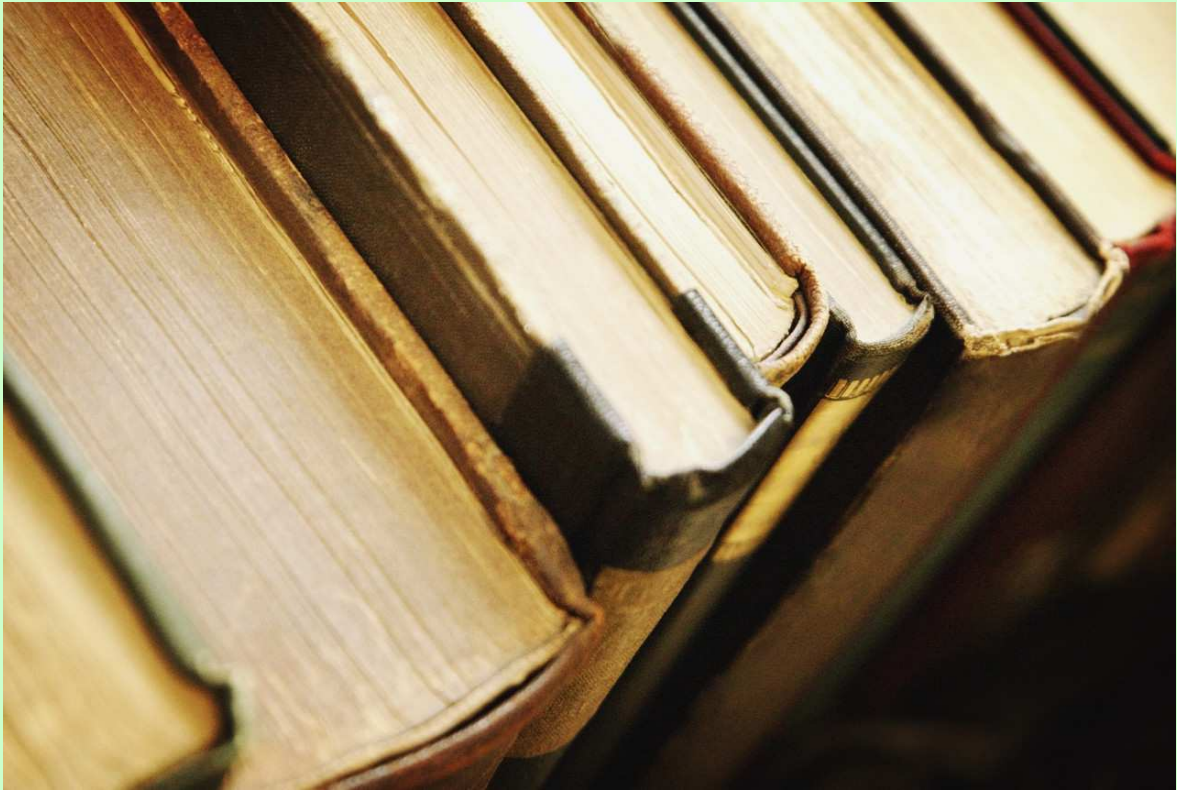




Australian College of Commerce & Management



2009 Student Information & Course Orientation Guide

Australian College of Commerce and Management Contact Details:

Mail: Locked Bag 8804 WOLLONGONG NSW 2500

Email: assessments@austcollege.com.au

(Note an automatic reply is sent to you from this email address to confirm receipt of your email. If you do not receive this acknowledgement phone the College and advise us.)

Phone: 02 4225 9881 or 1800 686 883

Fax: 02 4225 1400

Welcome to the Australian College

▶ Congratulations on enrolling. You are now on your way to having a Nationally Recognised Qualification delivered by Australian College of Commerce and Management.

▶ The following policies and procedures apply to College enrolments. For more detail and copies of all documents referred to - go to www.austcollege.com.au.

How the Course is Delivered

▶ Your course is a “correspondence” course but with the support of a dedicated Trainer whose role is to keep you on track, and provide assistance along the way. College Trainers will also visit the workplaces of Trainees to offer face to face assistance with courses when requested.

▶ The course content is delivered in separate Modules. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to your qualification). Each qualification will have some compulsory modules and normally a range of electives for you to select from.

▶ You will be provided with a Student Folder that contains the Course Timetable, and the first two course Modules. Start with the first Module that is listed on your Timetable. As you complete the first Module –post it to the College for marking and start on your second module. Ensure you keep a copy!

▶ When your first Module is marked – it will be posted back with your results. Also enclosed will be your third Module to start once you have completed the second module.

▶ Your Course Timetable will tell you the Due Dates for each module, and the number of modules in your course, including the elective modules you can choose between.

▶ The College’s role is to keep you on track, and provide assistance along the way. Where your course is workplace based, we also liaise with your employer over your progress and determine any on-the-job learning activities that would be beneficial to you.

Choosing Course Electives

▶ At enrolment you are asked to select from any elective module options on your Timetable. These can be changed at a later date. You would simply contact your Training Manager to request the change. They can advise you in detail about the content and difficulty of each module.

The Marking or Assessment Process

▶ At the end of each Module you will be asked to “demonstrate your competency” ie show us that you have learnt the module content. You demonstrate your competency by completing set tasks that we have designed. This process is called the “assessment” stage.

▶ Assessment generally takes place by way of written assignments and course exercises that you complete and post back to the College. You may suggest alternative methods of assessment if you believe that they will still meet the “national standards”.

Keeping a Copy of Your Work

▶ Please retain a copy of all work that you submit to the College for marking. Regrettably the College must ask you to re-do any Assessment Tasks that are lost in transit.

Your Results

▶ There are two possible results once we review your Assessment Tasks. They are:

- Competent i.e. you have demonstrated knowledge of all of the performance criteria; or
- Competency Not Yet Demonstrated

▶ If you are advised that an Assessment Task is “Not Yet Competent” you will also be given specific feedback on which questions need to be reviewed. Then you can re-do the required questions and resubmit them to us without having to re-enrol in the course. You are allowed up to 3 re-submissions for each module without penalty.

How To Submit Your Work

▶ You can handwrite or type your answers.

▶ It is preferred for you to Mail them to the College (having kept a copy in case it gets lost).

▶ Refer to the “Guidelines for Submitting Assessment Tasks” on pages 7 and 8 for specific details on formatting requirements.

Softcopy of Course Materials

▶ If you want to type your answers you can obtain a softcopy of the Assessment Task in word format. Check the For Students tab on www.austcollege.com.au for Course Materials or email assessments@austcollege.com.au to request a copy to be emailed to you. Check the footer in your paper copy so that you can request / download the correct version number.

Assessment Appeal Process

▶ If you are advised that a module result is Not Yet Competent, but you believe that you really do have the required degree of competency; and that you have provided reasonable proof of this to the College, you may appeal that result.

▶ To appeal a decision you should ask your College Training Manager to have your work remarked by another Trainer/Assessor.

▶ If you are still dissatisfied with the outcome, you may appeal again. In this instance the College will ask for an independent Assessor to review your assessment.

Supplementary Assessments

▶ The College will ask students to complete "supplementary" or additional assessments from time to time. For example we may ring students and arrange a time to ask them some questions about their Assessment Task or set additional questions or activities.

▶ This process is intended to allow the College to validate the assessment methods it uses, and to be flexible in the way it assesses students, and to ensure authenticity of student work. A student asked to cooperate in this way, will be regarded as not having completed their Assessment Task until the supplementary assessment is completed to the satisfaction of the College.

Course Completion Dates

▶ Your Training Plan and Timetable specifies your individual module completion dates, and the course completion date.

▶ For most courses there is room for you to request adjustments to Module Due Dates, subject to modules being completed at regular intervals.

▶ The maximum course duration is 2 years, except for part-time Trainees who may have a longer traineeship period approved.

Students Must Submit Original Work

▶ All student work must be the original work of that student. In all Colleges and Universities, submitting work that is not yours is regarded as a serious offence that can result in your disqualification from completing the course. As a minimum you and any others involved will be required to re-do a new assessment task.

Student and Employer Responsibilities

▶ Students by enrolling agree to:

- make every possible effort to meet course Module Due Dates
- make regular progress and complete the qualification within the course time frame
- participate in any workplace training provided by your employer or the College
- attend any training or progress meetings with the College
- notify your employer and the College if you are having any difficulties completing the tasks or workbooks
- notify the College if you leave your employer during the term of a traineeship

▶ Employers enrolling their employees as students are responsible to:

- provide appropriate on the job training, support and supervision
- ensure that they have access to the full range of work that is required on-the-job to complete the assessment tasks
- notify the College if there are any matters affecting their ability to complete the qualification due to work related barriers

Obtaining Help With Your Course

▶ You will have been allocated a specific qualified College Trainer to assist you. To contact them:

T: 02 4225 9881 or 1800 686 883

M: Australian College of Commerce and Management
Locked Bag 8804
WOLLONGONG NSW 2500

E: assessments@austcollege.com.au
(Note an automatic reply is sent to you to confirm receipt of your email. If you do not receive this reply phone the College)

▶ If your allocated Training Manager is not available another qualified College Trainer will assist you. Assistance is normally available immediately but no later than 24 hours.

Obtaining Exemptions/ Recognition

- ▶ You may be granted exemptions or credit against particular parts of the course if you have undertaken prior relevant studies or you can demonstrate that you already have and use the required competency.
- ▶ Automatic exemption (Credit Transfer) will be given if you have undertaken a unit of study before and have a Statement of Attainment that details the exact Unit Code. Your course fees include the costs of processing this form of Recognition.
- ▶ You may request recognition of existing skills and knowledge acquired through your past activities and experiences. In this instance there are very strict guidelines that apply:
 - You must be able to provide evidence of your current competency.
 - Multiple forms of evidence are required against each unit of competency;
 - Your evidence and skills must be up to date ie current; and
 - The College must be able to validate and verify the authenticity of the evidence.
- ▶ Contact the College if you are considering RPL or RCC. The Recognition Application must be completed and your evidence sent to the College with your Application. The Application is available on the College Website under the Forms tab.
- ▶ A Recognition Fee is payable prior to assessment, and is not refundable even if exemptions are not granted.

Course Entry Requirements and Outcomes

- ▶ All College courses are delivered in the English language, and require average literacy levels. Specific entry requirements for each course are listed on the Course Outline.
- ▶ The Course Outline will also explain the specific vocational outcomes that each qualification offers, and what qualifications you could progress to on completion.
- ▶ In some cases you may be required to work in an environment that allows you access to equipment and/or work experience to apply your skills.
- ▶ The College may ask for evidence that you meet the entry requirements.

Student Welfare and Guidance Services

- ▶ The College can assist by referring you to other organisations that can assist you with personal issues that may affect your studies.
- ▶ Contact details on the external support services available to you is on the Student Welfare tab at www.austcollege.com.au.

Occupational Health and Safety

- ▶ The College will meet its safety obligations by ensuring the safety of its employees, students and those who visit our workplace.
- ▶ We will ensure that our staff and students are aware of and implement the safety procedures in place at their workplace, and any other workplaces that they visit.
- ▶ Students with OHS concerns should advise their employer or their College Trainer.

Anti-discrimination and Harassment

- ▶ The College is committed to providing a fair and equitable environment for staff and students; one free of illegal discrimination and harassment.
- ▶ The College does not discriminate on the basis of gender, race, sexual preference, physical or intellectual impairment, age, ethnicity, marital status, pregnancy, religion.
- ▶ Students with concerns in this area should contact the College urgently.

Student Disciplinary Procedures

- ▶ If the College has any concerns about the behavior of a student, including any breach of College Policies, the Colleges will fully and fairly investigate the issue.
- ▶ The student/s involved will be given full details of the Colleges concerns and the opportunity to address and explain them prior to any decision about disciplinary action being taken.
- ▶ The College will then communicate to the student/s the outcome and consequences of its investigations.
- ▶ Where disciplinary action is warranted the College may take action up to and including withdrawing students from their course, without refund or a result being issued. The disciplinary action will reflect the seriousness of the misconduct taken by the student.
- ▶ Appeals are allowed where the student disputes the disciplinary action.

Privacy Policy Statement

▶ Student information will not be provided to anyone else unless the College has permission from the student, or is specifically allowed or required to provide the information by law.

For example student information is only given to the following bodies where required:

- Vocational Education and Training Accreditation Board (VETAB)
- Department of Education, Science and Training (DEST)
- State Training Authorities
- Employers where the student is a Trainee; or
- where the student has signed an Enrolment Form that authorises their employer to be given details

▶ All employer information obtained will be treated as “commercial in confidence” whether so marked or not. This means it will not be revealed to others without the employer’s permission.

Customer and Student Complaints

▶ Customer or student complaints are opportunities to obtain feedback on the Colleges service performance and to identify ways the College can improve in the future.

▶ If you have any feedback or concerns please let the College know immediately by email or letter to the College Chief Executive Officer.

▶ If your concern is of a private nature – feel free to contact the College and ask to speak to the Chief Executive Officer personally.

▶ After investigation the results of the matter will be conveyed to you in writing, giving full and open disclosure of the reasons. You will also be advised of your right to take the matter further through the National Training Complaints Hotline.

Course Fees

▶ Refer to the latest College Fee Schedule at www.austcollege.com.au for fee amounts.

▶ Fees are payable upon enrolment unless other terms are agreed in writing.

Entitlements to Refunds

▶ *Traineeships and Government Funded Courses:* Refunds or transfer of fees is not possible. However, in the case of cancellation of a traineeship in the first three months of the course due to extended hospitalisation or illness, supported by a medical certificate, a refund of up to half the Enrolment Fee may be approved at the Colleges discretion. The refund amount is discounted by the relevant materials, administrative and postage charge.

▶ *Employer Sponsored Enrolments:* Where an employer has enrolled their employees into a course, the fees will not be transferable or refundable except in accordance with a written agreement with the College and that client.

▶ *Private Enrolment Distance Delivery Students:* Refunds are only available to Private Enrolment Distance Delivery students who advise the College of their request to withdraw from the course within 4 weeks of enrolment, and return the course materials in an unused condition. The course fees will be refunded less an administrative and postage charge as listed in the current Fee Schedule. Where the course materials are not returned, or returned in a used condition, course fees will be refunded less a materials, administrative and postage charge.

After the 4 week period no refund is normally possible, however the course can normally be postponed by up to 6 months. You must confirm postponements with the College.

In line with our values on equity and access, special circumstances will result in this policy being more flexibly applied.

Units of Competency / National Standards

▶ An overview of each “unit of competency” is included in the Course Outlines.

▶ To look up the detailed requirements of each “unit of competency” you can access them at www.ntis.gov.au. Alternatively contact the College to request details.

Tailoring a Course to Meet Your Needs

▶ The College has designed most courses to allow a range of “elective” modules. This means you can select the content that best suits the goals that you wish to achieve from the course.

▶ If there isn’t the type of electives that you want simply ask the College if your request can be accommodated.

Language, Literacy and Numeracy Issues

▶ Students who have concerns about the level of reading and writing required in the course should contact the College to discuss this issue.

▶ Generally if you are able to complete the Enrolment Form and any provided additional language, literacy or numeracy entry assessments for the course you should have sufficient literacy levels in reading and writing to successfully complete the course.

▶ Where courses require a specific level of numeracy the College will include a self assessment section to enable participants who enrol or are planning to enrol to determine if they have sufficient numeracy levels to successfully complete a course.

▶ Generally a guide to the level of English language skills required to complete a certificate 3 level course is the ability to read aloud the Enrolment Form for the course. If you are able to read this aloud in English and be understood, you should have sufficient language skills to successfully complete the course.

Students with identified English as a Second Language needs, or personal concerns can be referred to specialist support services to enable them to improve their English standards.

▶ Where consistent with course requirements students with insufficient language, literacy or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods. If this is not possible they will be referred to a more suitable course or provider that can better assist them.

Course Enrolment Procedures

▶ To apply to enrol in a course, prospective students should first carefully review the Course Outline that includes information on course modules, vocational outcomes and entry requirements. This ensures that you enrol in a suitable course.

▶ Then complete the appropriate College Enrolment Form, agreeing to the terms and conditions of that enrolment category.

▶ The College allows enrolments throughout the whole year.

▶ In courses where a fixed student enrolment number applies, the College will enrol students on a first in basis, subject only to students meeting any entry requirements.

▶ For specific government funded programs entry may be restricted to the specific target group specified.

Copies of Forms and Documents

▶ All current versions of forms and documents are on the College Webpage www.austcollege.com.au

▶ If you are unable to access the website call the College to request any documents needed.

Australian College Student Awards

▶ To recognise Assessment Tasks of high quality the College Assessors will nominate students for the monthly College Student Awards.

▶ Monthly winners and runners-up are advised and details published on the College Website.

▶ For details about the Awards see the For Students tab on www.austcollege.com.au.

About Australian College of Commerce and Management

▶ The Australian College of Commerce and Management Pty Ltd (ACN 073 576 315) is a Registered Training Organisation (NTIS RTO ID: 1441).

▶ As a Registered Training Organisation the Australian College is allowed to issue nationally recognised training and qualifications across Australia.

▶ As a Registered Training Organisation the Australian College must meet the high standards of the Australian Quality Training Framework (AQTF) and meet all associated compliance and legal obligations.



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Guidelines for Submitting Assessment Tasks

▶ **Handwritten work is acceptable** – but please use black or blue pen; or Word processed work is acceptable using any Microsoft Word program.

▶ **Posting your work is preferred:**

Assessments
Australian College of Commerce and Management
Locked Bag 8804
WOLLONGONG NSW 2500; or



▶ **Emailing work is allowed** to assessments@austcollege.com.au;

Note an automatic reply is sent to you from this email address to confirm receipt of your email. If you do not receive this acknowledgement phone the College and advise us.

Please do NOT send work directly to your Training Manager unless they specifically request you to.

There is no need to cc your Training Manager into any emails sent to assessments.

▶ **Keep a copy of all work**, as if it is lost, you will need to resubmit it.

▶ **Send Complete Modules.** Please only send in Parts of modules on their own if requested to do so by your Training Manager, or if this is the Instruction in a particular Assessment Task.

▶ **As you finish each module** – send it straight in – so we can mark it and get it back to you quickly.

▶ **For all Work:**

- Complete and Sign the Cover Sheet
- Complete and have signed all Workplace Verification Checklists
- Submit your work in one document with all answers in the order that the questions are asked.
- Ensure the question number and the actual question are above your answer.
- Provide single sided documents only.



▶ **When Including Attachments – Examples of Work Documents**

- If you are required to attach work documents as examples, label them clearly with the question number they are required for.
- Submit only the required parts and highlight the relevant sections we need.
- If you are required to submit excel or access files, ensure each file is named with the question number it relates to.

▶ **Additional Preferences For Posted Work:**

- Use A4 white bond paper (not light weight writing paper)
- Use bulldog clips or similar (not staples)
- Submit single sided documents only

▶ **Additional Requirements For any Softcopies Submitted:**

- Virus check all files
- Compress large files or files containing macros using Winzip
- Submit files on CD or floppy disk with Posted work; or as zipped attachments for emailed work
- Include in the file name the question number and your name
- All Access Database files must be “zipped” using Winzip prior to being emailed

▶ **Additional Requirements For Emailed Work:**

- Ensure the Cover Sheet is signed and scanned before submission; or
- Fax the signed Cover Sheet – tell us you are doing this in your email.
- See above requirements for attachments.



▶ **Difficulties Meeting These Requirements**

If you are unable to submit work in the way we have asked – please send in your work as best you can and contact your Training Manager to discuss the problem.



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