



Student Information Booklet

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1. Introduction

Australian College of Management is a VETAB Registered Training Organisation (NTIS No 91086) and delivers from Certificate III to Diploma level qualifications, focusing on an individual's professional development in the business environment.

The workbooks, handouts and notes given out during the workshops are to be used as a reference material and to support the acquirement of knowledge towards achieving competency in the required number units of competency for a qualification.

Once you have been assessed as competent in all the required units of competency, the Australian College of Management will issue you with a nationally recognised qualification. If you do not complete all the units of competency required for this qualification, a Statement of Attainment will be issued for the competencies successfully achieved and demonstrated.

In some cases, you may be eligible for Recognition of Prior Learning. We also offer Credit Transfers for all units of competency where a student can produce acceptable evidence of previous formal study, eg. AQF Qualifications or Statements of Attainment issued by another RTO.

We have substantial experience in delivering training to a variety of organisations across Australia. We take an active role in helping people to progress through the training and keep in touch to ensure no problems arise.

This Student Information Booklet has been designed to provide candidates with information about the qualification.

If you have any further questions in relation to this qualification, please contact your designated Assessor at:

Australian College of Management
Level 10, 32 Walker Street
North Sydney NSW 2060
Telephone: (02) 9238 0555
Facsimile: (02) 9238 0222

2. Student's selection, enrolment and induction

Students will be selected responsibly and ethically at all times and selection will be consistent with any curriculum requirements. The Australian College of Management is committed to non-discrimination in any form when selecting, and at all times, complies with equal and anti-discrimination legislation.

Applicants will be assessed by appropriately qualified staff using interview and pre-course material to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Access and participation

Selection processes include people from diverse backgrounds, take any special needs of students into account and provide support strategies for disadvantaged students.

Selection strategy

The organisation employs non-discriminatory recruitment practices. Students are selected on the basis of the entry requirements specified in program guidelines.

Selection process

The entrance requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Enrolment/Induction/Orientation

Students are required to complete an Enrolment Application form. When your enrolment application is received, it is assessed and you will be advised of your acceptance or non-acceptance into the qualification. An enrolment and student number will also be allocated to you. Induction and orientation is provided to students at enrolment.

Admission refusal

Applicants refused admission to the qualification are about to submit an appeal to that refusal. Applicants should contact the Australian College of Management to discuss the appeal.

3. Obligation to recognise qualifications and statements of attainment

“The obligation to recognise qualifications and statements of attainment issued by other RTOs is a feature of the Australian Quality Training Framework which allows a registered training organisation (RTO) registered in one State or Territory to operate in another State or Territory without a further registration process. Qualifications and statements of attainment issued by an RTO are accepted and recognised by all other RTOs, and training packages endorsed by the National Training Framework Committee can be delivered by all RTOs registered to do so.” (*The Australian National Training Authority Website*)

4. Fees and charges, including refund policy and exemptions

You or your employer will be responsible for payment of all fees and charges applicable to you undertaking this qualification unless you have made other arrangements.

All fees paid in advance are protected by being deposited into a nominated “fees in advance” bank account. All requests for fee refund and transfer to another qualification or service must be made in writing to the Training Manager.

5. Provision for Language, Literacy & Numeracy assessment

Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the Training Manager may arrange for the student to receive extra-curricular assistance from the trainer or other staff member. Where extensive support is needed, specialised LLN classes may be set up. This may attract a fee. Where an applicant’s LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

If you require help with literacy and numeracy please contact the Reading, Writing Hotline 1300 655 506 for referral to appropriate assistance.

6. Student Support Services

Academic and vocational counselling

Students may receive academic or vocational counselling from Training staff or another qualified person. Training staff monitor the student's progress and intervene to provide counselling or support as appropriate and, where needed, refer the student on to the counsellor, program co-ordinator or other qualified person, depending on the nature of the problem.

If you require help with counselling, please contact SOS (Stress Occhealth Services), 5 Fern Place, Bondi Junction, NSW 2022 - Ph (02) 9389 4253 Fax (02) 9389 0469.

You can also make use of your Employer's counselling facilities.

Post program support

Students may have access to various kinds of post program support. Please ask the workshops for details of the particular support available.

7. Welfare and guidance services

Personal Counselling

Any student showing signs of distress or discomfort is to be approached and offered support by the staff member who notices the issue.

Support may take the form of informal talks, referral to a counsellor, trainer or other qualified person, depending on the nature of the problem. Where necessary the staff member may assist the student to access external professional assistance. All staff are to treat students with courtesy and empathy at all times.

Alcohol and Drugs

Alcohol and drug use become an OHS hazard when consumption inside or outside of the workplace impairs performance at work and creates OHS risks in the workplace.

Employees have a duty to take reasonable care for their health and safety and that of others.

- absenteeism is two to three times higher for drug and alcohol users than for other employees;
- employees with chemical dependence problems may claim three times as many sickness benefits and file five times as many workers' compensation claims
- in many workplaces, 20 to 25 per cent of accidents at work involve intoxicated people injuring themselves and innocent victims
- on-the-job supplies of drugs and alcohol account for 15 to 30 per cent of all accidents at work.
- Golden rule – don't present for work (or training) if you are under the influence

Alcohol and Drug Information Service (ADIS) is a 24 hour confidential telephone counselling service. Phone (02) 9361 8000 or toll free: 1800 422 599

For family drug support in Australia, phone the Family Drug Support hotline on 1300 368 186 (available 24 hours a day).

8. Flexible learning

Australian College of Management recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students.

9. Assessment procedures

During the course you will be required to demonstrate that you have gained the knowledge and skills required for the qualification. This process is broadly called "Assessment".

Qualified Assessors are responsible for your assessment although they may also have appointed Training Facilitators to help assist you achieve competency in the various units.

Assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the students and learning environment
- To negotiate flexibility with students regarding the type of assessment, taking into account Flexible Delivery, EEO and anti-discrimination principles, and the particular needs and circumstances of students
- To advise students, with sufficient time, regarding the up and coming assessment
- Provide the students with the assessment criteria/context and purpose of the assessment
- To advise students of the Recognition for Prior Learning (RPL) processes
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delays, allowing for the readiness of the student

- To use cost and time effective methods and materials appropriate to the assessment
- To consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence
- To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test.

The person responsible for your assessment will be:

- Qualified as competent against the Competency Standards for Assessment. As a minimum, this is to be in the three units “TAAASS401C - Plan and organise assessment”, “TAAASS402C - Assess competence”, and “TAAASS403B - Develop assessment tools”.
- An expert in the skills and knowledge being assessed (or be assisted by someone else who is an expert)
- Know the competency standards and their assessment requirements for the range of units they are approved to assess
- Know current industry practices for the job or the role against which the performance is being assessed

The following assessment methods may be applied to confirm evidence of competency:

| Method: | Suggested evidence: |
|---|---|
| Documentary evidence | Spreadsheets, minutes of meetings, data supporting sales results, emails, performance appraisals, etc... |
| Interview/Oral | Questioning during the summative assessment and to supplement any gaps in the assessment submission. If for any reason the workbook/project cannot address the needs of the individual or the enterprise, the assessor is at liberty to supplement the assessment with appropriate questions on the day. |
| Demonstration: Role-play/Simulation Scenario/On-the-job | The assessor is to use a summary of competence (checklist) compiled from the evidence guides. |

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| Third party validation to ensure the credibility of the assessment process. | Report or references from the participant's manager/supervisor based on a summary of competence (checklist) compiled from the evidence guides. |
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To help you with your assessment, the following facilities are provided:

- Learning guides
- Assessment guides and outcomes
- Access to your Training Facilitator post course will be via email or phone support; they will also provide ongoing feedback on your learning and application of the skills
- Relevant workplace equipment
- Information resources
- Relevant workplace environment or simulated workplace environment
- Real or simulated work tasks

Assessment is competency-based and is designed to determine whether you can demonstrate the target competencies. Should you be unable to demonstrate competency at a given time or you successfully appeal assessment results, a reassessment can be arranged at an appropriate later date.

Assessment is conducted in accordance with the National Assessment Principles. Assessment incorporates the principles of the Essential Standards of the Australian Quality Training Framework (AQTF).

The Training Manager is required to ensure operational compliance with AQTF principles and standards, and to review, evaluate and adjust, as necessary, assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and student input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

If you do not feel that you are ready to do the assessment at the time or to the agreed timetable, a future assessment date can be organised. You will need to consult with your Employer and the relevant agreement held as to your rights and responsibilities.

You will also be allocated a Competency Record book that reflects the elements and performance criteria of the units of competency listed in the training package. Your Assessor will sign the book to indicate competency in relation to the units of

competency. Please ensure you keep your copy of this book in a safe place as it provides evidence that you have competently completed the units of competency.

You will be informed of the results of the assessment and your Competency Record book is to be signed by you and the assessor as a record to verify the completion of the formal assessment.

Where the result of the assessment is that you are not yet competent, you can discuss with the trainer/assessor the options of re-assessment or to have further training that will give you the opportunity to develop competence in the required areas.

You have the right to appeal within 14 days of receiving notification of the decision made in relation to the assessment outcome. Appeals must be made in writing to the Training Manager at the Australian College of Management (refer to Section 12, "Complaints, complaints and appeals procedures", for more information.)

10. Assignments/ Workplace projects

Projects must meet the assessment criteria of the Training Package on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used.

All assessment materials must be appropriate to your needs and the program delivery methods.

Your Assessor will advise you when and how to complete assignments and assessment work. Feedback regarding your progression throughout the course will be given in verbal form following each workshop and assessment session.

It is your responsibility to determine the relevance and correctness of this information. Is there or do you need to provide more evidence to cover the components of competency? For example; what evidence is required to demonstrate that your skill-set and knowledge is relevant to the task/s? Can these skills also be safely and competently demonstrated in a work environment? Can the evidence confirm your task management skills? Do you have a contingency plan/s?

Is there evidence of this performance over time? You may consider gathering third party evidence from your supervisor/manager by using the summary of competence (ask your Assessor for a checklist) compiled from the evidence guides and range of variables listed in the training package.

You will be provided with workplace projects and assessment work during the face to face delivery.

11. Attendance

You will be required to attend training sessions/workshops and/or visits. Your Assessor will advise the type and scheduling of attendance at training sessions, as required.

12. Complaints and appeals procedures

In the event of a complaint, you can:

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of your Training Facilitator/Assessor
- Consult the Training Manager

If the complaint is unresolved, you can seek arbitration by a third party acceptable to all parties to the complaint. If the complaint is not satisfactorily resolved within 60 days from the occurrence of the complaint, the student may request the Australian College of Management to seek the services of a third party. If you are not happy with the choice of the third party by the Australian College of Management, you may select a third party of their choice. Arbitration will be undertaken when both the Australian College of Management and the student agree on a third party. If the complaint is still unresolved, you will be advised of external organisations of appeal. All appeals and complaints are taken seriously and treated in the strictest confidentiality.

Assessment Appeal

You have the right to appeal within 14 days of receiving notification of the decision made in relation to the assessment outcome. Appeals must be made in writing to the Training Manager at the Australian College of Management.

If the appeal is not finalised satisfactorily, the assessment will be referred to an independent assessor (agreed upon by the student and the Australian College of Management). The assessment appeal decision will be final once it has been referred to an independent assessor.

Participants have up to 8 weeks (post appeal notification) to confirm a date with the assessor for the re-assessment components of the unit of competency. An alternative assessment or assessor may be sought.

13. Disciplinary regulations

Students who are undertaking the qualification under the auspices of their Employer remain subject to the disciplinary policies and procedures of their Employer. In addition, such students are encouraged to comply with all lawful directions issued by their Training Facilitator/Assessor and with the Policies and Procedures set out in the Student Information folder.

14. Staff responsibilities for access and equity

Access and equity policies are incorporated into the RTO's operational procedures. The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Sexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

15. Recognition of Prior Learning

Recognition is available for some subject units of competency which make up your qualification.

The units of competency in a qualification are linked to either complete Competency Standards or to Elements of Competency Standards. The performance criteria, which make up each unit of competency, provide the recognition benchmarks.

Depending on the evidence provided, students may receive full recognition for the competencies required for a qualification or unit of competency. Initially, you will self-assess against learning outcomes and assessment criteria of relevant units of competency. Your Assessor advises and may assist you to prepare the application and documentation to support your self-assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and

the principles of assessment evidence, that is: currency, authenticity, validity, reliability, fairness and flexibility. The form of assessment may be negotiated with you and may consist of interview, written assignment, workplace assessment, or other method depending on the nature of the evidence required. Assessment must be conducted by a qualified assessor or assessment panel.

Fees may be charged for the recognition service.

Further information is in the 'Application for Recognition' form. You will need to complete the form plus provide a wide range of supporting evidence. If further evidence is required then this is negotiated with you. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

If successful, you will be notified promptly of the outcome. The Assessor advises unsuccessful students of reasons for non-recognition and steps they can take, including remedial training and appeal mechanisms.

16. Code of practice

The Australian College of Management is committed to excellence in systems and procedures as detailed in its Code of Practice. Please refer to the National Training Code of Practice.

17. Expectations of students

You are expected to act professionally and ethically in relation to your studies.

Open and honest feedback is encouraged between the Training Facilitator, Assessor, Australian College of Management and yourself.

You must not take the work of others and present it as your own. While co-operative effort and the sharing of information is encouraged, you must ensure that your assignments and assessments are representative of your own effort, knowledge and skills. Failure to do this is known as plagiarism and may result in the assignment/assessment being deemed to be "not yet competent" by the Assessor.

18. Access to records

You are able to access assessment records/results at any time on written request to the Australian College of Management. If you require a third party to access your personal records, a 'Consent to Disclose Information' form is to be filled in and returned to the Australian College of Management.

19. Privacy Act and Freedom of Information

The Australian College of Management abides by the Freedom of Information and Privacy Act, and has implemented privacy principles to protect the privacy of your information.

These principles include:

- Non-disclosure of a your personal details to any unauthorised person, and
- Non-disclosure of details of training and assessment conducted for any student to any unauthorised person.

You are required to fill in a consent form for disclosure of information.

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