



# PARTICIPANT HANDBOOK

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# Welcome .....

## to the Australian College of Professionals

Dear Student,

Welcome to the Australian College of Professionals. Thank you for choosing our College to assist you in this, the training and assessment phases of your career.

All courses offered by the College are developed in accordance with the requirements of the Australian Qualifications Framework.

To ensure that applicants are provided with the most up-to-date information concerning the services provided by Registered Training Organisations, the Australian Skills Quality Authority (ASQA) has determined that a number of matters must be brought to the attention of a student at the time of application. The Registering Body, ASQA, has set out the rules that govern a Registered Training Organisation as a number of Standards. A number of those Standards have been included in this Introduction for your information.

Your instructors and assessors are experienced, highly qualified and accredited both practically and theoretically in their chosen field of expertise. Please do not hesitate to approach them with any concerns you may have about your course or the associated assessment tasks.

I trust that your learning experience with the Australian College of Professionals is positive, and that your learning and career objectives are furthered through your experience with our College.

Again, welcome to our College and I trust that you will have an enjoyable learning experience whilst you are enrolled in our training programmes. We look forward to assisting you in every way possible.

*Roslyn Sullivan, PhD*

**Founding Director and College Principal**

Ph.D. (Education); B.A.(Hons) Psychology & Education; Diploma of Education;  
Diploma of Training & Assessment; Licensed Real Estate Agent; Licensed Strata Manager;  
Accredited Auctioneer; Justice of the Peace

## **ABOUT THE AUSTRALIAN COLLEGE OF PROFESSIONALS -**

The Australian College of Professionals is a Registered Training Organisation, which commenced trading in December 2003 and was created for the purpose of providing the most efficient and cost effective training to our clients.

The College has been created in conformity with the Standards for the Registered Training Organisation as prescribed by the Australian Skills Quality Authority (ASQA).

The College consists of a dedicated team of instructors, assessors and administration staff. Our instructors and assessors consist of people with extensive skills, knowledge and experience in the areas in which they train and assess. Should you have any problems or queries, please do not hesitate to contact a team member who will assist you.

## **ABSSENTEEISM -**

Students who are unable to attend scheduled lessons or assessment activities must contact the receptionist or nominated instructor or assessor before the scheduled time. Alternative arrangements will be made for the session to be undertaken at a different time, or additional materials and/or assessments may be provided by the instructor.

## **ACCESS AND EQUITY AND CLIENT SERVICE -**

One of our major aims is to ensure that the training, assessment and qualifications provided to students do not in any way discriminate on the grounds of race, colour, creed, religion, sex or physical or intellectual disabilities.

The Australian College of Professionals will ensure that all endeavours are made to assist you to undertake any course provided by the Australian College of Professionals. All courses will be structured where possible to meet your particular needs.

## **ADVERTISING -**

When the Australian College of Professionals advertises courses, the advertisement will detail the name of the course, qualification outcome, required resources and details of accreditation. All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity, as well as the Standards for Registered Training Organisations.

Students responding to advertisements should note the course name and date included in the advertisement.

The College has a website that provides all details of dates, venues, course outlines and outcomes for each training event being offered.

## **AMENITIES FOR STUDENTS –**

Amenities are provided for the comfort of students. These include where appropriate:

- Light refreshment facilities
- Photocopying facilities (authorisation required)
- Telephone facilities (authorisation required)
- Counselling and referral facilities
- Toilet facilities
- Disabled access (at most venues – some require pre-arrangement)

Students are required to properly use these facilities.

Damage to any facility should be immediately reported to an instructor, assessor or the College Principal.

## **ASSESSMENTS -**

You will be granted the right to appeal the result of any assessment. In the first instance you are requested to further discuss the assessment with your assessor. If this action does not resolve the issue then the Principal and the Training Manager will review the assessment program and result. If appropriate, the Principal will arrange a further assessment either on the original assessment program or on a program the Principal considers more appropriate.

If you are still not satisfied with the result of the assessment, the matter will be referred to an external body for mediation. All disputes will be referred to the Australian Commercial Disputes Centre and the cost of this will be met by the College. The decision of the independent review officer shall be binding on both parties.

In all cases a written record of the outcome of the appeal will be supplied to all parties. A copy will be placed with the appeals records for future review when considering the Australian College of Professionals policies and strategies regarding matters arising from the appeal.

Appeals will be dealt with promptly. When appeals are dealt with internally, this will occur within seven (7) days of receipt of the appeal. When dealt with by an external authority, all endeavours will be made to ensure that the appeal is resolved as expediently as possible.

## **ASSESSMENT POLICY AND APPEALS -**

Assessments are conducted for all courses delivered by the Australian College of Professionals. Your trainer/assessor will outline the assessment procedure and requirements for your course at the induction to the course. If you require further information please speak to your trainer/assessor or the Training Manager.

If you are not satisfied with the outcome of a training course or assessment, you may appeal the decision within four (4) months of the completion date. The appeal process will be provided to students as part of the complaint process. If you require any further information please speak to your instructor, the Training Manager or the Principal.

If you have any other complaint or grievance please immediately bring it to the notice of one of the following personnel:

- your trainer,
- your assessor,
- the Training Manager, or
- the College Principal

All complaints or appeals are dealt with in the strictest confidence and there will be no reprisals for any person raising any issue. The management of the Australian College of Professionals is extremely anxious to ensure that all courses and assessments are conducted in a proper manner.

Your assessment documentation is kept by the College as an archived document for a period of six (6) months after the issue of the relevant Statement of Attainment or Academic Testamur. After this six month period, your assessment document will be destroyed.

### **ASSIGNMENTS AND PROJECTS -**

Because of the flexible delivery options available, some subjects involve projects, assignments and a range of other learning and assessment activities. Trainers/Assessors will provide written project and assignment outlines as required for these activities. Trainers will also indicate the due dates for projects and the completion of other activities. If you have any difficulty meeting these time constraints, please speak to your trainer(s).

Students are encouraged to plan their study activities to ensure that projects are completed on time. If you are having any difficulty please immediately discuss the problem with your trainer or assessor.

### **ATTENDANCE -**

Students are required to attend courses as advised in the course material or as requested by the trainer or assessor. Frequent absence or lateness may result in non-achievement of some assessments and not attaining the required qualification.

### **CANCELLATION and REFUND POLICY –**

Students are advised of all applicable fees prior to enrolling in a course. On the payment of fees, students will be issued with an official receipt. Students should retain this receipt.

#### **Smart & Skilled Government Funded**

Students who are completing their training through the government-funded Smart and Skilled program MUST also refer to Smart and Skilled Student Information Guide for Terms and Conditions which includes Administration of Fees and Consumer Protection Strategy.

I have read and understood the conditions relating to fees and refunds.

### Face-to-face training programs

- There are no refunds for cancellations less than 24 hours prior to commencement of the training. For cancellations less than fourteen (14) days prior to the training course, the College will transfer your enrolment to another date but no refund will apply. For cancellations more than fourteen (14) days prior to the training course, an administration fee of 20% of the course fee will apply.
- For course transfers less than 24 hours prior to the commencement of the training, an administration fee of 50% of the course fee will apply.
- If the transferred course is then cancelled, no refund will apply.

### Distance Education training programs

- No refunds will apply after the course materials have been issued or student login details have been provided for online training programs.

### On-line training programs

- Once you have received access to the learner portal no refund will apply.

ACOP reserves the right to cancel or condense courses due to unforeseen circumstances and/or if minimum course numbers are not reached. Students will be offered a full refund for any course fees paid for the cancelled course or have their course fee credited towards another ACOP course.

## **CODE OF PRACTICE –**

A Code of Practice has been developed and endorsed by the staff and management of the Australian College of Professionals. It provides a framework for the delivery of training and assessment. A copy of the Code of Practice is retained by the Training Manager and can be accessed at a suitable time by contacting that officer during business hours.

## **COMPETENCY BASED TRAINING –**

Accredited courses delivered by the Australian College of Professionals are competency based, which means that training is delivered, based on the nationally recognised Units of Competency developed by the relevant industry.

Assessments are conducted against these Units of Competency. When a student can demonstrate competency or show that they can demonstrate their understanding or ability, they can be assessed as competent. If a student is not successful on the first attempt, they are provided with written feedback as to the problem areas and arrangements are made for a further assessment.

## **COMPLIANCE WITH COMMONWEALTH, STATE AND TERRITORY LEGISLATION AND REGULATIONS -**

We are required to ensure compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to our operations. When relevant, course information brochures make reference to regulatory and/or licensing requirements that relate to a specific qualification. This information is included for the purpose of clarity for students who are making a decision about which training programs to undertake.

This requirement will include, but is not be limited to the following legislation:

**Commonwealth Legislation:**

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005

**State Based Legislation**

- Vocational Education and Training Act 2005
- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisations 2012
- Vocational Education, Training and Employment Act 2000
- Vocational and Training Act 2005
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Work Health and Safety Act 2011
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Legislation can be viewed online at [www.austlii.edu.au](http://www.austlii.edu.au) and [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au). Our College contracts solicitors who participate in the writing and conduct of training programs. One of the many benefits of working with solicitors is that they can provide advice and practical support from a legal perspective to College staff and students in relation to up-to-date course content and current case law.

All College staff have been fully informed of the requirements of relevant legislation and the need to comply with its requirements. You will be given advice on these requirements during the course. Should you have any questions concerning this area please speak to your trainer or assessor.

One of our major goals is to ensure that all clients are able to participate in a safe and harassment free environment. Immediate action will be taken to rectify any breach of the relevant legislation.



## **COUNSELLING FOR STUDENTS –**

Students requiring assistance or counselling related to their studies should first speak to their trainer or assessor who will arrange for a referral to the appropriate staff member.

## **COURSE INSTRUCTORS AND ASSESSORS -**

Course trainers and assessors are selected against strict criteria, which ensure that they possess the highest qualifications for delivering the course materials and conducting the assessment in your chosen course.

The trainers and assessors of the Australian College of Professional are required to participate in an ongoing skills development program to ensure that they are up-to-date with the latest technical and practical knowledge in the area in which they are training or assessing.

All trainers and assessors are required to have training and assessor qualifications to the minimum level of Certificate IV in Training and Assessment.

## **COURSE OUTLINE -**

A course outline has been developed for all accredited courses delivered by the Australian College of Professionals. This will have been delivered to you on application to undertake a course.

## **STUDENT RECORDS –**

Students are required to provide information of any change in the information provided at the time of registration. This is to ensure that all records are correct and that any contact details for the student or appropriate persons in emergencies are accurate.

Students may access their personnel files during business hours by making arrangements with the College Training Manager. Personal records may not be removed from the premises and can only be viewed in the presence of the Training Manager or their delegate.

Please note, that as also noted above in relation to Assessment Policy and Appeals, that the assessment documents that are completed by students are kept by the College in archives for a period of six (6) months following the issue of the Statement of Attainment or Academic Testamur relevant for that specific assessment process. This means that the actual documents are removed from the College Administration office approximately 2-3 months after the issue of the assessment outcome to the student. These documents are then stored in an off-site records management storage facility. This information is provided to all students as part of the 'Participant Declaration' that each student completes as part of their assessment process.

## **STUDENT SELECTION -**

Students are not accepted into a training or assessment course until all required forms have been properly completed and returned to the instructor, assessor or College Principal.

All successful applicants will receive an acknowledgement verifying the course to be undertaken, commencing date and other relevant information.

## **EFFECTIVE ADMINISTRATION OF RECORDS -**

The College will maintain enrolments and participation records for each student. This information will be retained in a separate confidential file for each student.

The information will include your:

- commencement date
- participation in each phase of the course
- completion date and qualification obtained.

If you fail to complete the course or be assessed as 'Competent' in the assessment, the reasons for such failure, together with the instructor, assessor or Principal's comments will also be recorded.

Your records will contain details of fees paid and refunds given. Appropriate receipts will be supplied for all money paid to the Australian College of Professionals.

On application to your instructor/assessor or the Principal, you will be granted free access to your current records during normal business hours. If you seek access to archived records, you will be required to pay a retrieval fee.

## **EFFECTIVE FINANCIAL MANAGEMENT PROCEDURES -**

As per the requirements for each training program offered by the Australian College of Professionals, students are not required to pay more than \$1,500 prior to the commencement of any training program. In cases where the fees for the program exceed \$1,500, the remainder of the fees will be collected by the College from the student, throughout the duration of the training program. Each program has specific requirements and the details of these are included in the Course Information Brochures which are forwarded to all potential students and they are also accessible on the College website. No additional payments over the initial \$1,500 will be required until the students have commenced the training program and have completed a proportion of the program equal to the percentage of the course that has already been paid.

All applications for a refund will be dealt with on their merits. In cases of extreme hardship or for other compassionate reasons, a full refund may be granted. This policy is also detailed above.

## **ENROLMENT -**

All students are required to complete an enrolment, which has been supplied to the applicant upon enquiry or can be accessed through the College website. The form must be completed prior to commencing a training or assessment course. The documents should be returned to the instructor, assessor or Training Manager. This information is used to create the personnel file for the student and a copy will be placed with that file.

### **Enrolment Terms and Conditions:**

When a student enrolls using the ACOP website enrolment process, they will be agreeing to the following Terms and Conditions.

- I declare that the information provided on this enrolment is to the best of my knowledge true, correct and complete.
- I agree to be bound by the policies and procedures of the Australian College of Professionals whilst I remain an enrolled student.
- I authorise the Australian College of Professionals to release personal and/or medical information for educational purposes or to meet legal obligations or in the case of an emergency, in accordance with the privacy policy and procedures.
- I agree to pay all fees and charges relating to my enrolment, unless payment is to be made by my employer or another contracted third party.
- I have read and understood the conditions relating to fees and refunds as detailed within this Participant Handbook under "Cancellation and Refund Policy".
- I acknowledge that the Australian College of Professionals reserves the right to cancel or condense courses due to unforeseen circumstances and/or if minimum course numbers are not reached. Students will be offered a full refund for any course fees paid for the cancelled course or have their course fee credited towards another Australian College of Professionals' course.
- If a Unique Student Identifier (USI) has been supplied to Australian College of Professionals, I have read and understood the USI privacy policy on the College website [acop.edu.au/welcome/usi](http://acop.edu.au/welcome/usi)
- I acknowledge that all materials, assessments, processes and marketing are the intellectual property of Australian College of Professionals. I agree not to use, misuse, reproduce, duplicate, copy, sell, resell or exploit any portion of intellectual property belonging to Australian College of Professionals in any electronic or other form for any purpose, either now or at any time in the future. I acknowledge that the Australian College of Professionals reserves all its rights to enforce its intellectual property rights to the furthest extent of the law.

## **CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION**

I understand and agree that, under the Data Provision Requirements 2012, Australian College of Professionals is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by Australian College of Professionals for statistical, regulatory and research purposes. Australian College of Professionals may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Industry (Department);
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal Information disclosed to NCVET may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

I may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. I may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with Australian College of Professionals for the purposes of evaluating and assessing my subsidised training.

## **EQUAL OPPORTUNITY, ACCESS AND EQUITY –**

The Australian College of Professionals has developed policies to ensure access and equality and client services. We have also developed policies to guard against discrimination and harassment.

## **EVACUATION PROCEDURES –**

There are many reasons for the full or partial evacuation of the premises. These reasons may include:

- Fire
- Medical Emergency
- Bomb Threat
- External Emergency.

During the induction, the evacuation procedures will be explained. Should you be advised to evacuate the premises, please do so in accordance with these procedures. Always obey the directions of the trainers/assessors and the safety wardens.

## **FEEDBACK –**

On the completion of each training or assessment course, students are asked to complete an evaluation form. This is not a compulsory part of the course. However, feedback to students is an invaluable resource in maintaining the standard and quality of our training and assessment courses.

The College Principal in consultation with the instructors and assessors, reviews this material. The inclusion of a student's name is optional.

## **GUARANTEE TO STUDENTS –**

If a situation arises where the Australian College of Professionals is unable to complete the training program in which you have enrolled and paid a fee, the College has made arrangements with a selection of other Registered Training Organisations for the transfer of your enrolment into their authorised programs.

## **INDUCTIONS -**

At the commencement of the first session, students will complete a course induction. The induction will be conducted either by a Trainer/Assessor or the Training Manager. The induction will include:

- an overview of the training facilities
- discussion on participant handbook content
- introduction to relevant instructors and assessors
- discussion of course outline including any particular requirements
- outline of assessment requirements for the course
- information relating to Recognition of Prior Learning
- supply of relevant material and advise on any additional material required

Students are encouraged to take the opportunity during the induction to raise any questions they may have regarding the course or any other particular concern.

If for any reason you are unable to attend the induction, please advise the Trainer / Assessor or the College Principal in order that the induction can be conducted at another convenient time.

### **INTELLECTUAL PROPERTY –**

All materials, assessments, processes and marketing are the intellectual property of the Australian College of Professionals. Students agree not to use, misuse, reproduce, duplicate, copy, sell, resell or exploit any portion of intellectual property belonging to Australian College of Professionals, in any electronic or other form, for any purpose, either now or at any time in the future. The Australian College of Professionals reserves all its rights to enforce its intellectual property rights to the furthest extent of the law.

### **LEARNING MATERIAL –**

The Australian College of Professionals undertakes to provide a wide range of current and relevant learning and training material and resources that maintain industry standards and operation.

### **LITERACY AND NUMERACY SUPPORT –**

The Australian College of Professionals can arrange access to specialist support for students who require additional support with literacy, numeracy and study skills. Students should initially discuss these requirements with the Trainer/Assessor or the Training Manager. The College seeks to ensure that students obtain the best possible support to help them complete their studies whilst maintaining the strictest confidence.

In some circumstances, it may be necessary for the College to refer the student to an external provider in order to meet the literacy, learning or numeracy assistance required by that student. In most cases, the student would be referred to their local TAFE College.

### **WORKPLACE HEALTH & SAFETY AND ANTI-DISCRIMINATION AND HARASSMENT POLICIES –**

The Australian College of Professionals undertakes to provide a safe learning environment that conforms with State and Commonwealth legislative requirements.

Students are reminded to observe safe work practices when completing training activities on the premises of the Australian College of Professionals or in premises hired by the College.

When moving or lifting any equipment, students should observe standard workplace principles for safety. If in doubt, always seek advice from a trainer or another College staff member.

Students are required to report to a trainer, assessor or the Training Manager any damaged or faulty equipment or any other dangerous situation.

Any injuries received by any person are to be immediately reported to a trainer, assessor or the Training Manager.

The Australian College of Professionals does not accept any level of harassment towards students or staff from any other person. Any incidents of harassment should be immediately reported to a trainer, assessor or the Training Manager and it will be immediately investigated.

### **Workplace Health and Safety Policy**

The Australian College of Professionals is firmly committed to providing a healthy and safe workplace for all employees, contractors and visitors. The management team of the College considers Workplace Health and Safety an integral part of the business. As a business, the College is committed to the reduction and control of accidents that can result in injury to employees, contractors and visitors. This will be achieved by the development, implementation and maintenance of Workplace Health and Safety systems, procedures and standards in line with the Health and Family Services Guidelines.

The Australian College of Professionals shall recognise and work within the bounds of all relevant State Workplace Health and Safety Workers Compensation regulations. In order to minimise work related injuries and illness, the College will provide safe work facilities, equipment, resources and the training necessary to assist in maintaining a safe and healthy work environment.

Workplace Health and Safety is both an individual and shared responsibility in which everyone employed by the College must ensure their jobs are performed safely and that a safe environment is provided for students and visitors to the College premises.

The management team of the Australian College of Professionals are responsible for:

- Integrating workplace health and safety into all aspects of the workplace;
- Promoting communication about workplace health and safety as a normal component of all aspects of work;
- Planning, developing, implementing and monitoring a workplace health and safety program;
- Taking effective action to provide a safe and healthy workplace.

The employees of the Australian College of Professionals are responsible for:

- Working in a safe and healthy manner;
- Encouraging others to work in a safe and healthy manner and discouraging others from working in an unsafe manner;
- Cooperating with, supporting and promoting workplace health and safety;
- Reporting or rectifying any unsafe conditions that come to their attention;

- Observing safe work practices, using safety equipment and clothing, if and when appropriate.

The College considers Workplace Health and Safety issues at its weekly Operations Meeting. The aim of this approach is to:

- Endeavour to reach consensus through the process of joint consultation;
- Working with others with responsibilities for managing workplace health and safety.

## **PRIVACY POLICY -**

The Australian College of Professionals appreciates that privacy is important to everyone. The College is committed to handling personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). This Privacy Policy applies to the collection, use and disclosure of personal information by the College. In this policy “you” refers to any person about whom the College collects personal information.

### **What information does the Australian College of Professionals collect about students and prospective students?**

When you enrol in a course or program of study, the College will collect personal information about you, such as your name, address, contact details (including your phone number and email address), date of birth, citizenship, educational history and results, work history (if relevant), emergency contact details, details of your parent(s) or guardian(s) (for students who are under 18 years of age at the time of enrolment), and credit card details.

The College may also collect personal information which is necessary for particular products or services you request from the College (for example, when you register for specific government funded programs). The College will collect personal information during the course of dealing with you, for example, as you progress through a course or program of study. The College may collect other personal information about you which is considered sensitive information (for example, information about whether you identify as Aboriginal or Torres Strait Islander; information which may disclose your racial or ethnic origin (such as your proficiency in languages other than English); information about your health or a disability where this is relevant to accommodating your needs; information about whether you or a dependant are experiencing, or have experienced domestic or family violence; and information that may disclose your membership of a professional or industry association (such as when assessing your eligibility for course credit or exemption)).

The College may also collect government related identifiers, such as your driver’s licence number, passport number (if relevant), or student concession number, which are necessary to verify your identity, to confirm your eligibility for enrolment, or to assess or administer your entitlement to financial assistance.

Collection of your personal information may be required by law for the purpose of reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes.



The College generally collects personal information directly from you. It may be necessary for the College to also collect personal information about you from third parties, for example:

- from schools and other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes;
- from organisations where you may be completing a work placement, internship or practical component of your course or program of study;
- from your employer if your course or program of study is being supported by them or incorporated into your employment;
- from professional associations of which you are a member or seeking membership.

The College also collects personal information about you from third-parties for the purpose of direct marketing of our services.

Where it is lawful to do so, we may monitor and record your communications with us (including email and telephone) for security and dispute resolution purposes.

#### Can you deal with the Australian College of Professionals anonymously?

You have the option of not identifying yourself, or using a pseudonym, when dealing with the College (for example, when making an enquiry). However, it is generally not practicable or lawful for the College to deal with you anonymously on an ongoing basis (for example, if you wish to enrol in and complete a course or program of study). If the College does not collect personal information about you, we may be unable to provide you with the services you have asked us to provide.

#### How does the College maintain personal information about you?

The College maintains personal information about you in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the original paper-based documents either archived or securely destroyed).

Information held in paper-based form is generally securely stored at the College or in the case of archived records, at an external storage facility in New South Wales. The external storage company contracted by the College uses physical security and other measures to ensure that personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

Information held in electronic form is held on servers controlled by the College in Sydney. The College uses physical security, password protection and other measures to ensure that personal information stored in electronic form is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

#### Visitors to our website

People can generally visit the College website without revealing who they are or providing any personal information. The College will not collect any personal information about visitors to the website, except when such visitors take steps to provide personal information to the College (for example, by logging in to the website or when submitting an enquiry with your contact details). Information provided through the College website will be collected, held, used and disclosed in accordance with this Privacy Policy.

### Why does the College collect and hold the personal information of students and prospective students?

The College collects and holds your personal information for the purpose of providing you with the products, services or information you have requested from the College and to manage and administer the products and services we provide. Your information may be held by the College after you have ceased to be a student or client to satisfy legal or regulatory record-keeping obligations or, for example, to enable the College to confirm or verify your participation in or completion of a course or program.

Under the *Data Provision Requirements 2012*, the Australian College of Professionals is required to collect personal information (information or an opinion about me), collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including your ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

Your Personal Information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Australian College of Professionals for statistical, regulatory and research purposes. Australian College of Professionals may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Industry (Department);
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal Information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

The Department may disclose your Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use your Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions. your Personal Information may also be disclosed to other third parties if required by law.

As part of the Student Declaration and Consent on your enrolment form, each student makes the following declaration:

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Note: If under 18 years of age at the time of giving consent, then the consent of your guardian is required.

### How does the College use and disclose your personal information?

The College may use your personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Privacy Policy. The College will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

Generally, the College will only use or disclose your personal information as follows:

- to provide the products, services or information you have requested from the College, including for the purposes of enrolling you, assessing your progress, tracking your attendance, issuing your results, and providing certificates of completion and testamurs, for your course(s) and program(s) of study.
- To verify to third parties who make enquiries of the College as to whether individuals have completed a course or program of study at the College (for example, where a potential employer is verifying a qualification or claimed qualification or you are enrolling in another educational institution)

The College endeavours to keep your personal information accurate, up-to-date and complete. You can assist with this by letting the College know if you notice errors or discrepancies in information we hold about you and providing accurate information if your details change. However, if you consider any personal information that is held by the College to be inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, the College will take reasonable steps to correct your information.

If you wish to have your personal information removed from our records, you may request that your personal information be deleted or destroyed. It will not always be possible to comply with your request to delete or destroy your personal information (for example, records of a course or program of study you have undertaken must be retained by the College for the period(s) that are specified by applicable legislative and regulatory requirements). The College may refuse your request to access, correct or delete your personal information in certain circumstances. If your request is refused, the College will provide you with a reason for the decision.

### How can you access or seek correction of your personal information?

Generally, if you are a student or client and have a simple enquiry about your personal information (such as confirming your current contact details or confirming results from your course or program) please contact the College. You are entitled to access your personal information held by the College on request. To request access to your personal information, please contact the Training Manager at the College.

In limited circumstances, access to your personal information may be declined in accordance with the Australian Privacy Principles. You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

### What should you do if you have a complaint about the handling of your personal information?

If you have any questions or concerns about this Privacy Policy or how your personal information has been handled by the College, you may contact the Training Manager of the College at any time.

If you have contacted the College and your question or concern has not been able to be resolved to your satisfaction, you may make a complaint to the College Principal. The College Principal will consider and respond to your complaint within a reasonable period. If you are not satisfied with the response from the College to a complaint, or you consider that the College may have breached the Australian Privacy Principles or the Privacy Act, you are entitled to make a complaint to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992. Full contact details for the Office of the Australian Information Commissioner can be found online at [www.oaic.gov.au](http://www.oaic.gov.au).

### How are changes to this Privacy Policy made?

The College may amend this Privacy Policy from time to time, with or without notice to you. It is recommended that you visit this website regularly to keep up to date with any changes. If the College has collected personal information about you from third parties, it will only be used for direct marketing purposes with your consent (unless an exception applies). If the College uses your personal information in this way, we will give you the opportunity in each direct marketing communication to request not to receive further direct marketing communications.

## **PROCEDURES FOR DEALING WITH COMPLAINTS AND APPEALS -**

The Australian College of Professionals has implemented policies and procedures for dealing with student's complaints, grievances and appeals in a constructive and timely manner.

The policies and procedures ensure that:

- each complaint and appeal and its outcome is recorded in writing;
- each complaint and appeal can be heard by an independent person or panel; and
- each complainant and appellant:
  - has an opportunity to formally present his or her case; and
  - is given a written statement of the complaint or appeal outcome, including reasons for the decision.

All complaints and appeals are in the first instance referred to the College Principal for her information and attention. Any appeal made by a student against any training and assessment process or outcome, must be lodged with the College within 4 months of that decision or outcome.

All complaints and appeals are treated with the utmost confidentiality. There will be no discrimination against any person who makes a complaint or appeal.

The Principal shall mediate in an endeavour to resolve the complaint or appeal in the first instance.

If the complaint or appeal cannot be resolved internally then the matter is to be referred to a mutually agreeable independent body for resolution. The Australian College of Professionals will refer complaints for mediation to the Australian Commercial Disputes Centre and the cost of this will be met by the College. The decision of the independent review officer shall be binding on both parties.

When a student appeals a decision by Australian College of Professionals, the Training Manager must appoint, at no expense to the student, an independent external arbiter to conduct the appeal and propose a resolution. The independent, external arbiter must be acceptable to both parties. The student is also entitled to nominate a person of their choice to be a second person to conduct the appeal and propose a resolution (at no cost to Australian College of Professionals).

### **RECOGNITION OF PRIOR LEARNING (RPL) –**

As a RTO in NSW, the Australian College of Professionals is committed to implementing recognition processes that align with the NSW Recognition Framework and the NVR Standards of Registration.

The College recognises that recognition processes include Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. These terms refer to the process of evaluating the student's current level of skill against the requirements of the Training Package.

To ensure that recognition process meet the conditions of the NSW Recognition Framework and NSW Quality Framework, the College has developed processes that reflect the six stages of the Recognition Framework:

1. Establishing the context
2. Provide evidence
3. Gather evidence
4. Assessment of the evidence
5. Make an assessment decision
6. Completion

### **What is Recognition of Prior Learning?**

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges the full range of an individual's skills and knowledge, irrespective of how they have been acquired.

Recognition of Prior Learning involves matching what an individual already knows and can do (their competencies) with learning outcomes of accredited training courses. Recognition of Prior Learning may award credits in a course. The competencies may have been gained in a variety of ways:

- Work experience: this includes both work that is paid and unpaid.
- Education: this includes courses undertaken at school or college in Australia or overseas etc.

The question is whether the knowledge and skills gained meet the assessment criteria of the relevant course. If the skills already obtained meet that criteria then the student may not need to undertake that component of the course.

## What are the advantages of Recognition of Prior Learning?

Some advantages to the student, employers and training providers are:

- It can shorten the length of time taken to complete the course;
- Students receive recognised training at a level appropriate to their needs;
- It may reduce the cost of training;
- It will provide a better use of resources through saved instructing time and instructing resources;

## What Fees apply for Recognition of Prior Learning?

Those students who are completing their training through Smart and Skilled government funding, will be eligible for a discounted government-set fee when RPL or Credit Transfer (CT) has been granted for one or more Units of Competency. Please refer to the Smart and Skilled Student Information Guide for additional information.

The Australian College of Professionals charges students a fee for undertaking the Recognition of Prior Learning process. These fees are calculated on a small portion of the cost of the training that the student would have needed to attend. Details of these fees can be found on the College website or from any of the College team. Fees are not payable until the conclusion of the assessment process.

## Who can conduct Recognition of Prior Learning Assessments?

An assessor who is registered to assess in the particular industry must carry out an assessment for Recognition of Prior Learning. The Australian College of Professionals has a number of accredited assessors who can carry out these assessments.

## How to Gain Recognition for Prior Learning

There are a number of criteria required in the process of gaining Recognition for Prior Learning. These criteria are:

- **Authenticity** Can the applicant demonstrate skills required to be utilised in the industry for which recognition is sought? The application must be accompanied by the relevant evidence.
- **Currency** Are the skills currently used in the workforce in the industry in which the recognition is sought?
- **Quality** Do the skills conform with the required standards?
- **Transferability** Can the skills be utilised in the industry for which recognition is sought?

The process for gaining Recognition for Prior Learning involves the following steps:

- **Information** Speak to your instructor or the Training Manager about the standards of competence required for successful assessment in your selected course.
- **Self-assessment** Use the Self-Assessment Checklist provided with your training materials to ascertain if you possess the required competencies.

- **Evidence** Obtain the necessary evidence to support your application, which will establish that you have attained the required competence. It is essential that you speak to your instructor or the Training Manager for information regarding the documentation that will be required. This will save you unnecessary costs in obtaining information or documentation that is not necessary.
- **Post assessment:** The student is provided with the result of the application and, if unsuccessful, given advice on what action is necessary to attain the required standards of competence.
- **Appeal** If the student has been unsuccessful in the application an appeal may be lodged in accordance with the appeal process.
- **Records** A written record is kept of the result of the application.

### **RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs -**

The Australian College of Professionals recognises the Australian Quality Framework qualifications and Transcript of Academic Record and Statements of Attainment issued by any other RTO. This process of national recognition will result in an outcome of 'Credit Transfer' (CT) being awarded for that specific Unit of Competency.

Any qualifications already obtained will be taken into account when determining the appropriate training or assessment required.

### **SELF-PACED LEARNING –**

Where a training or assessment course includes a component of self-paced learning, all students will be given ready access to assessors and trainers to assist them with their research and study requirements.

### **SMOKING -**

The Australian College of Professionals conducts a smoke free environment. Any student wishing to smoke must do so outside the confines of the building and all training facilities utilised by the College.

### **STUDENT BEHAVIOUR –**

Students who attend any training programs at the Australian College of Professionals are required to read this Participant Handbook. By the reading and acknowledgement of acceptance of the requirements detailed in this handbook, students agree to behave in a professional and business-like manner. The programs conducted by the College are preparing students for positions of employment where they will hold positions where exemplary behaviour is required. In most cases, each student will be required to pass a government based "fit and proper" assessment for their regulatory authority, and as such are required to behave in a manner that meets this standard.



Students are informed of this 'Participant Handbook' in their initial letter. The Participant Handbook is also on the College website for ease of access for any students or prospective students.

Student life at the College is aimed at being a rich and positive experience centred on engagement with vocational areas of development. The values of the College guide each and every interaction between the College and its students. All members of the College community are expected to value:

Behaviour: We value ethical behaviour, demonstrated by our openness, honesty and integrity in all of our dealings.

Responsibility: We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.

Respect: We work well in teams; respect ourselves, our organisation, our students. We respect diversity and value tolerance.

Caring: We value caring for our students, our staff and the wider community in a holistic and sustainable way, where life-work balance is acknowledged.

Quality: We value quality, embracing uncompromising standards in service provision, teaching and learning and clinical practice.

Flexibility & Innovation: We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.

## **STUDY RESOURCES –**

The Australian College of Professionals maintains a comprehensive range of study resources to assist students in their studies. Some of this material may be borrowed for study purposes. The loan of this material must be arranged through your instructor, assessor or the Training Manager. Any material borrowed must be recorded in the Equipment Loan Register and signed for by the student and authorised by the trainer, assessor, Training Manager or College Principal.

Students may be required to pay the replacement cost for any loss or damage to borrowed equipment or materials.

## **THE ISSUE OF CERTIFICATES OF QUALIFICATION -**

Qualification certificates are issued at the successful completion of a training or assessment program. Prior to the issue of any certificate, the College Principal will examine all relevant documentation and approve the issue of the certificate.

The Australian College of Professionals can only issue Australian Qualification Framework qualifications and Statements of Attainment that meet the requirements of the AQF Implementation Handbook and the endorsed Training Packages and accredited course within the scope of its registration. The Australian College of Professionals crosschecks all Academic Testamurs and Statements of Attainment with the packaging rules specified for each qualification that is offered by the College.

If you destroy or misplace your transcript, statement or certificate issued by the College upon the completion of your training program, you will be charged a nominal fee of \$33.00 (inclusive of GST) for the re-print of the required document. This fee is set out on the College website and is also printed in the 'Participant Declaration' which is completed by every student when they undertake each assessment activity.

### **TRAINING DELIVERY AND ASSESSMENTS –**

The delivery of all training and assessments by the Australian College of Professionals complies with the Standards for Registered Training Organisations.

Each training or assessment course has specific resource requirements. The College has procedures in place to ensure that all necessary resources are available prior to the commencement of a training course or assessment.

Accredited training is conducted against competency standards and course outlines required by the relevant industry. Students are advised of the units of competence required for each module of their course. Lesson notes are available for all training courses.

Course programs and study material is continuously reviewed and revised through industry consultation. This ensures that the student has access to the most up-to-date technical and practical information for the relevant industry.

Training can be delivered through workshops, lectures or on a one-on-one basis. Self-paced material and technology is also utilised. This range of learning allows the College to develop study and assessment programs that best suit the needs of each student.

### **DECLARATION OF UNDERSTANDING –**

All students are required to complete a Declaration of Understanding, which is supplied with this Handbook. Please read the document carefully. You are required to sign the document and return the following page to your trainer or the Training Manager. A copy of the signed page will be placed on your individual file.

## DECLARATION OF UNDERSTANDING FORM

Course title: \_\_\_\_\_

Commencement date: \_\_\_\_\_

Induction date: \_\_\_\_\_

Course commencement date: \_\_\_\_\_

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I, \_\_\_\_\_

declare that:

- ◆ I have read and understand the Australian College of Professionals' Participant Handbook
- ◆ I understand my obligations and responsibilities as a student
- ◆ I have been offered access to learning support
- ◆ I have been provided with a course outline relating to the course in which I have enrolled
- ◆ I have been advised of the accreditation status of the course
- ◆ I have been advised of the qualification I will be entitled to receive on successful completion of the course
- ◆ I understand the cancellation and refund policy

Signed: \_\_\_\_\_

Dated: \_\_\_\_ / \_\_\_\_ / \_\_\_\_