WELCOME

Thank you for choosing the Albury Wodonga Community College, we look forward to working with you to achieve your training goals.

Albury Wodonga Community College Limited is committed to providing high quality standards of vocational education and training. We aim to provide a happy, safe and friendly atmosphere in which to learn.

At the Albury Wodonga Community College Limited, we will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by our staff to facilitate the training, to meet your individual needs.

It is important to keep this handbook nearby during your training, as it will provide additional guidance as you progress through your course. In this handbook, you will find information about the Albury Wodonga Community College Limited’s Policies and Procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an ‘Opportunity for Improvement’ form and submit to your Department Co-ordinator.

We sincerely hope your time at the Albury Wodonga Community College Limited is a memorable and productive learning experience.

If you require any support with understanding these Policies and Procedures, please do not hesitate to ask your Trainer/Assessor for assistance, as they can explain the process further.

NOTE: The Albury Wodonga Community College Limited has a ‘No Smoking on Site’ policy. No-one is permitted to smoke within fifteen (15) metres of any part of the AWCC campuses at any time. This document contains further information about the ‘No Smoking Policy’.

Yours sincerely

Rodney Wangman
Chief Executive Officer
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Appendix A - NOTE: COPY ONLY  
Complaints and Appeals Form

Appendix B - NOTE: COPY ONLY  
Victorian Government VET Student Enrolment Privacy Statement and Terms and Conditions of Enrolment.
1. **CODE OF PRACTICE**

The Chief Executive Officer and Management will ensure that the operations, staff and Students of the AWCC comply with the requirements of the VET Quality Framework, which includes the following:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

As well as the requirements of the 2016 VET Funding Contract [Victorian Training Guarantee Program](http://www.training.gov.au).

This applies to all of its operations within the National VET Regulator Registered Training Organisation’s scope of registration, as listed on the National Register [http://www.training.gov.au](http://www.training.gov.au).

The organisation has Policies and Procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to staff and Students as part of their orientation/induction process. These policies and procedures include how the AWCC will comply with the following sections including:

- **The Albury Wodonga Community College must meet all 8 Standards for Registered Training Organisations (RTOs) 2015 across the organisation, which includes the following sections:**
  - To provide quality training and assessment across all of its operations (SRTO 1)
  - To adhere to the principles of access and equity and to maximise outcomes for its clients (SRTO 5)
  - To be responsive to the needs of clients, staff and stakeholders, and the environment in which the AWCC will operate (SRTO 5)
  - Have adequate governance arrangements in place to ensure compliance with the VET Quality Framework (SRTO7)
  - Cooperate with the National VET Regulator to ensure compliance (SRTO 8)
  - Complies with all the relevant legislation for the training industry as well as the industries that the AWCC delivers training (SRTO 8)
  - Have adequate insurance in place (SRTO 7)
  - Have adequate financial management in place (SRTO 7)
  - Issue certificates and recognise qualifications and statements of attainment from other registered training organisations(SRTO 3)
  - Ensure the accuracy and integrity of all marketing (SRTO 4)
  - Transition from superseded Training Packages and expired VET Accredited Courses, to ensure currency of training and assessment (SRTO 1)

- **Australian Qualifications Framework:**
  - To adhere to the requirements of the AQF Qualifications Issuance Policy (SRTO 3)
  - To adhere to the requirements of the AQF Qualifications Pathways Policy (SRTO 3)

- **Fit and Proper Person Requirements:**
  - All senior management, or persons who would have a significant impact on the AWCC, are required to complete and submit a Fit and Proper Person form to the National VET Regulator (SRTO 7)

- **Financial Viability:**
  - Comply with the submission of a Financial Viability Assessment to the National VET Regulator (SRTO 7)
  - Comply with the Australian Taxation Office requirements by preparing and submitting Australian Company Tax Returns (SRTO 7)

- **Data Provision Requirements:**
  - Collect and store Student and training records within an AVETMISS compliant Student Management System (DPR 4)
  - Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
  - Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
  - Submit annual reports to the National VET Regulator on data collected (DPR 7)
2. **CONTINUOUS IMPROVEMENT STRATEGY**

Continuous Improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, Students, the industries we support and the community to whom we provide training.

This Continuous Improvement Strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the AWCC. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment. The Student is an important part of this strategy by providing feedback through:

- Discussions for ‘Opportunities For Improvement’ with the Trainer/Assessor and the Department Co-ordinator
- Completion of the course feedback questionnaires (1, 2 & 3)
- Via the Complaints and Appeals process.

3. **STUDENT RIGHTS AND RESPONSIBILITIES**

All Students are provided with information relating to the course structure, training and assessment plans, (including the assessment tasks) and other related evidence to demonstrate how the Student is assessed, in relation to the AQF qualification.

### 3.1 Student’s Rights

**AWCC Students, in line with current legislation, have the right to:**

- **Privacy**
- **Confidentiality**
- **Safe and Healthy Learning Environment**
- **Access and Equity**
- **Respect**
- **Equal Opportunity**
- **Work and Learn in Non-Discriminatory and Non-Bullying Environment**

**As per the AWCC Fee Protection Policy, if the AWCC closes or ceases to be able to deliver training it will:**

- Issue a Statement of Attainment for any completed Units of Competency.
- Endeavour to place the Student into an alternative course and provide Credit transfer of Units of Competency, if applicable.
- Provide the Student will information regarding other RTO’s that have the qualification on their Scope.

Note: The AWCC does not use Third Parties to deliver or assess qualifications on our Scope.

### 3.2 Student Responsibilities

**AWCC Students have the following responsibilities:**

- **To become familiar with AWCC policies and procedures included in the AWCC Student Handbook and comply with any Student requirements contained therein, including relevant legislated requirements.**
- **To conduct themselves in a respectful, responsible, polite and safe manner and refrain from mistreatment towards others, in the learning and working environment.**
- **To follow all reasonable instructions provided by the AWCC staff.**
- **To conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination, anti-bullying and Occupational Health and Safety Acts.**
- **To sign an agreement stating that “I have read, understood and agree with the Training and Assessment Plan (TAP) requirements, the conditions and obligations that are outlined within this document”**
- **To provide a current ‘Working with Children Check’ and a ‘National Police Check’ to the Department Co-ordinators within the **FIRST 4 weeks** of a course commencement, if applicable.**
- **To undertake their studies to the best of their abilities.**
3.2.8 To meet submission deadlines for assessments.

3.2.9 To submit work without plagiarising, colluding with others or cheating.

3.2.10 To consult with the Trainer/Assessor and/or Department Co-ordinator in a timely manner, if problems/issues arise.

3.2.11 To accept responsibility for their own learning.

3.2.12 To undertake all study in the manner and formats required and in the specified course timeframes.

3.2.13 To meet the required dress standard which is smart casual, further details will be provided at the course orientation.

3.2.14 To be aware of and promote safety for themselves and others.

3.2.15 To be responsible for the security of their own possessions.

3.2.16 To observe ALL non-smoking regulations.

3.2.17 To support equal opportunity.

3.2.18 To promote an effective learning environment, through good personal behaviour.

3.2.19 To be punctual for classes, work placement and appointments.

3.2.20 To notify their Trainer/Assessor or Department Co-ordinator if they are unable to attend classes or appointments.

3.2.21 Utilise the Complaints and Appeals process when issues arise. (Refer to the Complaints & Appeals process within this document and the related form [Appendix A] at the back of this document).

4. THE TRAINER/ASSESSOR’S RESPONSIBILITIES

The Trainer and Assessor will:

4.1 Ensure a safe and supportive learning environment.

4.2 Provide each Student with an Assessment with instructions, for each Assessment Task at the commencement of each unit of competency.

4.3 Provide clear instructions about what is expected from the Student during their training and will explain the assessment requirements in detail.

4.4 Explain the group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research, reports, simulation, practical tasks, observation, workplace experience and assessments that are applicable.

4.5 Meet the standards required by the governing bodies to deliver training and assess Students.

5. ENROLMENT AND SELECTION OF STUDENTS

• Courses are open to all people 15 years and over, subject to individual course and licensing requirements, or upon parental/guardian permission, for Students under 18 years of age.

• The Student is responsible for notifying the AWCC if they have a recognised medical condition or disability or require assistance in attending or if needing additional support in a class.

• A $200 fee is to be paid at the pre-enrolment interview to secure your placement. The remaining resource fee is to be paid prior to course commencement, at which time resources will be issued.

• The remaining fees MUST BE PAID IN FULL in accordance with the statement of fees. The schedule of fees detailing all course fees for the AWCC may be accessed via the AWCC website Schedule of Fees.

• Payment plans are strictly by negotiation on an individual basis with the Department Co-ordinator and authorised by the Manager.

• It is the Student’s responsibility to note the date, time and location of the course, as advertised.
Courses with low enrolments may be cancelled, but every effort will be made to contact Students, therefore they **MUST** ensure their contact details are correct at all times.

If the Student is unable to complete the course, due to changed personal circumstances, the AWCC will make every effort to ensure they are placed into an alternative course.

Students can only join a course typically within the **first 7 days of its commencement date.** Enrolling beyond this time frame requires the approval of the Executive Officer/ VET Manager and/or National Manager ACHE. Full course fees are still payable for late enrolments.

The AWCC reserves the right to decline admission to a course, terminate a Student's enrolment in a class or change a course date, or Trainer/Assessor at **any time without notice,** but will endeavour to notify all Students involved of any changes that may affect them.

Students participate in courses involving physical activity, field trips, practical demonstrations etc, and do so at their own risk. The AWCC Students are covered by public liability insurance whilst working within the classroom and in the workplace setting, as agreed on the Student workplace contract.

6. **ENROLMENT FORM**

All Students are required to complete an enrolment form prior to course commencement to ascertain contact details, course of interest, emergency contact details, whether there is any recognition of current competency or recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The AWCC Enrolment Officer is responsible for ensuring each Student has completed an enrolment form prior to course commencement. Each Student will be taken through a full enrolment process with the AWCC’s Enrolment Officer. Each Student is required to complete an enrolment form prior to course commencement. The form is to be signed by the Student stating that they agree with AWCC’s Policies and Procedures and to AWCC terms and conditions of enrolment agreement. A copy of this agreement is located at the back of this document in *Appendix B.*

7. **NATIONAL UNIQUE STUDENT IDENTIFIER (USI)**

The AWCC has a Policy and Procedure in place for managing compliance against SRTO 3.6. The following procedural steps ensure a USI is issued to a Student prior to enrolment:

- All Students are to apply for a USI, unless they provide evidence the AWCC of an exception as per the Student Identifiers Act 2014, via: [www.usi.gov.au](http://www.usi.gov.au)
- Completed enrolment forms are entered into the Student Management Database by the Enrolment Officer, creating a Student record within the database.
- Upon creation of a client record, the database creates a Unique Student Identifier number, which will identify the client as a Student of the AWCC.
- The client record will be retained within the Student Management System with all records of attainments of units or competency or qualifications in an accessible format, for a period of thirty (30) years.
- This Unique Student Identifier will be activated each time a Student undertakes further training with the AWCC or any other educational institution in Australia.

8. **STUDENT ORIENTATION**

Student Orientation is conducted at the beginning of each course and is compulsory for all Students; it covers important information required and includes a presentation with information on:

- Training and Assessment arrangements, including Recognition of Prior Learning (RPL) & Credit Transfer (CT)
- Course requirements and assessments including, Work Placement, if relevant
- Student Rights & Responsibilities
- Student Support Services
- Complaints and Appeals Procedures and Legislative and Occupational licensing requirements.
9. TRAINING, DELIVERY AND ASSESSMENT REQUIREMENTS

9.1 Assessment

There are various types of assessments (including LLN) that occur at different stages throughout each course. An initial assessment is completed to identify what competencies and language, literacy and numeracy skills the Student may already have. This occurs during the Student Pre-Course Enrolment process.

Progressive assessments occur throughout the course to provide evidence relating to the Student’s progress and to identify any outstanding elements that the Student needs to make improvement in to achieve a satisfactory result.

Assessments are conducted by a variety of assessment methods. This means that the Student will be required to produce evidence and/or demonstrate mandatory skills and apply related knowledge associated with that unit of competency. While demonstration of skills and abilities can be seen, underpinning knowledge such as problem solving, working in teams and understanding rationales, etc., can only be assessed through indirect and supplementary assessment.

The level of the Student performance is assessed against National Standards. This means that the evidence the Student provides and the competencies the Student demonstrates, must meet the required standard of performance.

Assessment can be made up of any or all of the following:

- written assessment tasks
- individual and group assessments
- class activities, discussions and participation
- projects, presentations,
- case studies
- written and oral questions
- oral presentations
- role play
- simulation
- practical tasks
- portfolios
- third party reports
- work placement observations, demonstrating linking theory to practice.

9.2 Assessment Process

During assessment the Assessor reviews the Student’s evidence and/or observes the demonstration of the Student’s skills and abilities. The Assessor records the Student’s evidence of knowledge and skills and/or demonstrations as:

‘S’– Satisfactory or ‘NYS’ - Not Yet Satisfactory. Competencies are not ‘scaled’ or ‘marked’.

At the completion of all assessment tasks and demonstration of skills and knowledge for each unit of competency (including workplace assessments) the Student is deemed either Competent (‘C’) or Not Yet Competent (‘NYC’). If the Student’s evidence fails to demonstrate competency for any unit, including Workplace appropriate to the qualification, the Department Co-ordinator, in collaboration with the Student, may design a flexible training plan/pathway.

9.2.1 THE ASSESSMENT PROCESS

The assessment process is as follows:

- Abide by the requirements of the Training and Assessment Plan (TAP).
- Complete ALL the requirements of the TAP.
- Follow ALL instructions on the Assessment Cover Sheet that relate to the assessment task.
- Read through the document and follow ALL instructions relating to submission of completed work.
- Address ALL the Assessment Criteria.
9.2.2 RULES OF ASSESSMENT SUBMISSION AND ASSESSMENT COVER SHEET

The rules of Assessment submission and Assessment Cover Sheet are as follows:

- It is the responsibility of the Student to ensure that all assessment tasks are to be submitted by 5pm on the due date or it will not be marked, unless there is urgent extenuating circumstances, i.e., sudden illness of Student or illness/death of immediate family member. This MUST be accompanied by a medical certificate. If a Student is unable to submit the assessment task due to these circumstances then they MUST contact the Trainer/Assessor or Department Co-ordinator as soon as possible, via email or telephone, to explain the situation and request a new assessment submission date.
- A sample of the required ‘Assessment Cover Sheet’ for the Department will be provided during the Student orientation day and with each assessment task.
- The Assessment Cover Sheet will be provided to the Student to complete and attach to each of their completed Assessment Tasks. The Student’s email will form a part of the validity and ownership of work.
- The Assessment Cover Sheet provides a mechanism for the Student to sign a declaration that the work submitted is “all their own work” and that they have kept a copy of their assessment task for their reference. The Assessment Cover Sheet also provides a mechanism for the Assessor to provide feedback to the Student, as well as their assessment result for work completed.
- All assessment tasks MUST be written and sent as a word document and in size 12 Calibri font.
- To ensure that correct grammar is used, use ‘spellcheck’, prior to submission of work.
- Extension of submission of assessment tasks will ONLY be considered if a completed ‘Request for Extension of Assessment Submission Form’ has been lodged with the Trainer/Assessor or the Department Co-ordinator, 48 hours prior to the due date of the assessment task. An alternative date for the Assessment submission will be negotiated between the Student and the Trainer/Assessor or the Department Co-ordinator.
- Students will only be allowed two (2) resubmits of the assessment task. All resubmission instructions from the Trainer/Assessor or Department Co-ordinator are to be strictly adhered to, including specified timeframes (dates) for resubmitting work.

9.2.3 STEPS TO ELECTRONIC SUBMISSION

Steps for electronic submission or resubmission of assessment tasks are:

- Assessments MUST be submitted by the due date.
- Assessments MUST be sent as a word document email attachment.
- All assessments MUST be saved as: Assessment Code, Student Name (eg. CHCCS400CJohnSmith.doc).
- Assessments MUST be emailed to the Trainer/Assessor’s email address as specified on the front of the Assessment Cover Sheet.
- All assessments MUST also be cc’d to: course hub email (ie. email plus attachments).
- Students MUST retain an original copy of their assessment. It is the responsibility of the Student to save a copy of their assessment for their own records.

9.3 Plagiarism, Collusion and Cheating

Vocational Education and Training allows for limited use of published text content, but a Student should acknowledge their sources of information, using the APA 6th edition referencing style that is a part of the word program under the heading References. An example of correct APA referencing is as follows:


Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as a Student’s assessment being declared ‘Not Competent/Not Satisfactory’ or their withdrawal from a course.

Plagiarism occurs when a Student claims ownership for written words/data, ideas or inventions which are not their own.

Examples of plagiarism that are not acceptable as per AWCC policies are:

- Submitting assessments substantially similar to, or copied from another Student.
• Submitting assessments that use the exact words of another, without using quotation marks or citing the original source.

• Presenting any work of another individual or group, as one’s own work.

Cheating means seeking to obtain an unfair advantage in an examination or in other written assessments or practical work required to be submitted or completed by a Student for assessment.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. A Trainer/Assessor who has reasonable grounds to believe that cheating has occurred will mark the assessment as requiring resubmission and report the matter to the relevant Department Co-ordinator.

Where a Student’s work has been assessed as requiring resubmission for cheating or other reason, the Department Co-ordinator must advise the Student concerned, in writing, of the reasons for the decision and advise them that they may appeal this decision, in writing, to the AWCC Department Co-ordinator within ten (10) working days. A sample of the Complaints and Appeals form is located in the back of this handbook as Appendix A.

Upon receipt of a written Student Appeal, the Department Co-ordinator will assign an independent AWCC Trainer/Assessor to consider the appeal. The independent AWCC Trainer/Assessor will provide written advice regarding the outcome of the appeal to the Student, the original AWCC Trainer/Assessor and the Department Co-ordinator.

If a Student is found copying the work of others in practical assessments this will also be considered as cheating. At the time of such an incident, the Trainer/Assessor will advise the Student of their misconduct and that the assessment will need to be resubmitted. A report of the incident will be provided to the to the Department Co-ordinator. The Department Co-ordinator will confirm the incident and this advice in writing to the Student concerned and advise them that they may appeal this decision in writing to the relevant Department Co-ordinator within ten (10) working days.

9.4 Student Assessment Resubmission Requirements

• When resubmitting an Assessment, the original marked assessment MUST also be included.

• Requests for extension of time for assessment submission MUST be submitted by the Student, at least 48 hours prior to the assessment submission stated date.

• An extension of assessment submission date is only to be granted under specific conditions, as previously outlined.

• Lateness of Assessment submission for any other reason can ONLY be granted by the Department Co-ordinator and this will be decided on an individual basis.

• All assessments are to be submitted electronically (via email) to the Trainer/Assessor. Paper-based work is only to be submitted by prior agreement with the Trainer/Assessor.

9.5 Marking of Assessments

• Students are allowed ONLY 2 resubmissions of assessment tasks

• Trainer/Assessors will endeavour to mark and return Certificate I to Certificate IV assessments 1 week after assessment submission. Diploma assessments should be marked and returned within 2 weeks of assessment submission.

• All Feedback is to be written on the front of the Assessment Cover Sheet. If the Trainer/Assessor prefers to add further comments within the assessment task it is at their discretion and they must use the ‘new comments’ tab, by right clicking the mouse.

• If the Assessor deems the work ‘Not Yet Satisfactory’, feedback will include clear reasons why the answer is not satisfactory and what is required of the Student.

• The result of each assessment task will be highlighted in YELLOW i.e., Satisfactory or Not Yet Satisfactory & Resubmission date on the front of Assessment Cover Sheet. Students are to submit a new signed Assessment Cover Sheet EACH time they submit any work.
9.6 Assessment Including RPL

The AWCC acknowledges the National Assessment Principles issued under the regulatory governing bodies and is committed to the rules of validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its Students. The AWCC aims to provide Students with an assessment system that is as fair and equitable as possible.

Assessments are competency based and are designed to determine whether the Student can demonstrate the targeted competencies.

Students who are unable to demonstrate competency at any given time, or who have successful appeal assessment results, may be reassessed at an agreed later date. Reassessment may attract an additional fee; this will be considered on an individual basis.

Assessments are set to meet ALL the assessment criteria, including Workplacement, of the training package or accredited course on which the program is based. Assessment may be undertaken in the learning environment or in the relevant workplace. If conducted in the workplace, suitable workplace assessors and assessment procedures will be used. All assessment materials must be appropriate to the Student’s needs and program delivery methods.

9.7 What if the Student successfully demonstrates competency in some units and not others?

9.7.1 STUDENT A - Should the Student fail to meet the agreed requirements of their Training and Assessment Plan, they may, through negotiation and in collaboration with their Department Co-ordinator, develop an alternative TAP, to assist them in their learning outcomes.

9.7.2 STUDENT B - Should the Student fail to meet the agreed requirements of their modified Training and Assessment Plan, not attend at least 80% of a unit’s classes and/or fail to comply with and fulfil Workplacement requirements and any other agreements between the Trainer/Assessor and/or the Department Co-ordinator; the Student will be withdrawn from the course. In accordance with the terms and conditions of enrolment, all outstanding fees are to be paid.

9.7.3 If the Student is enrolled in a qualification and can only demonstrate competencies in some and not all units of competency (UOC), a certificate for the qualification cannot be issued, however, they will receive a Statement of Attainment for all completed units. The awarding of this Statement of Attainment is also impacted by the rules around Workplacement requirements. This Statement of Attainment will identify the qualification name, units of competency and national identification number.

9.7.4 If the Student elects to continue and complete the full qualification or any outstanding units the Department Co-ordinator will work with them on an alternative training pathway and develop an individualised plan for completing their course of study.

10. RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the units of competency.

To prepare for Recognition of Prior Learning, the Student should indicate their decision to apply for recognition as soon as possible after the initial interview and/or enrolment.

RPL should be discussed and negotiated directly with the Student’s Department Co-ordinator prior to the commencement of the course. The Department Co-ordinator will assist the Student to determine if he/she will be eligible for any RPL.
11. CREDIT TRANSFER
Nationally recognised Units of Competency and Statements of Attainment issued by other Registered Training Organisations, are recognised by AWCC, this enables individuals to receive national recognition of their achievements.

In order to apply for a Credit Transfer the Student must complete the following steps:

- Initially speak with the Department Co-ordinator.
- Provide original documents to verify competency of the units to the Department Co-ordinator who will take a copy, and verify that they have sighted the original documents.
- The Department Co-ordinator will confirm whether the Student is eligible for Credit Transfer.
- If the Student is eligible, the result of ‘CT’ should be applied to the unit, within the Student Database.

12. ACCESS AND EQUITY
All training and assessment materials, either purchased or developed by the AWCC, are developed to meet the needs of a diverse range of Students. The students include:

- Existing industry or enterprise employees
- School leavers and/or new entrants to the workplace
- Individuals learning new skills and knowledge
- Individuals changing careers
- Unemployed people
- Clients who are living with a disability
- Students who are members of groups, such as Aboriginal and Torres Strait Islanders
- Recent migrants/New Australians
- Individuals or groups needing to meet licensing or other regulatory requirements.

Training and Assessment materials should:

- Use plain English
- Avoid using words that could invoke stereotypes, are culturally inappropriate or, create other learning barriers
- Provide advice on reasonable adjustments for people living with disabilities
- Include culturally specific competencies where required, to achieve a workplace outcome
- Ensure range statements are sufficiently flexible to consider differing work environments and individual needs
- Include non-discriminatory wording and requirements in evidence guides.

13. LANGUAGE, LITERACY AND NUMERACY (LLN)
All Students undertaking VET accredited training at AWCC are required to undertake an LLN assessment as part of the pre-enrolment and interview process.

LLN support is available to provide Students with advice and support services in the provision of Language, Literacy and Numeracy assessment services. Students requiring assistance with their learning should be identified prior to, or at the time of enrolment.

The Department Co-ordinator and Trainer/Assessors will provide Students with support throughout the learning process.

Language, Literacy and Numeracy skills are identified in Training Packages for accredited programs.

In classifying learning needs, Students are required to have basic skills in:

- Counting, checking and recording accurately
- Reading and interpreting various types of written information
- Use correct grammar and language
- Estimate, calculate and measure
14. COURSE FEES, PAYMENTS AND REFUNDS

Please refer to the Schedule of Fees and Terms and Conditions of Enrolment for further details about course fees, payments and refunds. To secure a place in the course, a deposit, including a non-refundable administration fee as outlined in the Terms and Conditions may be payable prior to course commencement. The deposit includes a non-refundable administration fee. No refunds will be issued once the course has commenced and after the ten day ‘cooling-off’ period has elapsed.

14.1 Fees Paid in Advance

In line with the AWCC Fee Protection Policy, the AWCC will not collect more than $1,500 prior to course commencement. The AWCC may require full payment of a course up to the value of $1500 per individual Student, prior to course commencement. If the remaining amount payable for the courses is less than $1500 the full amount is payable on course commencement. If course fees are greater than $1500, progress payments will not exceed $1500 and a payment plan will be developed. Payment plans for amounts less than $1500 may be developed if a Student is able to provide evidence of financial hardship. Any individualised payment plans MUST be authorised by the relevant Manager.

14.2 Government Funding


To be eligible for government subsidised training in Victoria, candidates at all course categories must meet one of the citizenship criteria and one of the additional criteria:

- Australian Citizen; or
- a holder of a permanent visa; or
- a New Zealand citizen; and
Additional Criteria

- Under 20 on the 1st January in the year of enrolment; or
- Over 20 on the 1st January and enrolling into an Approved Foundation Skills List course; or
- Over 20 and enrolling into a qualification at a higher level than previously completed and is only eligible to:
  - Commence a maximum of 2 government subsidised courses in the same calendar year; and
  - Undertake a maximum of 2 government subsidised courses at one time; and
  - Commence a maximum of 2 government subsidised courses at the same level within the Australian Qualifications Framework in their lifetime; and
- Commence a maximum of 2 government subsidised accredited courses with the title ‘Course in...’ in their lifetime. If you meet the eligibility criteria to access government subsidised funding as an individual you will eligible to undertake a maximum of two (2) government subsidised courses at any one time in the current year

NSW: Smart & Skilled Funding

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. Students enrolled in the 2Cool4School program may be eligible for a subsidy from the NSW Government.

To be eligible a Student must:
- Be an Australian Citizen, permanent resident, humanitarian visa holder, or New Zealand citizen
- Aged 15+
- Live or Work in NSW
- No longer be at school
- Must not hold Certificate IV or above

Aboriginal and Torres Strait Islander Students who do not live or work in New South Wales can live in defined interstate areas and still be eligible for government subsidised training under Smart and Skilled programs.

NSW ACE Community Service Obligation Funding – Disadvantaged Learners

There are limited places available in the Foundation courses through the 2cool4school program that may also be funded by the NSW Government ACE CSO Funding. To be eligible for this funding, the Student must meet the eligibility criteria as outlined above. In addition, disadvantaged learners will be further assessed to confirm any barriers that may exist to accessing an entitlement.

Eligibility for government funding will be assessed at the pre-enrolment interview.

15. TRAINING GUARANTEE

The AWCC will guarantee to complete all training and/or assessment once the Student has commenced study in their chosen qualification or course of study, unless the Student submits a formal Letter of Withdrawal, notifying the AWCC that they wish to withdraw. If a Student voluntarily drops out, this guarantee is valid for a maximum of six months from the initial course commencement date.

The AWCC reserves the right to decline admission to a course, terminate a Student’s enrolment (withdrawal) from a course where the Student has failed to meet its obligations or where the Student places others in harm, as detailed in this handbook. Any withdrawal will be evidenced, as required, for such actions. AWCC may change a Course or Trainer/Assessor at any time without notice, however as a courtesy the AWCC will notify Students of any changes relating to their course, as soon as practical. If the AWCC is unable to complete a course in full, then it will:

- Issue a Statement of Attainment for any completed units of competency.
- Endeavour to place the Student into an alternative course and provide credit transfer of units of competency, if applicable.
- Provide the Student with information regarding other RTO’s that have the qualification on their Scope.
16. WORK PLACEMENT

16.1 Student Responsibilities

Work Placement tasks and skills assessments are clearly defined in the Student Work Placement Record books. The Student must read and follow directions within the workbooks and complete ALL parts of the document; failure to do so will result in the Student not achieving ALL competencies required for the qualification.

All Students should refer to the Department Co-ordinator if they have any questions or require any assistance with regards to Work Placement requirements.

Prior to Work Placement commencement, each Student MUST sign a ‘Practical Placement Code of Conduct Agreement’. There may be a requirement that the Student undertakes Work Placement as a key component of their training, to assist them to provide an actual and/or simulated workplace environment in which skills can be assessed. Students may be required to complete a set number of hours, in order to meet the minimum requirements of a qualification, according to the Training Package requirements.

The AWCC has a responsibility to protect members of the Public, Facility Staff and the Students from being harmed by Students taking part in workplace or simulated workplace learning. If there is evidence that the Student’s skills or behaviour could present a risk to the others in the workplace, they will not be allowed to attend Work Placement, this is at the discretion of the Department Co-ordinator. This may mean the Student will not complete the course. If the Student is unsure about whether it may prevent them from completing a course the Student should discuss the matter with the Department Co-ordinator.

To assist Student’s to understand their responsibilities in the workplace, they will be given information during both orientation and throughout the course, which indicates the expected standards of behaviour. The Workplace Assessor will explain to the Student the range of duties for which they must have the skills and knowledge. The Student must only work within their Scope of Practice and not carry out duties other than those indicated by the Assessor and/or Department Co-ordinator. Details are outlined in the Student Workplace Record Booklet. Students are to abide by the code of conduct at ALL times.

NOTE: As stated in the Student Responsibilities section, if applicable, a current ‘Working with Children Check’ and a ‘National Police Check’, if applicable, must be provided by a Student to the Department Co-ordinators within the FIRST 4 weeks of the course commencement.

16.2 Supervision Arrangements for Work Placement

16.2.1 Students are NOT to organise their own work placement unless permission for it is granted by the Department Co-ordinator for them to undertake this in their own place of work.

16.2.2 Students MUST understand their roles and responsibilities relating to work placement.

16.2.3 AWCC has Memorandums of Understanding (MOU) in place for all work placement organisations that are involved with Students attending their workplace experience.

16.3 Workplace Supervisor Responsibilities

16.3.1 The Workplace Supervisor will provide opportunities for the Student to develop skills and knowledge and may be involved in coaching or mentoring the Student, however, does NOT assess the Student as competent. This is the Trainer/Assessor’s responsibility.

16.3.2 The Workplace Supervisor will be required to complete a third party report in consultation with the AWCC Workplace Assessor. The third party report provides information on tasks undertaken by the Student to demonstrate the required skills and knowledge for the qualification that the Student is undertaking, as well as following up and providing feedback relevant to the Student’s knowledge of Policies and Procedures in the workplace.

Depending on the qualification being undertaken policies and/or procedures may include:

- WHS/OHS (Victoria) & WHS (NSW) Policies and Procedures, due to the geographical nature of the AWCC being on the border of NSW & Victoria, the Students need to be aware of both sets of regulations.
- Operation of relevant equipment used in the workplace
- Participation in workplace meetings
17. STUDENT SUPPORT
The AWCC caters for Students with diverse learning needs and aims to identify and respond to the learning needs of all Students. Students are encouraged to express their viewpoints about their learning needs at all stages of their learning experience.

The AWCC is committed to providing Students requiring additional support with assistance while training. To achieve this and to ensure the quality delivery of training and education. Students are encouraged to make an appointment with their Department Co-ordinator if they believe they require further or additional support for their studies.

The AWCC abides by the legislative requirements of ‘Duty of Care’ principles which includes the safety and wellbeing of all Students, Staff and Visitors.

17.1 Support Services List
The Support Services List is provided at the back of the Student Handbook and includes website addresses and phone numbers to access available services. If a Student is unsure of the service they require, they should contact the Student Trainer/Assessor or the Department Co-ordinator for assistance.

18. TRAINING EVALUATION FORM
The purpose of the Training Evaluation Forms are to collect feedback from Students on the delivery of training and assessment, training facilities, Trainer/Assessors’ skills, knowledge and training ability, as well as feedback on the resources utilised for delivery of training and overall satisfaction ranking with the course.

There will be three points at which the AWCC will gather feedback/information pertaining to the course, as follows:

- Post-enrolment Feedback- In the first 2 weeks of the Student course commencement. This will gather information about the pre-enrolment and enrolment process.
- Interim Feedback- At the midway point through the course.
- Post-course Feedback- At the end of the course.

This information is used for Continuous Improvement strategies to make progress to the course, the processes and generally highlight any issues that the AWCC may not be aware of, prior to the feedback being gained. This is an important 3 step process and a valuable tool to ensure that through continuous improvement, the AWCC can offer the best services to its Students.

19. ACCESS TO RECORDS
All Student records, including personal details and records of participation and progress (including data collected on the Enrolment Form and assessment results), are kept within a secure area (both electronic and hard files). An electronic record of each Student’s enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by specified employees of the AWCC.

All Students have the right to access their record of participation and progress within a timely manner. In order for a Student to access their records, they are required to forward a request in writing, to the AWCC management. If a Student wishes to provide a third party with access to their records, they should state this in a formal, written request. AWCC will process a Student’s request as soon as possible, following the receipt of the written request.
20. COMPLAINTS AND APPEALS

AWCC recognises that grievances can arise from time to time and believes that the efficient settlement of these matters is in the best interest of all parties concerned. The following steps are implemented to ensure this occurs.

20.1 Complaints
Definition: ‘an expression of discontent, regret, pain, censure, resentment, or grief against another person or against the systems set by AWCC’. There is no cost involved with lodging a complaint. This policy and procedure is relevant to all complaints/issues arising in the following areas:

- Student to Student
- Staff to Student
- Student to Work Placement Industry/Supervisor
- Staff to Work Placement Industry/Supervisor
- Staff to Staff
- Agency
- Parent or guardian
- Member of the Public

The Complainant may at any point during this process action their complaint with:

- The Australian Skills Quality Authority (www.asqa.gov.au)
- A trade union, or association
- The Anti-Discrimination Board
- Consumer Affairs in each State or Territory

20.2 Complaints & Appeals Process
If a Student, Trainer/Assessor or Staff member is experiencing any difficulties, they are encouraged to discuss their concerns with the Department Co-ordinator or the relevant Manager, who will make themselves available at a mutually convenient time, if a Student wishes to seek assistance.

- If a Student is not satisfied with an assessment result or action, they may then undertake a complaint or appeal using the following procedure.
- The Complainant may raise the issue in writing by completing the Complaints & Appeals form, which is included at the back of this Student Handbook. After receiving the complaint in writing, AWCC will arrange a confidential personal interview with the Department Co-ordinator or Manager, as soon as reasonably practicable, preferably within 7 business days.
- This interview will attempt to resolve the complaint either between the parties involved or between the Complainant and AWCC. If the complaint cannot be resolved to the satisfaction of the Complainant, the complaint will be forwarded to the CEO of AWCC for further action.
- If Management are party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred directly to the AWCC CEO.
- Upon resolution of the grievance, a written statement of the appeals outcome, including reasons for the decision, will be given to both parties. All Complaints & Appeals forms will be filed into the Complainant Appeals Register and submitted for review at the monthly Quality and Compliance Meeting. Improvements are to be identified and implemented according to the AWCC Policies and Procedures.
20.3 Appeal (Assessment result)

Definition: ‘an earnest request for an appeal against a result given by a Trainer/Assessor, as the Student believes that the result given was unfair or unjustified’.

This policy and procedure is relevant to all appeals arising in the following areas:

- Student disagrees with the result given by their Assessor
- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student believes that they were discriminated against, by the Assessor

20.4 Assessment Dispute Procedure

Where a Student disputes the result of an assessment, the following procedure is implemented:

**Step 1** The Department Co-ordinator will review the assessment tool to ensure fairness, flexibility, validity and reliability.

**Step 2** The Department Co-ordinator will consult individually with the Trainer/Assessor and the Student.

**Step 3** The Student will be advised of the outcome of this consultation process within 2 working days of the dispute being lodged.

**Step 4** If it is decided that there is a case for review, a suitably qualified, independent Assessor will be employed to conduct another assessment. An assessment date will be negotiated with the Student. The Student will be required to resubmit their Assessment task as per instructions from the Department Co-ordinator. Following the assessment, the Student will be advised of the result, within 2 working days.

**Step 5** If the Student is not satisfied with any decisions by this process, a Review Board will be convened to review the case again. The decision made by the Review board will be final.
21. **SERVICES AGREEMENT**
In order to deliver the services contained within the agreements, the AWCC has put into place a variety of policies and procedures to effectively manage operations. All staff are required to have a good understanding of the Policies and Procedures implemented throughout the organisation, by following the policies and procedures they have a responsibility to be involved in the continual development and revision of these policies and procedures, to ensure the AWCC maintains a high level of customer satisfaction and meet all regulatory requirements.

This Student Handbook advises the Student with the Rights and Responsibilities for both the Student and the AWCC, and also details the services provided by the AWCC. Services provided are also outlined within the Enrolment Form and within the Training and Assessment Plan (TAP).

At Student Orientation, which is delivered by the Department Co-ordinator, responsibilities are explained, the Training & Assessment Plan is completed, in consultation with all parties in relation to Student role & responsibilities, and the Orientation/Induction Checklist is signed off by the Student and the Department Co-ordinator.

21.1 **Changes to Agreed Services**
Where there are any changes to the agreed services that will affect the Student, the AWCC will advise the Student as soon as practicable, including in relation to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

22. **SMOKE FREE ENVIRONMENT**
**AWCC will provide a smoke free work environment for its Students and Employees.**
The Work Health and Safety Act 2011 requires the AWCC to protect Students, Employees, Contractors and others from workplace hazards, including potentially harmful air contaminants.
The "No Smoking Policy" ensures that AWCC, as an industry and a learning environment, continues to address its’ ‘Duty of Care’ responsibilities in respect of Students, Employees, Visitors, Contractors and others regarding active and passive smoking.

22.1 **No-Smoking Policy**
**AWCC provides a smoke free work environment for all its Students, Employees, Visitors, Contractors and others.**
Smoking is banned whilst on all campuses. No-one is be permitted to smoke within fifteen (15) metres of any section of AWCC premises at any time, including during official meal breaks. The ban on smoking in and around the AWCC premises extends to Students, Employees, Visitors, Contractors and others performing duties after normal hours, and members of the public visiting our premises. This policy also applies to premises where a building is shared with a number of other departments or organisations. Smoking is banned at all times in the AWCC vehicles. For further details refer to: http://www.ipaustralia.gov.au/about-us/careers/working-ip-australia/no-smoking-policy
The objective of the AWCC policy is to meet the duty of care responsibilities as a teaching and learning environment and industry by:
- protecting all Students, Employees, Visitors, Contractors and others from exposure to tobacco smoke
- maintaining a totally smoke free working and learning environment
- supporting Students and Employees to improve their health and wellbeing

23. **LEGISLATIVE AND REGULATORY REQUIREMENTS**
When undertaking Work Experience, the Student acknowledges that they must observe the Industry Occupational Health and Safety – Victoria (WHS/OHS) and Workplace Health & Safety –NSW (WHS) Policies and all workplace practices, as instructed by the industry, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

In consideration of all the AWCC Staff, Visitors and Students well-being, it is important that adherence to all legislative acts and regulations are observed, while undertaking training.

The Student acknowledges, by signing the enrolment terms and conditions statement, that they will observe the AWCC’s Policies and Procedures, according to State and Federal Government legislative and regulatory requirements, as set out in this Student Handbook.
23.1 Privacy and Personal Information Protection Act 1998 No 133
Where State or Commonwealth funding supports training, the AWCC is obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

The AWCC DOES NOT share, rent, or sell personal information provided to them. The confidentiality of the information collected is protected under the Privacy and Personal Information Protection Act 1998 No 133. If the AWCC is required to disclose information about Students to a third party, a written consent from the Student would be required first (i.e. editorial; photos for advertising purposes, etc.)

23.2 Requirements when collecting personal information
The AWCC takes such steps as are reasonable in the circumstances to ensure that, before any information is collected, or as soon as practicable after collection, the individual to whom the information relates to, is made aware of the following:

- The fact that the information is being collected
- The purposes for which the information is being collected
- The intended recipients of the information
- Whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual, if the information (or any part of it) is not provided
- The existence of any right of access to, and correction of, the information
- The name and address of the agency that is collecting the information and the agency that is to hold the information.

The AWCC is committed to providing and maintaining a safe and healthy environment for the benefit of all Students, Employees, Visitors, Contractors and others. Due to the geographical location of the AWCC some Students undertake workplace experience and are assessed by AWCC Workplace Assessors, in Victorian and NSW facilities, therefore it is imperative AWCC abides by both states regulations and legislative requirements.


If Students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the AWCC management, this generally occurs through the Trainer/Assessor and/or Department Co-ordinator. Students need to be aware of their responsibilities related to WHS/OHS. For further information relating to the relevant Acts go to: Victoria- Occupational Health and Safety Act 2004 New South Wales- Work Health and Safety Act 2011

23.4 WHS/OHS Incident Report
The WHS/OHS Incident Report is utilised to record injuries and incidents that occur within the AWCC campuses and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

In the incident of a Student injury, it is the responsibility of the Student, with the assistance from the Trainer/Assessor, to complete the form, with all the relevant details.

In the incident of a Staff member being injured, it is their responsibility of the immediate Manager, to complete the form.

All Staff and Students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the AWCC premises or whilst on Work Placement (Please note: Whilst on Work Placement the Student is covered by the insurance of the place of business). All incidents or injuries involving a Student during Work Placement are to be reported to the Student Workplace Assessor and/or to the relevant Department Co-ordinator.
23.5 Hazard Identification
Everyone at the AWCC is responsible for identifying and reporting hazards, which includes Students, Contractors and Employees. If the Student identifies a hazard it is to be reported to either the Department Co-ordinator or the Administration Officer. The Student will be required to complete a WHS/OHS Hazard Incident form.

It is important all Staff report any injury immediately, by completing a WHS/OHS Hazard/Incident form, are located in the Trainer/Assessor’s Folder and in the Administration Office. If any Staff have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the Department Co-ordinator or an Administration Staff member of the AWCC.

23.6 Accidents (Reporting)
- A First Aid Kit is located in the Administration Office at the AWCC premises.
- If there is an accident or some-one is ill, DO NOT LEAVE THEM UNATTENDED.
- If there are any accidents during class please notify the AWCC Administration Officer and/or Department Co-ordinator as soon as possible and complete an Incident Report form to record the details.
- If assistance is required for an emergency situation outside Administration Office hours, the Administration Office Supervisor may be contacted by phone on: 02 60438200

23.7 Fire Emergency
The Student needs to make themselves aware of Emergency Procedures, (conducted at Orientation), the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

23.8 Evacuation Procedure
In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc. everyone is required to follow the Evacuation Procedures as follows:
- Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden everyone present is to await further instructions from the Fire Warden.
- Once the Fire Warden has given instructions to evacuate, each person should follow the Fire Warden, in an orderly manner, to the Evacuation Meeting Point, as indicated on the signs located around the building.
- Upon arrival at the Evacuation Meeting Point, please await further instructions from the Fire Warden or the Emergency Services.
- Do not leave the Evacuation Meeting Point until instructed to do so, as a roll call will be initiated to ensure that there is no-one left behind in the building.

23.9 Anti-discrimination
- The AWCC is committed to ensuring that all of its Staff and Students are treated fairly and equally in their employment and training. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
- Everyone is accountable for the implementation of the AWCC Anti-Discrimination policy.
- The AWCC and its Staff and Students have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

23.10 Sexual Harassment
All Staff and Students of the AWCC are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and comply with such regulations and legislation requirements.

Follow the link to: Sex Discrimination Act 1984

23.10.1 Sexual Harassment guidelines include but are not limited to:
- Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example: jokes, slurs, assaults, touching or posters)
- Continuing to express sexual interest, after being informed that the interest is unwelcome
• Masking reprisals, threats of reprisal or implied threats of reprisals, following a negative response (for example, suggesting a poor performance report will be given)

• Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another

• Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, etc., in return for sexual favours.

The AWCC strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for Students and Staff.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

23.11 Harassment

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual’s work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms; it can be overt or subtle, direct or indirect.

Follow the link to: Harassment Act 1997

23.11.1 Examples of Harassment may include:

• Unwelcome physical contact
• Repeated unwelcome invitations
• Insulting or threatening language or gestures
• Continual unjustified comments about a Student’s work or work capacity
• Jokes and comments about someone’s ethnicity, colour or race
• Inappropriate use of Social Media and/or electronic devices
• Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable

23.11.2 Examples of victimisation may include:

• Unfavourable treatment such as aggression
• Refusing to provide information
• Ignoring a person
• Mocking customs or cultures
• Lower assessment of Student work

23.11.3 Examples of bullying may include:

• A person who uses strength or power to coerce others through fear
• Behaviour that intimidates, degrades or humiliates a person
• Aggression, verbal abuse and behaviour which is intended to punish
• Personality clashes and constant ‘put-downs’
• Persistent, unreasonable criticism of Student’s work performance
• Student violence, both physical and threatened against Trainers and Assessors
• Inappropriate use of Social Media and/or electronic devices
23.11.4 Cultural Awareness

Students and Staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to the Trainer/Assessor, Department Co-ordinator, relevant Manager or the Chief Executive Officer. All complaints will be promptly investigated. Follow the link to: Harassment Act 1997

23.12 Anti-Bullying

23.12.1 The AWCC will NOT tolerate any types of bullying behaviours.

23.12.2 Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds. These are not issues that concern only children and young people.

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect wellbeing and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, in extreme cases violence, harassment and bullying can lead to suicide.

23.12.3 Bullying can also take place in cyberspace, over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

23.12.4 We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the AWCC harassment, victimisation and bullying policy, report the situation to management, as soon as possible.

23.13 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. All Students should be aware of the restrictions of copyright regarding the use of other people/organisations printed or electronic work. For further information ask your Trainer/Assessor for clarification or please refer to the section in this booklet on ‘Plagiarism & Cheating’. For more information regarding the Copyright Act 1968 go to: www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

23.14 Industrial Relations Act 1996

The principle objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice.

For more information go to: http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/

23.15 Anti-Discrimination Act 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. For more information go to: http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/

23.16 Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information go to: http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm
The object of the Commission for Children and The Young People and Child Guardian Act (1998) is to establish the Commission for Children and The Young People and Child Guardian and to establish, promote and protect the rights, interests and well-being of children in NSW. For more information go to:

24. INSURANCE
The AWCC maintains public liability Insurance throughout its registration, with adequate cover suitable for the AWCC’s size and scope of registration, which is generally set as $20,000,000.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of the AWCC. Other insurances relevant to the AWCC’s operations may include:

- Professional indemnity and workers compensation (as required)
- Building and contents (where appropriate)

25. CERTIFICATION DOCUMENTATION
Only Students who have been assessed as meeting all the requirements of the training package are issued with AQF certification documentation. In determining whether a Student is Competent or Not Yet Competent, they are assessed against the requirements of the Training Package or Accredited Course.

A testamur (certificate or graduation statement) is issued to a Student who has met the requirements of a full VET qualification. A record of results will accompany the testamur.

A Statement of Attainment will be issued to certify successful completion of one of more units of competency from a VET qualification or an accredited short course.

The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words “The qualification is recognised within the Australian Qualifications Framework” or contain the AQF logo.

The testamur will contain sufficient information to identify correctly the:

- Issuing organisation
- Graduate who is entitled to receive the AQF qualification
- Awarded AQF qualification, with its full title and role
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation, and
- Authenticity of the document, in a form to reduce fraud, will be utilised in the form of a watermark of the logo or unique stamp or seal.

All testamurs and statements of attainment identify the AWCC by its national provider number (#3732) from the National Register and includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use, as set by the Australian Quality Framework requirements (Policy 2.1, AQF Qualifications Issuance Policy).

Certificates are issued within 30 days of completion of the course. Most classes have graduation ceremonies where these well-earned certificates are presented. If a Student is unable to attend this celebration, certificates will be sent out to the Student via Registered Mail.
## SUPPORT SERVICES LIST

The AWCC supports Students who require Language, Literacy and Numeracy support. The AWCC does **NOT** provide a counselling service. Students may be advised to contact applicable external providers as outlined below:

<table>
<thead>
<tr>
<th>Name of Organisation</th>
<th>Website</th>
<th>Phone No</th>
<th>Email</th>
<th>Client Needs Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just Ask Us! (Post-Traumatic Stress Disorder)</td>
<td><a href="http://www.justaskus.org.au">www.justaskus.org.au</a></td>
<td>1800 422 899</td>
<td>Available on website</td>
<td>For clients who are suffering from post-traumatic stress following an event that has affected their lives</td>
</tr>
<tr>
<td>Precision Consultancy</td>
<td><a href="http://www.precisionconsultancy.com.au/acs_framework/">www.precisionconsultancy.com.au/acs_framework/</a></td>
<td></td>
<td></td>
<td>Access to LLN assessment tasks that can be used for a variety of industries</td>
</tr>
<tr>
<td>Lifeline Australia</td>
<td><a href="http://www.lifeline.org.au">www.lifeline.org.au</a></td>
<td>13 11 14</td>
<td>Available on website</td>
<td>Clients who are dealing with hardship or require assistance with personal issues</td>
</tr>
<tr>
<td>The Reading Writing Hotline</td>
<td><a href="http://www.literacyline.edu.au">www.literacyline.edu.au</a></td>
<td>1300 655506</td>
<td><a href="mailto:info@literacyline.edu.au">info@literacyline.edu.au</a></td>
<td>If a client is having difficulty with reading, writing and numeracy, and requires training to assist them.</td>
</tr>
<tr>
<td>Na- Narcotics Anonymous</td>
<td><a href="http://www.naoz.org.au">www.naoz.org.au</a></td>
<td>0466 663 979</td>
<td><a href="mailto:Info@na.org.au">Info@na.org.au</a></td>
<td>Clients who are/or have been affected by drugs</td>
</tr>
<tr>
<td>NSW Rape Crisis Centre</td>
<td><a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a></td>
<td>(02) 4924333</td>
<td>Available on website</td>
<td>To assist clients who have been raped</td>
</tr>
<tr>
<td>Workplace Bullying Helpline</td>
<td><a href="http://www.workershealth.com.au">www.workershealth.com.au</a></td>
<td>(02)9749766</td>
<td><a href="mailto:crew@reachout.com.au">crew@reachout.com.au</a></td>
<td>For clients who have been affected by bullying</td>
</tr>
<tr>
<td>Suicide Helpline</td>
<td><a href="http://www.suicideline.org.au">www.suicideline.org.au</a></td>
<td>1300651251</td>
<td>Available on website</td>
<td>For clients who may be contemplating suicide or don’t know how to help someone in their family who has been affected</td>
</tr>
<tr>
<td>Men’s Helpline Australia</td>
<td><a href="http://www.menslineaus.org.au">www.menslineaus.org.au</a></td>
<td>1300 78 78 79</td>
<td><a href="mailto:talkitover@menslineas.org.au">talkitover@menslineas.org.au</a></td>
<td>For male clients who have male related health issues</td>
</tr>
<tr>
<td>Wesley Mission Aust. (Poverty Helpline)</td>
<td><a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a></td>
<td>(02) 92635555</td>
<td>Available on website</td>
<td>For clients affected by poverty or financial issues</td>
</tr>
<tr>
<td>Organization</td>
<td>Website/Contact Information</td>
<td>Availability</td>
<td>Description</td>
<td></td>
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<td>------------------------------------------------------------------------------</td>
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<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>National Council For Single Mothers And Their Children</td>
<td><a href="http://www.ncsmc.org.au">www.ncsmc.org.au</a></td>
<td>(08) 83543856</td>
<td><a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a> For single mothers who need assistance</td>
<td></td>
</tr>
<tr>
<td>Physical Disability Australia</td>
<td><a href="http://www.pda.org.au">www.pda.org.au</a></td>
<td>(02) 65671500</td>
<td>Available on website For clients who require assistance with their physical disability</td>
<td></td>
</tr>
<tr>
<td>Deaf Australia Translating And Interpreting Service</td>
<td><a href="http://www.deafau.org.au">www.deafau.org.au</a></td>
<td>(07) 33578266</td>
<td>Available on website For assisting the Trainer/Assessor who might require an interpreter for clients who are deaf or have hearing impairments</td>
<td></td>
</tr>
<tr>
<td>Disability Advocacy Network Aust.</td>
<td><a href="http://www.dana.org.au/">www.dana.org.au/</a></td>
<td>(02) 6175 1300</td>
<td>Available on website For clients who may require assistance with their disability</td>
<td></td>
</tr>
<tr>
<td>National Disability Service</td>
<td><a href="http://www.nds.org.au/">www.nds.org.au/</a></td>
<td>(02) 62833200</td>
<td><a href="mailto:nds@nds.org.au">nds@nds.org.au</a> For clients who may require assistance with their disability</td>
<td></td>
</tr>
<tr>
<td>Vision Australia</td>
<td><a href="http://www.visionaustralia.org">www.visionaustralia.org</a></td>
<td>1300 846674</td>
<td><a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a> For clients who require assistance due to vision impairment</td>
<td></td>
</tr>
<tr>
<td>Community Migrant Resource Centre</td>
<td><a href="http://www.cmrc.com.au/">www.cmrc.com.au/</a></td>
<td>(02) 96879907</td>
<td>Available on website For clients who may need assistance for Migration support services</td>
<td></td>
</tr>
<tr>
<td>Family And Community Services Ageing, Disability And Home Care</td>
<td><a href="http://www.adhc.nsw.gov.au">www.adhc.nsw.gov.au</a></td>
<td>(02) 93776000</td>
<td><a href="mailto:servicembx@facs.nsw.gov.au">servicembx@facs.nsw.gov.au</a> Support for family, ageing, disability or home care</td>
<td></td>
</tr>
<tr>
<td>National Disability Abuse And Neglect Hotline</td>
<td><a href="http://www.disabilityhotline.net.au">www.disabilityhotline.net.au</a></td>
<td>1800 880052</td>
<td><a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a> For clients who have a disability and who may have suffered abuse or neglect</td>
<td></td>
</tr>
<tr>
<td>Department Of Health/Mental Health</td>
<td><a href="http://www.health.gov.au">www.health.gov.au</a></td>
<td>(02) 62891555</td>
<td>Available on website Support for Students who are affected by health or mental health issues</td>
<td></td>
</tr>
</tbody>
</table>
### Appendix A - NOTE: COPY ONLY of Complaints and Appeals Form

<table>
<thead>
<tr>
<th>Complainant Name</th>
<th>Date Submitted</th>
<th>TYPE OF COMPLAINT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>□ Student to Student</td>
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<tr>
<td></td>
<td></td>
<td>□ Student to AWCC</td>
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<tr>
<td></td>
<td></td>
<td>□ Student to AWCC</td>
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<tr>
<td></td>
<td></td>
<td>□ Student to AWCC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Staff to Work place Supervisor</td>
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<tr>
<td></td>
<td></td>
<td>□ Staff to Work place Supervisor</td>
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<tr>
<td></td>
<td></td>
<td>□ Staff to Work place Supervisor</td>
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<tr>
<td></td>
<td></td>
<td>□ Agency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Member of Public</td>
</tr>
</tbody>
</table>

Appeals must be lodged within 7 days of initial result being determined. Refer to the Complaints & Appeals Policy in the Student Handbook for procedure. **APPEALS:** Have you discussed this matter with your Trainer/Assessor in an attempt to reach a decision? Yes/No

**DETAILS OF COMPLAINT/GRIEVANCE/APPEAL**

(If you require more space to outline your complaint please attach a separate page to this document)

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Signed By:                                                                                                 Date:

Form submitted to AWCC Manager on the following date: Click here to enter a date.

**RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT**

**Initial Meeting: (within 7 calendar days)**

- Complaint raised
- Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties. Attempted but not successful.
- Solution found and remedied (Please continue to Appeal Outcomes section)

**Further Investigation required: (60 calendar days)**

- Referral to AWCC Manager or nominated person
- Referred to a third party/panel
- Referral to other services (ie counseling services or LLN)
- Referral to government body (ie police, hospital)
- Referral to funding body (ie DEC, DIISRTE)

The AWCC is responsible for acting upon the subject of any complaint/appeal found to be substantiated.
Appendix B – NOTE: COPY ONLY of Victorian Government VET Student Enrolment Privacy Statement and Student Terms and Conditions of Enrolment.

**Victorian Government VET Student Enrolment Privacy Statement**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

**Collection of your data**

Albury Wodonga Community College is required to provide the Department with student and training activity data. This includes personal information collected in the Albury Wodonga Community College enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth’s Unique Student Identifier (USI).


**Use of your data**

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student’s USI may be used for specific VET purposes including the verification of student data provided by Albury Wodonga Community College; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

**Disclosure of your data**

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

**Legal and Regulatory**

The Department’s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

**Survey participation**

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

**Consequences of not providing your information**

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

**Access, correction and complaints**

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact Albury Wodonga Community College - phone: (02) 6043 8200 or email: reception@awcc.edu.au.

**Further information**

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: http://www.education.vic.gov.au/Pages/privacypolicy.aspx

For further information about Unique Student Identifiers, including access, correction and complaints, go to: http://www.usi.gov.au/Students/Pages/student-privacy.aspx

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**Student Declaration**

- I acknowledge that I have read the Victorian Government’s VET Student Enrolment Privacy Notice.
- I have read, understand and agree to the above conditions of enrolment.
- I have been issued with a Statement of Fees prior to my enrolment outlining all costs associated with this enrolment and agree to the payment terms outlined.
- I agree to pay all fees and charges applicable to my enrolment and individual eligibility.
- I have read and understood all of the information outlined in the Student Information Booklet and Course Information Booklet.

Student Signature: ____________________________ Date __________/________/__________
Terms & Conditions of Enrolment

Enrolment & Selection (SRTO 5.3)
1. Courses are open to students 15 years and over. If a student declares themselves independent they are required to sign a declaration declaring this.
2. The student is responsible for notifying the AWCC/ACHE if they have a medical condition or disability or require assistance in their training.
3. If applicable, a deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
4. It is the student’s responsibility to note the date, time and location of the course as advertised.
5. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
6. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
7. If you are unable to complete your course, due to changed personal circumstances, the AWCC/ACHE will make every effort to ensure you are placed into an alternative pre-scheduled course.
8. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
9. The AWCC/ACHE reserves the right to decline admission to a course, terminate a student’s enrolment in a class or change a course delivery.
10. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The AWCC/ACHE students are covered by public liability insurance whilst working within the AWCC/ACHE’s premises. Students are to abide by the AWCC/ACHE rules relating to travelling in Trainer/Assessor vehicles.

Course Fees, Payments and Refunds (SRTO 5.3)
1. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the AWCC/ACHE’s Fee Protection Policy the AWCC/ACHE will not collect more than $1,500 prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
   a) Participants have overpaid the administration charge
   b) Participants enrolled in training that has been terminated by the AWCC/ACHE
   c) Participant advises the AWCC/ACHE prior to course commencement that they are withdrawing from the course
   d) In the event that the AWCC/ACHE fails to provide the agreed services
5. A deposit of no more than $1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.
6. An administration fee of $150 (if applicable) is required to be paid prior to course commencement which is included within the deposit fee. If the student withdraws from the course at any time, they will forfeit this administration fee. If the total course fee is less than $150, then the total of the course is to be paid prior to course commencement to secure a place within the course.
7. No refunds will be issued once the course has commenced and after the ‘cooling off’ period has elapsed
8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of $80 will be charged (if applicable).
9. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
10. In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer and Schedule of Fees.
11. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

Fee Protection (SRTO 7.3)
The AWCC/ACHE requires a minimum deposit, which will not exceed $1,500 per individual student, prior to course commencement. If course fees are greater than $1500, progress payments will not exceed $1500 and the remaining course fees will evenly distributed across the duration of course delivery. If the full course fees are below $1500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyers for deposits and course fees, if applicable.

Consumer Guarantee (SRTO 5.3)
The AWCC/ACHE guarantees that the services provided by the AWCC/ACHE will be:
- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training)
- If a Student voluntarily withdraws from a course, this guarantee is valid for a maximum of six months from the initial course commencement date.

Cooling Off Period (SRTO 5.3)
The AWCC protects the rights of the Student including but not limited to the Statutory requirements for cooling-off periods. Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the AWCC/ACHE Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the Student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

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Complaints and Appeals (SRTO 6.1)
If a Student or a Trainer/Assessor is experiencing any difficulties, they are encouraged to discuss their concerns with Management. The AWCC/ACHE administrative staff will make themselves available at a mutually convenient time if a Student wishes to seek assistance.
If a Student or a Trainer/Assessor wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the AWCC/ACHE for actioning.
Please refer to the Student Handbook for more details on the complaints and appeals process.

Credit Transfer (SRTO 3.5)
The AWCC/ACHE recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.
Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the Student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (i.e. presentation of original certificate or transcript).
Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

Language, Literacy and Numeracy (LLN) (SRTO 1.7)
LLN support is available to provide Students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning should be identified upon enrolment. Trainers/Assessors and Staff within the AWCC/ACHE can provide Students with support to assist the Student throughout the learning process.
LLN skills are generally included and identified in Training Packages and accredited course programs. All Students undertaking a VET qualification at AWCC/ACHE are required to undertake an LLN Assessment.

Support Services (SRTO 1.7)
The AWCC/ACHE caters to diverse Student learning needs and aims to identify and respond to the learning needs of all Students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. The AWCC/ACHE will analyse who the target candidates are and whether an individual, a specific group or a broad target group and will determine the key characteristics and needs of Students, including identified disabilities. The AWCC/ACHE is committed to providing Students with additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, the AWCC/ACHE provides Student vocational support to improve and extend training outcomes. Students are advised to make an appointment with their Trainer/Assessor in the first instance, and then discuss their learning needs with their Trainer/Assessor.

Legislative and Regulatory Requirements (SRTO 8.5)
All Students will undergo an induction with the AWCC/ACHE, which will include the Student’s rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook, which also includes the Student’s rights and responsibilities that will affect their participation in vocational education and training.
The Student acknowledges that they must observe The AWCC/ACHE’s policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in this Student Handbook.

STUDENT DECLARATION
I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions of enrolment with specific reference to the AWCC/ACHE’s enrolment and selection, USI, course fees, payments and refunds, course requirements, (including Language Literacy and Numeracy), Complaints and Appeals, Workplace Health and Safety, Legislative and Regulatory policies and procedures, which are provided to me in the Student Handbook.
By signing this document I also give permission for the AWCC/ACHE to access my Unique Student Identifier for the purpose of my training.

STUDENT SIGNATURE:________________________________________________________
DATE: __ __/ __ __/ __ __ __ __

AWCC REPRESENTATIVE:_____________________________________________________
DATE: __ __/ __ __/ __ __ __ __