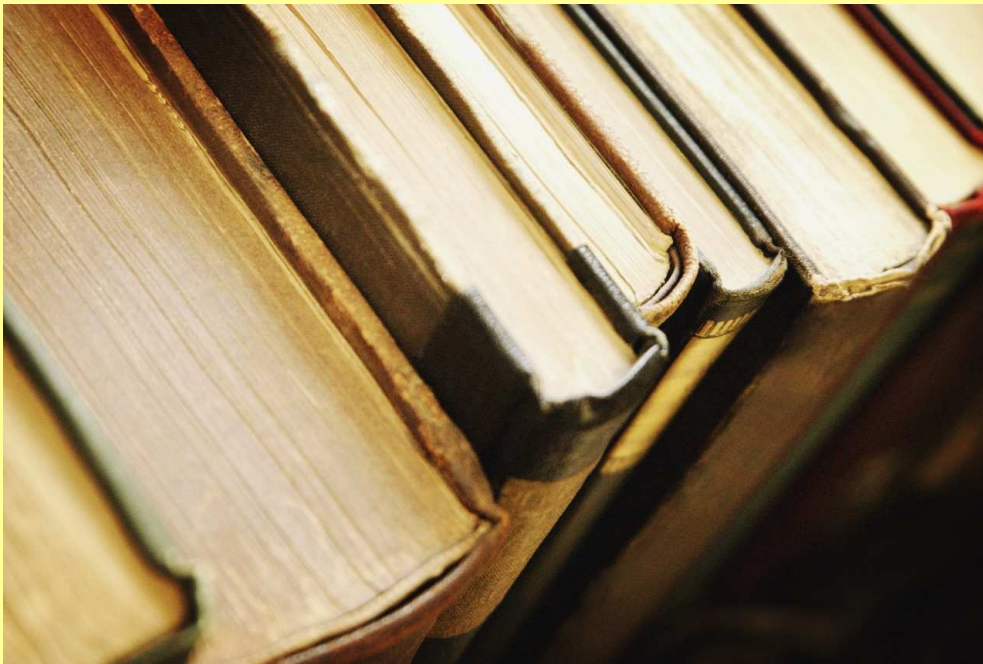


Australian College of Commerce & Management



2012 Student Information 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 during business hours to confirm receipt of your email. If you do not receive this acknowledgement phone the College.)

Phone: 02 4225 9881 or 1800 686 883

Fax: 02 4225 1400

Contents

1. How the Course is Delivered	3
2. Choosing Course Electives.....	3
3. Module Due Dates.....	3
4. The Marking Process.....	4
5. Softcopy of Course Materials.....	4
6. Accessing Webclass.....	4
7. How To Submit Your Work	5
8. Students Original Work.....	5
9. Student Responsibilities	5
10. College Notification - Trainees.....	5
11. Employer Responsibilities.....	5
12. Obtaining Help.....	6
13. Assessment Appeal Process	6
14. Supplementary Assessments	6
15. Course Entry Requirements	6
16. Student Welfare Services	6
17. Health and Safety	6
18. Discrimination and Harassment	6
19. Student Disciplinary Procedures.....	7
20. Privacy Policy Statement.....	7
21. Student Complaints	7
22. Units of Competency	7
23. Course Fees.....	7
24. Entitlements to Refunds	7
25. Language, Literacy and Numeracy Issues.....	8
26. Course Enrolment Procedures	8
27. Copies of Forms and Documents	8
28. Copies of Your Records	8
29. College Student Awards	9
30. Exemptions or Recognition.....	9

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Welcome to the Australian College

- ▶ Congratulations on enrolling. You are now on your way to having a Nationally Recognised Qualification delivered by the Australian College of Commerce and Management.
- ▶ The Australian College of Commerce and Management Pty Ltd (ACN 073 576 315) is a Registered Training Organisation (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.
- ▶ 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.

1. How the Course is Delivered

- ▶ Your course is a “correspondence” course but with the support of a dedicated Student Adviser whose role is to keep you on track, and provide assistance along the way. College Advisers will also visit the workplaces of Trainees to offer face to face assistance with courses when needed.
- ▶ 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 to you 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 from which you can choose between.
- ▶ The College’s role is to keep you on track and provide assistance along the way. If your course is workplace based, we also liaise with your employer regarding your progress and determine any on-the-job learning activities that would be beneficial to you.

2. Choosing Course Electives

- ▶ The College has designed most courses to allow a range of “elective” modules. This means you can select the content which best suits the goals you wish to achieve from the course.
- ▶ When enrolling you are asked to select from any elective module options on your Timetable. These can be changed at a later date. You can simply contact your Training Manager to request the change. They can advise you in detail about the content and difficulty of each module.
- ▶ If the type of electives you want isn’t available, simply ask the College if your request can be accommodated.

3. Module Due Dates

- ▶ Your Training Plan and Timetable specifies your individual module due dates and the course completion date.
- ▶ If you have provided the College with an email address you will receive reminders of modules that are overdue.
- ▶ For most courses you may request adjustments to Module Due Dates, subject to modules being completed at regular intervals. Contact the College to request an extension.
- ▶ The maximum course duration is two years, except for part-time Trainees who may have a longer traineeship period approved. Ongoing enrolment is however contingent on modules being submitted at regular intervals.

4. The Marking Process

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

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

Keeping a Copy of Your Work

▶ Please retain a copy of all work 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 final 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 three re-submissions for each module without penalty.

Other Result Codes

▶ If you receive a code PA - that indicates that you have only submitted part of the task. Your formal result will be Not Yet Competent until the remainder gets submitted.

▶ If you receive a code TComp - that indicates that you have successfully completed that task but competency requires successful completion of another task.

5. Softcopy of Course Materials

▶ If you want to type your answers or have lost a workbook or task you can obtain an electronic copy of the Assessment Task in word format.

▶ If you need your next module you can usually obtain it in Word or Pdf format.

▶ Go to the Students tab on www.austcollege.com.au for Webclass access.

▶ Check your Timetable so that you download the correct module.

6. Accessing Webclass

▶ For Webclass access go to the Students tab on www.austcollege.com.au.

▶ Logon with your User Id and Password

UserID = FirstnameLastname

eg LisaJones

Password = Date of Birth (ddmmyyyy)

eg 04071978

Course Materials

Login below using the Username and Password given to you by the College to access your Course Materials.

User ID

Password

LOGIN

▶ Click on the links to the course materials you want. To print documents, first save them to your computer.

7. How To Submit Your Work

- ▶ You can handwrite or type your answers.
- ▶ It is preferred for you to Scan and Email them to the College or Post to Locked Bag 8804 Wollongong NSW 2500.
- ▶ Keep a copy in case it gets lost.

Posting Work

- ▶ Use A4 white bond paper (not light weight writing paper)
- ▶ Use bulldog clips or similar (not staples)
- ▶ Retain a copy of all work you submit to the College for marking. Regrettably the College must ask you to re-do any Assessment Tasks that are lost in transit.
- ▶ Submit required soft copy files on CD or flash drive with your paper task.

Emailing work

- ▶ Please email completed tasks to assessments@austcollege.com.au
- ▶ In the subject line include your name and the module / assessment task name
- ▶ 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 Student Adviser unless they specifically request you to do so.
- ▶ There is no need to copy your Student Adviser into any emails sent to assessments.
- ▶ Scan any pages requiring signatures and attach them to your email.
- ▶ Compress large files or files containing macros or access databases using Winzip

Send Complete Modules

- ▶ Please only send in Parts of modules if requested to do so by your Student Adviser, or if this is the Instruction in a particular Assessment Task.
- ▶ Use only the College issued task (paper or softcopy) which includes the questions.
- ▶ If requested to "attach" an answer ensure the question number is clearly written on the answer, and if sent by email - save the file as the question number.

Required Signatures

- ▶ Complete and sign the Cover Sheet
- ▶ Trainees must complete and have signed all Workplace Verification Checklists and Training Plans

8. Students Original Work

- ▶ All work must be your own work. 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.
- ▶ If you work with others in study groups, ensure that your submissions are your own work, and in your own words.

9. Student Responsibilities

Students enrolling agree to:

- ▶ Make every possible effort to meet course module due dates. To help you reach your educational goals in a timely manner the college policy is to notify your employer via letter if you fall behind by 2 modules which is generally 2 months of no progress.
- ▶ 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.

10. College Notification - Trainees

- ▶ The College policy is to notify your employer via letter if you fall behind by 2 modules, which is generally 2 months of no progress.
- ▶ If no progress is made at 3 months the College will advise the Department of Education (this may be earlier in some states).

11. Employer Responsibilities

Employers enrolling their employees as students are responsible to:

- ▶ Provide appropriate on-the-job training, support and supervision
- ▶ Ensure their employees 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
- ▶ Comply with Traineeship requirements if applicable.

12. Obtaining Help

▶ You will have been allocated a team of qualified College Student Advisers 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

In your email use the subject line Request for Assistance and your name. Include the best contact details and times

▶ If your allocated Student Adviser is not available another qualified Adviser will assist you. Assistance is normally available immediately but no later than 24 hours.

13. Assessment Appeal Process

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

▶ To appeal a decision you should ask your College Student Adviser 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.

14. Supplementary Assessments

▶ The College will ask students to complete "supplementary" or additional assessments from time to time. For example we may phone 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, 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.

15. Course Entry Requirements

▶ 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.

16. Student Welfare 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 of the external support services available to you are on the Student Welfare tab on the college website.

17. 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 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 safety concerns should advise their employer or their College Student Adviser.

18. 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.

19. 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 the issue 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.

20. 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:

- Federal and State Departments of Education (State Training Authorities)
 - Employers where the student is a Trainee
 - ASQA the national RTO registering body
 - 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.
 - ▶ Students may access all their records at any time by simply asking for copies of what they require. Fees may apply on a cost recovery basis.
 - ▶ The College will contact students by post, phone, fax, email and text. If contact by a specific means is not referred please contact the College to update your contact details.

21. 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 Managing Director.
- ▶ If your concern is of a private nature, feel free to contact the College and ask to speak to the Managing Director 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.

22. Units of Competency

- ▶ 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.training.gov.au. Alternatively contact the College to request details.

23. Course Fees

- ▶ Refer to the latest College Fee Schedule at www.austcollege.com.au for course fees.
- ▶ Fees are payable upon enrolment unless other terms are agreed in writing.

24. 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 employer.

▶ *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 four 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 four 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.

25. 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 III 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 skills.

▶ 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.

26. 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 to students meeting any entry requirements.

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

27. Forms and Documents

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

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

28. Copies of Your Records

▶ To obtain a copy of your progress records while you are enrolled – simply ask your College Student Adviser to issue them to you.

▶ At the end of your course your Qualification or Statement of Attainment will be issued to you (subject to all invoices for the course having been paid). Copies can be requested for a fee at any time after the course. The Request Form is on the College website. A Fee is payable as indicated on the Form.

29. 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 Students tab on www.austcollege.com.au.

30. Exemptions or 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 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 which 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 current ie up to date and
 - The College must be able to validate and verify the authenticity of the evidence.
- ▶ Complete the initial RPL Application and send it to the College if you are considering RPL. A copy is on the next page.
- ▶ For recognition by portfolio and workplace evidence you will be contacted to be advised of the needed evidence to be sent to the College.
- ▶ A Recognition Fee is payable prior to assessment, and is not refundable even if exemptions are not granted.

To Apply for Recognition

- ▶ Complete the initial RPL Application and send it to the College if you are considering RPL. A copy is on the next page.
- ▶ For requests for exemptions based on past studies you must attach a Certified Copy of the Statement of Attainment listing the unit/s codes OR a College Training Manager must certify that they have sighted and verified the original.
- ▶ Please note that the College is required to ensure that Traineeship Enrolments still offer valid outcomes after RPL has been processed. In some cases if you are exempt from the majority of the course your Traineeship Registration should not proceed.

Recognition Fees

- ▶ For Portfolio Assessment the following fees apply in addition to the course enrolment fees:
 - \$ 400 for Certificate II and III applications
 - \$ 800 for Certificate IV applications
 - \$ 1200 for Diploma applications
 - \$ 1600 for Advanced Diploma applications
- ▶ Fees for Assessment by Interview or other methods are determined on a case-by-case basis.
- ▶ Recognition Fees are not payable for recognition based on credit transfers from other courses.
- ▶ New Worker Trainees are exempt from Recognition Fees.
- ▶ Existing Worker Trainees and Government Funded Programs are charged as above.

Past College Studies

- ▶ For exemptions based on past studies at the College a certified copy is not required.

College Recognition Application

- ▶ A copy is on the next page.

Application for Recognition/ Exemptions

Students Name:
Course:

Module or Unit/s Exemption is Requested For:

Exemption Is Sought For:List Module / Units Names	Full or Partial Exemption	Why Exemption is Sought Tick appropriate boxes
	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Exact Unit of competency already completed <input type="checkbox"/> Similar formal study undertaken <input type="checkbox"/> Lower level studies in this field <input type="checkbox"/> Work / Life Experience <input type="checkbox"/> Other:
	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Exact Unit of competency already completed <input type="checkbox"/> Similar formal study undertaken <input type="checkbox"/> Lower level studies in this field <input type="checkbox"/> Work / Life Experience <input type="checkbox"/> Other:
	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Exact Unit of competency already completed <input type="checkbox"/> Similar formal study undertaken <input type="checkbox"/> Lower level studies in this field <input type="checkbox"/> Work / Life Experience <input type="checkbox"/> Other:
	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Exact Unit of competency already completed <input type="checkbox"/> Similar formal study undertaken <input type="checkbox"/> Lower level studies in this field <input type="checkbox"/> Work / Life Experience <input type="checkbox"/> Other:

Payment Authorization Required Prior To Recognition Assessment

- I am exempt from Recognition Fees because I am a New Worker Trainee
 I am exempt from Recognition Fees as I am only seeking Credit Transfers
 Cheque payable to Australian College of Commerce and Management attached
 I authorise Credit Card payment – Please debit my: VISA MasterCard

Cardholders Name:	Amount: \$
Card Number: _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _	Expiry: _ _ / _ _
Cardholders Signature: X	Date:

Request for Recognition to be Processed

I acknowledge the Recognition procedures and fees.

X Students Signature:	Date:
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