>	Applicants will be required to complete an ACSF language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 5), reading (ACSF Level 4), writing (ACSF Level 4), oral communication (ACSF Level 4) and numeracy (ACSF Level 3) are desirable to participate in the course.
CHC50213 – Diploma of School Age Education and Care <i>Duration: 77 weeks (6 hours per day, 1 day per week)</i>	Applicants will be required to complete an ACSF language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 5), reading (ACSF Level 4), writing (ACSF Level 4), oral communication (ACSF Level 4) and numeracy (ACSF Level 3) are desirable to participate in the course.

Course	Entry requirements
<p>CHC30113 – Certificate III in Early Childhood Education and Care <i>Duration:</i> 52 weeks (6 hours per day, 1 day per week)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 3), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.</p>
<p>CHC33015 – Certificate III in Individual Support <i>Duration:</i> 54 weeks (6 hours per day, 1 day per week)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 4), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.</p>
<p>CHC40213 – Certificate IV in Education Support <i>Duration:</i> 58 weeks (6 hours per day, 1 day per week)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 3), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.</p>
<p>CHC43315 – Certificate IV in Mental Health <i>Duration:</i> 33 weeks (6 hours per day, 1 day per week)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 3), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.</p>
<p>CHC62015 – Advanced Diploma of Community Sector Management <i>Duration:</i> 81 weeks (6 hours per day, 2 days per week)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 5), reading (ACSF Level 5), writing (ACSF Level 5), oral communication (ACSF Level 5) and numeracy (ACSF Level 4) are desirable to participate in the course.</p>
<p>HLTSS00066 – Infection Control Skill Set (Food Handling)</p>	<p>Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 4), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.</p>

Course	Entry requirements
HLTSS00065 – Infection Control Skill Set (Retail)	Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 4), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.
HLTSS00064 – Infection Control Skill Set (Health and Community Services)	Applicants will be required to complete an ACFS language, literacy and numeracy (LLN) assessment. Learning (ACSF Level 4), reading (ACSF Level 3), writing (ACSF Level 3), oral communication (ACSF Level 3) and numeracy (ACSF Level 2) are desirable to participate in the course.

ENTRY PROCESS FOR QUALIFICATIONS

Entry Process:

- Pre-training information is forwarded to prospective learners upon enquiry. The channel of communication will depend on the channel of the enquiry. Normally, it will be distributed by email; however, other channels may include, hard copy delivered by post, courier service, personal exchange at the RTO's office or over the phone or/ and some other location.
- Prior to enrolling, prospective learners will undergo a personal interview with a suitably knowledgeable member of the RTOs staff. This may occur prior to, or after, completing an application to study for the course. During the interview, the RTO's staff member will draw upon information contained in the pre-training information and the RTO's pre-training interview checklist. During the pre-enrolment interview, the RTO's staff member will explore the following issues with the prospective learner:

Enrolment

- How the course will meet the prospective learner's needs. The staff member will ask the prospective learner what their career goals are and will explore if the proposed course will suitably achieve those goals. If the course is not considered the best option, the prospective learner will be guided towards other courses, within or external to the RTO, or if possible, another suitable information source
- Description of the course, including the length of the course, study method, assessment method and requirements

- The prospective learner's rights and responsibilities as a learner
- Payment terms and conditions, including any loan arrangements, progressive payments, any non-refundable payments, material fees, if applicable, and any other resources required for the course
- The RTO's refund policy, prior to and after enrolment

Marketing

- Review of the marketing and pre-training information that was provided to or reviewed by the prospective learner and that the information that was perceived and understood was factual and accurate
- The name of the RTO that will deliver the course; particularly if any third party is involved in the delivery, including work placements
- Confirmation that no incentives were offered to the prospective learner to encourage enrolment into the course
- Confirmation that no commitment or guarantee was suggested to the prospective learner to gain a job or any career benefit at the end of the course other than gaining a Nationally Recognised Qualification that may be presented to an employer or if applicable, a licensing body

Support and Progression

- Any special learning needs that may impact the prospective learner's ability to successfully complete the course, including but not limited to, physical needs, psychological needs, learning difficulties, language deficiencies, emotional needs, financial needs, technology needs, and travel/attendance needs
- The RTO's staff member will inform the prospective learner that an assessment is required of the prospective learner's competence in the five Australian Core Skills Framework (ACSF) against the appropriate level for the course as determined by the RTO in the following areas:
 - Learning
 - Reading
 - Writing
 - Oral Communication
 - Numeracy
- That the prospective learner is required to demonstrate these by undertaking an assessment through the Foundation Skills Assessment Tool (FSAT) or another tool directed by the RTO, or by providing suitable evidence that the prospective learner has suitable competence in each criterion.
- Outline of the internal and external support services available to learners who study with the RTO
- Who to approach within the RTO when specific assistance is required
- Appeals and complaints process when any issue arises, including appeals against assessment results.

- Assistance that is available to use and access technology and learning resources to complete the course.

ATTENDANCE AND HOMEWORK REQUIREMENTS

All deliveries are face to face and you are expected to attend the classes regularly. Please inform your trainer if you are unable to attend the class on any day.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

Learners are expected to commit time for self-study, assessment and work place activities. Any learners, who fall behind with their studies, must contact the Australian College of Professional Studies office so that catch-up arrangements can be scheduled and/or assessment extensions granted.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At that time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

All assessments must be accompanied by an Assessment Cover Sheet, which will contain the following information:

- learner name
- learner I.D. number
- code and name of training product
- code and name of unit or module
- trainer/assessor's name
- date of assessment
- declaration by the learner stating that the assessment is their own original work and that they have not plagiarised or used model answers.

- declaration by the assessor indicating they have taken reasonable steps to check that the learner is in fact the person who is working towards the award, learner's assessment is their own work, they have not plagiarised, copied or colluded or used model answers and that appropriate feedback has been offered.
- feedback for the learner
- assessment outcome: Competent (C) or Not Yet Competent (NYC)

All assessments, cover sheets and marking guides will be securely retained by the RTO for a period of no less than 6 months from the completion of the unit or module being assessed (or 2 years or more if required by a funding body), in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or become inaccessible.

To collect the evidence and make the assessment decision – the assessor will:

- Establish and oversee the evidence gathering process, and evaluate the evidence, in terms of the principles of assessment (fairness, flexibility, validity, reliability) and the rules of evidence (validity, sufficiency, authenticity and currency).
- For each unit of competency, collect appropriate evidence and assess this against the Unit Elements, Performance Criteria, Performance Evidence, Knowledge Evidence, and Assessment Conditions.
- Use a range of assessment methods and evidence gathering contexts to ensure that the learner is able to apply the skills and knowledge in more than one situation (Refer to the Delivery Schedule for an overview of assessments).
- Evaluate evidence in terms of the three dimensions of evidence – performance evidence, knowledge evidence and assessment conditions, or as defined by the training package.
- Incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies.
- Ensure that the evidence gathered is a demonstration of that learner's skills and knowledge and is not misrepresented.
- Check that the evidence gathered and presented is current and shows that the learner is competent at the time of the assessment decision.
- Consult and work with other staff in the assessment process, as required, including moderation of assessment judgements.
- Record details of evidence collected.
- Make a judgement about the learner's competency based on the evidence and the relevant Unit[s] of Competency.
- Provide feedback on the assessment and advice to the learner about the outcomes of the assessment process.
- Outline the assessment appeals process prior to commencing each unit and with any learner who is not satisfied with the assessment outcome.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:
5/41-45 Railway Avenue, Werribee VIC 3030

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

- Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Reasonable Adjustment

To meet the needs of all learners, adjustments can be made to the way assessments are conducted but not to the requirements of the assessment. The purpose of these adjustments is to enhance fairness and flexibility so that the specific needs of learners can be met.

Examples of reasonable adjustments include:

- providing additional time for learner to practice the assessment tasks
- presenting questions orally for learners with literacy issues
- asking questions in a relevant practical context
- adapting machinery and equipment to make it more easily used
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences
- simplifying the design of job tasks

It is the responsibility of each assessor to assess learner's needs and make whatever reasonable adjustments are practicable to maximise a learner's opportunity to demonstrate their competence

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Work placement arrangements

If your course requires you to complete certain hours in a workplace i.e. early childhood education and care service, Australian College of Professional Studies will arrange appropriate workplace environment. However, if you are already working in an early childhood education and care, then RETS will ensure your workplace is suitable to complete the workplace learning. Please refer to appropriate course brochures for details of hours required for each course. If unsure, contact our office for details.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Australian College of Professional Studies has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

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 learner's exclusion from a unit or a course. When learners have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a learner can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own; even when it's unintentional
- Handing in assessments markedly similar to or copied from another learner.
- Presenting the work of another individual or group as their own work.
- Allowing another learner to copy their work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the Internet.

Legitimate cooperation between learners on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for learners to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, learners must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Copyright

Learners must be careful when photocopying the work of others. The owner of the material may take legal action against learners or the Australian College of Professional Studies if the owner's copyright has been infringed. Learners can do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or is employed by, an educational institution.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment

and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

While all trainers have the responsibility to provide support to students in their classes, Kunal Maken is a designated Student Support Officer. She can be contacted for any support services.

To access the Student Support Officer, students can make an appointment at the front office. Appointments are available in normal business hours.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Special Needs

Learners with any special needs must discuss their requirements with the Australian College of Professional Studies prior to enrolment so that the Australian College of Professional Studies can make any necessary adjustments to delivery, course content, assessment, timing of assessment, course material or other criteria. Special needs adjustments are not restricted to any particular needs, and include amongst others, issues related to physical disabilities, learning difficulties, language, culture, religion and age.

Contact us at (03) 8714 1222 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Australian College of Professional Studies provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Medical Urgency

Telephone: 000

For all medical emergencies, dial 000 and ask for ambulance.

Mental Health Services

Telephone: 1300 558 862

For all mental health services, use the 24-hour Mental Health Services hotline number: 1300 558 862

Major Trauma Advice

Telephone: 1800 700 001 Website: http://www.rch.org.au/paed_trauma/

The 1800 Trauma Advice and Referral line can assist with the provision of clinical advice regarding the management of trauma patients and to coordinate the referral and transfer of patients to the Major Trauma Services. Clinicians are able to call 1800 700 001 to speak with a senior trauma consultant at either of the adult Major Trauma Services or the Royal Children's Hospital.

Drug & Alcohol

Telephone: 1800 888 236

State-wide Alcohol and Other Drugs (AOD) counselling, information and referral.

Life Line (Family Assistance)

Telephone: 13 11 14 Website: www.lifeline.org.au

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website:

<http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402 Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Money Help (Finance advice)

Telephone: 1800 007 007

Website: www.moneyhelp.org.au

Money Help provides free financial counselling and information for Victorians experiencing financial difficulty to achieve better money management and budget.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Australian College of Professional Studies holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

- making copies of the records held in a file

- providing a time for you to review your file

Amendment to records

If a student considers the information that Australian College of Professional Studies holds about them 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 a student 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.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Australian College of Professional Studies will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Australian College of Professional Studies must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Australian College of Professional Studies has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Australian College of Professional Studies emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Australian College of Professional Studies is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Australian College of Professional Studies will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Australian College of Professional Studies Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Australian College of Professional Studies aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Australian College of Professional Studies.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Australian College of Professional Studies provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.

- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/>

PRIVACY POLICY

In collecting your personal information Australian College of Professional Studies will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available from our office. Contact us to get a copy.

FEES, CHARGES AND REFUNDS

Refund Policy:

The purpose of this policy and procedure is to outline Australian College of Professional Studies' approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Australian College of Professional Studies.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

Information about fees and charges

- Australian College of Professional Studies protects the fees that are paid in advance by students.
 - Australian College of Professional Studies does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail in the Statement of Fee and summarised on the Course Outline as well. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
- The Course outline and the Student Handbook, which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Students have the right to a 'cooling off period' if they signed up to a course. The cooling off period is 14 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 14 days of enrolment.

Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Statement of Fee.
 - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50 per document.
- Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$50 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- Australian College of Professional Studies cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by cash, electronic transfer or direct debit.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Australian College of Professional Studies reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

Australian College of Professional Studies had implemented following refund policy, which is advised to all learners prior to and during their enrolment at RETS.

- A full refund of tuition fees paid will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 14 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid will apply if Australian College of Professional Studies is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Australian College of Professional Studies is unable to deliver the course, or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Australian College of Professional Studies ceases to operate.

- Where Australian College of Professional Studies ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where Australian College of Professional Studies needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Australian College of Professional Studies will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
 - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
 - The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Australian College of Professional Studies to provide those services.
 - The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
 - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund. Students not attending all scheduled classes and hence not able to achieve qualification will not entitle them to refund
 - RPL application fees are non-refundable.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Tuition Fees for service

Course Code	Title	Tuition Fees	
		Skills First Funded	Full Fee
CHC62015	Advanced Diploma of Community Sector Management	\$0	\$6,500
CHC50213	Diploma of School Age Education and Care	\$0	\$11,900
CHC50113	Diploma of Early Childhood Education & Care	\$0	\$11,900
CHC40213	Certificate IV in Education Support	\$0	\$2,500
CHC43315	Certificate IV in Mental Health	\$0	\$5,250
CHC30113	Certificate III in Early Childhood Education & Care	\$0	\$5,500
CHC33015	Certificate III in Individual Support	\$0	\$2,500
HLTAID001	Provide Cardiopulmonary Resuscitation	N/A	\$60
HLTAID003	Provide First Aid	N/A	\$120
HLTAID011	Provide First Aid	N/A	\$120

Payment plans:

PAYMENT PLAN FOR: For CHC62015 Advanced Diploma of Community Sector Management	
Tuition Fee:	\$6,500
Non-refundable administration fee	\$0.00
Total Fee	\$6,500
Instalment Plan	
Upon Enrolment and prior to commencement	\$ 1,500.00
After 3rd month from commencement	\$1,500.00
After 6th month from commencement	\$1,500.00
After 9th month from commencement	\$1,500.00
After 11th month from commencement	\$500.00

PAYMENT PLAN FOR: For CHC50113 Diploma of Early Childhood Education and Care	
Tuition Fee:	\$11,900
Non-refundable administration fee	\$0.00
Total Fee	\$11,900
Instalment Plan	
Upon Enrolment and prior to commencement	\$ 1,500.00
After 3rd month from commencement	\$1,500.00
After 5th month from commencement	\$1,500.00
After 7th month from commencement	\$1,500.00
After 9th month from commencement	\$1,500.00
After 11th month from commencement	\$1,500.00
After 13th month from commencement	\$1,500.00
After 15 th month from commencement	\$1,400.00

PAYMENT PLAN FOR: For CHC50213 Diploma of School Age Education and Care	
Tuition Fee:	\$11,900
Non-refundable administration fee	\$0.00
Total Fee	\$11,900
Instalment Plan	
Upon Enrolment and prior to commencement	\$ 1,500.00
After 3rd month from commencement	\$1,500.00
After 5th month from commencement	\$1,500.00
After 7th month from commencement	\$1,500.00
After 9th month from commencement	\$1,500.00
After 11th month from commencement	\$1,500.00
After 13th month from commencement	\$1,500.00
After 15 th month from commencement	\$1,400.00

PAYMENT PLAN FOR: For CHC43315 Certificate IV in Mental Health	
Tuition Fee:	\$5,250
Non-refundable administration fee	\$0.00
Total Fee	\$5,250
Instalment Plan	
Upon Enrolment and prior to commencement	\$ 1,500.00
After 3rd month from commencement	\$1,500.00
After 6th month from commencement	\$1,250.00
After 9th month from commencement	\$1,000.00

PAYMENT PLAN FOR: CHC33015 Certificate III in Individual Support CHC40213 Certificate IV in Education Support	
Tuition fee:	\$2,500.00
Non-refundable administration fee	\$0.00
Total Fee	\$2,500.00
Instalment Plan:	
Upon enrolment and before commencement	\$1,000.00
After 4th month from commencement	\$1,000.00
After 8 th month from commencement	\$500.00

PAYMENT PLAN FOR: For CHC30113 Certificate III in Early Childhood Education and Care	
Tuition fee:	\$5,500
Non-refundable administration fee	\$0.00
Total Fee	\$5,500
Instalment Plan:	
Upon enrolment and before commencement	\$1,000.00
After 3 rd month from commencement	\$1,500.00
After 6 th month from commencement	\$1,500.00
After 9 th month from commencement	\$1,500.00

Additional Fees and Charges

Australian College of Professional Studies has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Re-assessment All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-assessed.	\$100
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50
Re-issuing cost of testamur for First Aid and CPR units:	\$20
Recognition of Prior Learning Fees	
Application Fee –	\$250
Charge per unit of competency assessed through RPL	\$200

Fee changes

Prior to a learner enrolling, fees and payment plans may be altered without notice. Once a learner has completed and submitted the enrolment form, fees will not be subject to change for the normal duration of the course. If the learner extends the course length, then any fee increases will be required to be paid for the extended component of the course.

Learner requested refunds

A 'cooling-off' period applies up until the commencement of training. The cooling off period is two weeks after the course commencement.

The following refund arrangements are offered to prospective learners prior to commencement of training.

After an enrolment form has been submitted and accepted, the refund arrangement is as follows:

- If enrolment is cancelled prior to the census date, any tuition fees paid will be refunded.
- Refund requests must be in writing, signed and dated by the learner, and delivered to Australian College of Professional Studies in person, email or letter

VET Fee Help

VET Fee Help is not offered for our courses by Australian College of Professional Studies.

Fee Protection

Australian College of Professional Studies requires a minimum deposit, which will not exceed \$1,500 per individual Learner, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyer for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are more than \$1500), or in full (if the remaining fees are below \$1500) for training and other services yet to be delivered.

FEEDBACK

Awareness of the following issues and pre-emptive action that learners should take if they feel there is any deficiency in any of these areas:

Training and Assessment

- Professionalism and course knowledge of trainers
- Amount of training received and sufficient time during the course and before submitting assessment to enable learners to reflect on and practice the knowledge and skills learned in the course
- Quality of learning resources and facilities
- The fairness and clarity of assessments and how they are explained to learners
- Feedback received about assessment submitted

Course Completion

- That the course is meeting the needs of the learner's work career goals and study needs
- What is required to complete the course successfully
- Whether the course is likely to be completed within the planned study time
- The 'value' of the training provided by the RTO
- Whether learners would recommend the training to friends, family and colleagues

Overall Satisfaction with the Course and RTO

- What action should be taken if the learners overall satisfaction is not aligned with their expectations
- If the most valued aspect of the training experience is not being met to the learner's expectation
- How to voice any improvements that could be made to the learning experience, course delivery, facilities/resources, or any other aspect of the RTO's or course

- That the RTO will request learners to complete satisfaction surveys throughout the course delivery period and after the course, and that ASQA and funding bodies may also conduct written or oral surveys.

The designated RTO staff member will evaluate the information gathered from the prospective learner, and recommendations from the LLN assessor, and recommend to the Training Manager that the prospective learner should be accepted or directed to another course or information source. The prospective learner will be informed of the evaluation outcome, either verbally, in writing or both.

If accepted, the application will be converted to an enrolment form and processed by the student management system. The prospective learner will be informed in writing that their enrolment has been accepted. Details such as course commencement, location, timetable, required resources and any other applicable information will be conveyed at this stage of the enrolment process.

An orientation programme will be conducted either prior to commencement of the course or during the first week of the course. This session will highlight several of the key issues above (see orientation procedure for details).

COMPLAINTS AND APPEALS

Nature of complaints and appeals

- Australian College of Professional Studies responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Australian College of Professional Studies.
 - Any student or client of Australian College of Professional Studies.
- Complaints may be made in relation to any of Australian College of Professional Studies' services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student

- An appeal is a request for a decision made by Australian College of Professional Studies to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Australian College of Professional Studies

Principles of resolution

- Australian College of Professional Studies is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Australian College of Professional Studies ensures that complaints and appeals:
 - *Are responded to in a consistent and transparent manner.*
 - *Are responded to promptly, objectively, with sensitivity and confidentiality.*
 - *Are able to be made at no cost to the individual.*
 - *Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.*
- Australian College of Professional Studies will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Australian College of Professional Studies will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Australian College of Professional Studies will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Australian College of Professional Studies' head office at 5/41-45 Railway Avenue, Werribee 3030 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Australian College of Professional Studies to investigate and determine an appropriate solution. This should include:
 - *The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.*
 - *Any evidence you have to support your complaint or appeal.*
 - *Details about the steps you have already taken to resolve the issue.*
 - *Suggestions about how the matter might be resolved.*
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

Resolution of complaints and appeals

- Some or all members of the management team of Australian College of Professional Studies will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Independent parties

- Australian College of Professional Studies acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the

complainant/appellant unless the decision to include an independent party was made by Australian College of Professional Studies.

- Australian College of Professional Studies may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- The independent party recommended by Australian College of Professional Studies is:

Dispute Resolution Centre of Victoria

Level 4, 456 Lonsdale Street

Melbourne VIC 3000

Tel: 9603 8370

<http://www.disputes.vic.gov.au/>

However, complainants and appellants are able to use their own external party if they like. They will be required to pay for services provided by external mediators.

- Australian College of Professional Studies will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Australian College of Professional Studies' RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Australian College of Professional Studies on behalf of the complainant or act as their advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

Publication

This policy and procedure will be published in the Student Handbook and on Australian College of Professional Studies' website.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Australian College of Professional Studies reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Australian College of Professional Studies is not permitted to do so by law.

Australian College of Professional Studies must have a valid USI on file for the student for a qualification or Statement to be issued.

Australian College of Professional Studies do not provide any guarantee for successful completion of a training product as issuance of certificate is entirely dependent upon student performance in relevant course / qualification / unit of competency. RTO we will not issue a certificate of a training product that is not compliant with relevant Standards for Registered Training Organisations.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Learners will be issued with a formal Certificate for Qualificators and/or a Statement of Attainment within 30 days of completion of the course; providing all fees are fully paid / a Unique Student Identifier (USI) have been supplied (unless an exemption has been granted).

Learners are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the learner has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course credentials (awards, statements of attainment, transcripts) will not be issued to learners who are in breach of any part of their enrolment conditions.

STUDENT FORMS

The following forms are accessible to the students:

- RPL Application Form
- Credit Application Form
- Complaints and Appeals Form
- Enrolment Form
- Pre-Training Review Form
- Student Change of Details Form
- Refund Application Form
- Withdrawal Form
- Student Support Services – Request Form

Please see one of the staff members at Australian College of Professional Studies for access to any of the above forms.

CONSUMER RIGHTS

The jurisdiction of legal protection will be Victoria, unless determined by relevant State Government laws if the training is delivered in another state.

Learners, and prospective learners are protected under several Australian laws, including, but not limited to the following:

Vocational Education & Training (VET) regulations	Administered by ASQA (Australian Skills Quality Authority). All Registered Training Organizations (RTOs) are monitored and audited by ASQA for quality and adherence to regulations
Australian Consumer Law	Contained in a schedule to the <i>Competition and Consumer Act 2010</i> A basic set of guarantees for consumers who acquire goods and services from Australian suppliers, importers or manufacturers, under \$40,000. These are intended to ensure that you receive the goods or services that you have paid for. The consumer guarantees only apply to goods and services purchased on or after 1 January 2011. www.accc.gov.au
Occupational Health & Safety regulations	Each state has its own work safety department, such as Work Safe in Victoria. They monitor the health and safety of workplace and the health and wellbeing of all people who attend the work place.

Equal opportunity laws	Anti-discrimination Commission – applies to staff, learners and everyone else associated with the organization – also, applies to the General Public.
Fair Work Australia laws	Monitors and determine how workers must be treated by employers – mainly to protect staff

It is the responsibility of all staff and learners to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated or contact the Enrolment & Marketing Officer if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Changes in ownership, third party arrangements and Course Structure

Where there are any changes to the agreed services including in relation to any third-party arrangements or a change in ownership or changes to existing third party arrangements (if any) that will affect the learner shall be communicated within two working days. These changes will be communicated through telephonic call followed by a formal letter posted to the current address as available in the learner’s file.

If we or our related party closes or cease to deliver the agreed training or assessment, we will refund amount paid (in relation to incomplete unit of competencies) for which no Qualification is issued and Issue Statement of Attainment only for those units that are marked competent by the Assessor forming part of qualification in which you are enrolled.