



ACE COMMUNITY COLLEGES LTD

Student Handbook
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ACE COMMUNITY COLLEGES LTD
STUDENT HANDBOOK



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INTRODUCTION

OVERVIEW OF THE ORGANISATION

Background:

ACE Community Colleges Ltd is a not-for-profit registered training organisation (RTO number 90032) which has been providing community education since 1978 and accredited training and assessment services since 1995. The organisation is governed by a Board of Directors and has a Principal as chief executive officer with overall responsibility for management and operations.

Vision and goals:

ACE Community Colleges undertakes to provide lifelong learning opportunities that lead to personal, social and economic improvement for people in our region. The organisation aims to realise its vision by providing pathways to employment through the delivery of nationally recognised qualifications and short courses in areas of high industry demand, by providing a variety of delivery methods to meet a diverse range of needs, by offering leisure and lifestyle courses to promote community engagement and socialisation, and by seeking to keep all courses as affordable as possible.

Colleges and delivery locations:

The organisation operates community colleges at Lismore on the North Coast of NSW and at Burleigh Heads on Queensland's Gold Coast. Training programmes are delivered at these locations and in neighbouring towns and communities, including Tweed Heads, Casino, Woodenbong and Kirra Hill.

Our trainers, assessors and programme instructors:

Nationally recognised qualifications and skill sets at ACE Community Colleges are delivered by fully qualified practitioners with extensive industry knowledge and experience. Our trainers and assessors maintain their involvement with industry, hold formal qualifications in training and assessment and continue to develop their expertise in order to provide the highest possible quality of service. Instructors on our non-accredited programmes are both knowledgeable and passionate about their particular field or specialisation. As participants on these programmes do not undergo formal assessment, however, instructors are not required to hold a training and assessment qualification.

PROGRAMMES AND SERVICES

ACE Community Colleges offers a wide range of programmes and services, all of which are advertised on our website at www.acecolleges.edu.au. Detailed outlines for all our full qualification courses are available from our website or over the counter at either of our colleges.

General training programme:

Our general programme consists of training and assessment in nationally recognised qualifications and skill sets in addition to supplementary vocational courses and workshops and an extensive selection of leisure-and-lifestyle options. Courses may be delivered in classroom-based settings at either one of our colleges and/or at workplaces or other specialised locations befitting the content and requirements of the course. The organisation also delivers a number of qualifications flexibly, by distance or through a combination of delivery

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methods. These may involve e-learning, online workgroups, teleconferencing, correspondence-based training, face-to-face tuition, skills recognition or other flexible arrangement.

Customised training solutions:

We routinely accommodate local businesses seeking specialised solutions to their staff training and development needs. Upon request, we can tailor the training services we provide to the specifications of our clients. Programme content and design, training materials, modes of delivery, venues, dates and times can all be customised to fit particular requirements as exactly as possible. Training programmes can also be devised for individual learners seeking personalised tuition as professional development, to explore pathways into further study or to enhance their prospects of re-entering the workforce.

Foundation skills and general education:

ACE offers both accredited and informal foundation skills training incorporating general workplace skills, digital literacy and language, general literacy and numeracy support. These programmes can be tailored to the individual to support pathways into further vocational training and are available to students enrolled in other accredited programmes.

Traineeships and other special programmes:

Traineeships formally combine work and study in a special arrangement that benefits students and employers alike. ACE offers traineeships in a number of vocational areas in business and community services. Other special programmes may be set up in response to a defined community need, skills shortage or as devised by government. These may be initiated by the organisation and supported by local community groups or aligned to government funded training initiatives and supported by local industry. Special programmes have been delivered at both of the organisation's colleges, in remote community locations and at training venues elsewhere in our region.

Driver training and community support:

Our award-winning indigenous driver training programme is our longest-running and most successful community-based support programme and is backed by NSW Roads and Maritime Services (RMS). It assists local indigenous people to obtain and maintain a NSW driver licence through a combination of formal training, structured practice and specialised support. Initial assistance is provided to enable programme entrants to obtain a NSW learner licence which they then use to gain experience behind the wheel while taking formal instruction from one of our dedicated team of driving instructors. Successful participants follow the programme through to their provisional licence creating additional opportunities for themselves and their communities as a result.

Recognition of existing skills:

ACE encourages students with extensive industry experience to apply to have their existing skills and knowledge recognised through our recognition of prior learning (RPL) process. Students may complete an entire qualification through RPL or any part of a qualification depending on the units of competency involved. Further information is provided on page 15 of this handbook.

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Learner support services:

In addition to general support and assistance aimed at making the ACE experience as enjoyable and productive as possible for every student, we also offer specialised learner support to assist students enrolled in full qualification courses, and on various special programmes, to get the most from their training, meet their learning objectives and enhance their employment prospects as a result. More information on available support services can be found on page 16 of this handbook.

NATIONALLY RECOGNISED TRAINING

ACE Community Colleges delivers a range of nationally recognised qualifications and short courses. We may vary the courses we offer from term to term and may not offer all qualifications and short courses at any one time. The range of accredited training we are entitled to deliver is outlined in our *scope of registration* which can be found at www.training.gov.au. Qualifications and statements of attainment issued by ACE Community Colleges are recognised throughout Australia.

Certificate and diploma courses:

Qualifications are offered at various Certificate and Diploma levels. Full qualifications may be under-taken in preparation for entry or re-entry to the workforce, to support or justify greater responsibility in the workplace, to enhance promotion opportunities, and for career and professional development purposes. They are composed of an industry-specified number and range of core and elective units. Competency is determined by a qualified assessor on a unit by unit basis. A qualification testamur is issued once competency has been achieved in all prescribed units.

Accredited short courses and skill sets:

Short courses and skill sets are made up of one or more units of competency from a nationally recognised training package. These courses focus on a subset of related skills within a particular industry or on the transferrable skills required to enhance employability across different industry sectors and specialisations. These shorter courses are ideal for professional development, career enhancement or to further employment prospects. Industry-defined skill sets may also be linked to a particular job role, industry licence or regulatory requirement. A statement of attainment listing the title and national code of each unit is issued upon successful completion and competencies achieved may also be credited towards a full qualification at a later date.

OTHER GENERAL PROGRAMME OPTIONS

In addition to nationally recognised vocational training, ACE also offers a popular range of cost-effective short courses for people seeking practical skills and knowledge without needing to be formally assessed. These supplementary vocational courses are offered alongside a full range of leisure, lifestyle and general interest courses as an integral part of our general programme.



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Supplementary vocational courses

These business and technology-oriented courses are for people who do not require their skills and knowledge to be assessed. They may be undertaken to supplement the existing skills of established employees and small business operators or to develop confidence and expertise in employment-related concepts, practices and applications prior to enrolling in a full qualification. Courses offered encompass skills in business management, administration, communications and technology, at both introductory and more advanced levels, with new courses being offered on a regular basis. Although participants will not automatically receive recognition for these non-accredited courses from other training organisations, they may be used to support a future application for recognition of prior learning. Statements of attendance for non-accredited courses are issued upon request.

Leisure and lifestyle courses

ACE offers a wide range of non-accredited leisure and lifestyle courses for those seeking to better balance their work and home life and make the most of their leisure time. Generally, our leisure and lifestyle courses have been developed by the trainer who delivers them, reflecting their particular passions and interest in the material. All course proposals are reviewed by college management prior to being accepted and offered in our course guides.

PRE-ENROLMENT INFORMATION

COURSE INFORMATION

Up-to-date course information is available from our website at www.acecolleges.edu.au, in published course guides or by contacting either one of our colleges directly. Detailed course information sheets are also available for all advertised qualifications.

Course guides:

College-specific course guides are published each term summarising the qualifications and short courses being offered. These are selectively distributed locally but may also be downloaded from our website or obtained over the counter at either of our colleges. You may also contact your local college to have our current course guide emailed directly to you.

Course information sheets:

Detailed course information sheets are available for all full qualifications advertised in current course guides. Course information sheets cover qualification components, eligibility requirements, enrolment information, delivery and assessment arrangements, fees, subsidies and other relevant information.

ELIGIBILITY FOR ENROLMENT

In some instances you may need to satisfy certain entry requirements to be considered eligible for admission onto a particular course or programme of study. For example, there may be prerequisites for entry to certain qualifications or specific conditions relating to subsidised training programmes. Information on eligibility is contained within specific course information sheets and details may also be obtained from administration prior to enrolment.

Access to funded training places:

Students who receive a government subsidy under any training programme may not be able to access further training under the same programme or be eligible for other funded programmes. As such, you should carefully consider your training options before committing to enrolment in a subsidised course.

UNIQUE STUDENT IDENTIFIER

All students undertaking accredited training must have a Unique Student Identifier (USI). This requirement applies to both full qualifications and accredited short courses, including First Aid training. You will need to provide us with your USI at the point of enrolment.

Obtaining a USI:

If you don't already have a unique student identifier, you (or your parent or guardian) can apply for one at www.usi.gov.au. To create a USI, you will need to have an accepted form of identification and a valid email address. We will also ask you to complete a consent form so that we can verify your USI. Should you need us to create a USI for you, we will first need to establish your identity and collect the personal information



PRE-ENROLMENT INFORMATION

necessary to complete your registration. You will also be asked to complete a consent form enabling us to do this on your behalf.

USI security:

ACE will ensure the security of your personal information, including your USI, and will not retain any information collected solely for the purpose of applying for a USI on your behalf. Storage, disclosure, use and security of the USI will be in accordance with Commonwealth rules on privacy and security.

FEES, CHARGES AND TERMS OF ENROLMENT

FEES AND CHARGES

Fact sheet:

At the back of this handbook you will find a fact sheet summarising available services and applicable fees (the fact sheet is also available from college administration). Note that amounts charged for some services will vary according to the time and resources required to meet the specific need identified. Quotes can be obtained for these services from college administration.

Course fees:

Course fees are published in our course guides and on our website at www.acecolleges.edu.au. A fee schedule for the current term is also available from college administration. Course fees are payable upon enrolment and cover the following:

- participation in the course for the advertised period including applicable classroom-based and on-line training, work placement or other contact with the trainer as advertised;
- all course textbooks, learning and assessment materials, necessary facilities, resources and equipment unless otherwise stated in our advertising material;
- processing of RPL applications corresponding to advertised course components;
- processing of credit transfer applications for relevant units (full qualifications only);
- access to advertised support programmes;
- marking of assessment items up to a maximum of three submissions per item.

Payment of course fees does not entitle the student to:

- select or vary elective units or defined course components (although employers are welcome to negotiate the specific training needs of their employees prior to any delivery taking place);
- course extensions or extensions to submission deadlines for assessment items;
- supplementary training or support not previously advertised or negotiated prior to course commencement;
- unlimited or ongoing access to the trainer/assessor or to training equipment/facilities;
- resubmission of assessment items following three unsuccessful attempts;
- re-assessment, gap training or re-enrolment in a subsequent course following failure to complete a course to the required standard in the prescribed timeframe;
- materials advertised as having an additional cost or to be supplied by the student.

Subsidised training:

Most courses are delivered on a fee-for-service basis, funded by students through the payment of course fees. Occasionally, however, governments provide funding to meet strategic and/or regional training priorities. Eligible students enrolling in these subsidised programmes will normally be charged an administration fee and sometimes a materials fee. Non-eligible students may participate in these programmes but will be required to pay the full fee. Refer to the appendices at the back of this handbook for information on government subsidies currently available.

FEES, CHARGES AND TERMS OF ENROLMENT

ENROLMENT AND PAYMENT

Prospective students are required to complete an enrolment application form, provide relevant personal details and other essential information and have their eligibility for enrolment confirmed in order for their application to be accepted. Students must also demonstrate that their language, literacy and numeracy capabilities are appropriate to the course level and content. Applicants are then asked to pay the course fee (or a proportion thereof – see the sections below on fee payments and payment plans) or obtain a purchase order from their employer or employment consultant so that they may be invoiced. An enrolment is not confirmed until payment or an official purchase order is received.

Payment options:

Standard payment options include:

- in person – by cash, cheque or debit/credit card (Visa/MasterCard)
- over the telephone – using debit/credit card (Visa/MasterCard)
- online – by electronic payment (through PayPal)
- by post – by cheque or debit/credit card (Visa/MasterCard)
- by fax – by debit/credit card (Visa/MasterCard)
- payment plan – instalments by direct debit (through Ezidebit)

Payments involving purchase orders:

- employer or job services provider purchase orders on business letterhead may be presented in person or by post, fax or email. Confirmations must provide the name and contact details of the person to whom the invoice should be addressed.

Fee payments:

For all enrolments, the full course fee must be paid unless:

- a payment plan is agreed prior to enrolment (see below for more information);
- the student is eligible for an advertised concession;
- the student is eligible for a reduced/zero fee as a condition of government funding;
- the total fee exceeds \$1500, in which case no more than that amount will be collected prior to commencement, with the balance payable in instalments of no more than \$1500 each over the duration of the course;
- payment is to be made by an employer or job service provider, in which case enrolment will proceed upon receipt of a purchase order prior to course commencement.

Payment plans:

A payment plan must be arranged where the full cost of a course is greater than \$1500. ACE is unable to accept payments in advance greater than this amount. For courses costing under \$1500, you may be able to arrange a payment plan if you are unable to pay the full course fee in one payment. This option needs to be negotiated with college administration.

FEES, CHARGES AND TERMS OF ENROLMENT

Fee assistance:

Eligibility requirements for student assistance external to the college (e.g. Austudy, Youth Allowance, and Abstudy) may vary across agencies (e.g. Centrelink and Veterans' Affairs). Prior to enrolment it is your responsibility to discuss your study options and requirements with the relevant agency.

Outstanding/overdue payments:

If your repayments become overdue or you have a financial debt to the organisation, you may not be eligible to undertake further assessment, continue in the course or enrol into further study. Equally, Certificates and Statements of Attainment will not be issued until your financial debt has been cleared.

Re-enrolment:

You must re-enrol and pay the commensurate fee if you require additional/remedial training or assessment as a result of failure to complete a course or meet submission deadlines for assessment items. The organisation does not offer course extensions in these circumstances.

CHANGES TO SERVICES

ACE aims, at all times, to minimise disruption to students undertaking training at any of its colleges or other locations. Where unforeseen and unavoidable, however, ACE will undertake to advise students of new arrangements at the earliest opportunity. This may include changes to timetables or personnel due to illness or revisions to course materials, third party provider arrangements or any other change likely to affect participants. The nature of the change will determine how students will be notified. Students are advised to keep personal details up-to-date to facilitate communications.

CANCELLATIONS AND REFUNDS

Courses commence once a viability threshold has been passed and a minimum number of students have enrolled. Once begun, ACE guarantees to complete the course within the period advertised. Should the trainer or third party provider be unable to fulfil commitments, ACE will arrange for a replacement or take other steps necessary to ensure all enrolled students are able to complete their studies. Where this is not possible, a pro rata refund will be issued for any training not completed. For further information our policy on fees and refunds is accessible from our [website](#).

Cancellation by us:

If a course is cancelled by the organisation for any reason, enrolled students will be advised as soon as possible, either by telephone or email (it is the student's responsibility to provide us with correct contact details and to update them in the event of any change). All fees paid in connection with any course cancelled by us prior to its commencement will be refunded in full without deduction.

Where a course fills before a payment has been received or processed, that payment will be returned or refunded in full without deduction.



FEES, CHARGES AND TERMS OF ENROLMENT

Cancellation by the student:

Where a student wishes to cancel or transfer an enrolment, and written advice to this effect is received at least five working days prior to course commencement, fees paid will be refunded less a \$50 charge for administration. Students wishing to cancel an enrolment fewer than five days prior to their course commencing, or at any time after commencement, are not entitled to a refund.

A refund may also be paid, at the discretion of the local college manager and on application in writing, where exceptional circumstances can be demonstrated. If approved, fees paid will be refunded less a \$50 charge for administration.

Cessation of operations:

In the unlikely event that ACE ceases trading or defaults on its responsibility to provide the agreed training services, and the student has not withdrawn prior to the date of default, enrolled students will be offered a place in a suitable alternative course at another college at no extra cost. Alternatively, students may elect to receive a refund of all unexpended prepaid tuition fees. This refund will be paid to the student within two weeks of the day on which the course ceased being provided.

Payment of refunds:

Students entitled to receive a refund will be paid the refund amount due unless they advise the organisation otherwise. For example, students may elect to transfer their enrolment to another course of equal value or have fees paid held in credit for future use (up to a maximum of \$200).

PARTICIPATION AND ASSESSMENT

ORIENTATION AND INDUCTION

Prior to enrolment, administrative staff provide intending students with relevant course information including in relation to course content, pre-requisite and other requirements, delivery arrangements, timetables and support services. Students enrolling in full qualification courses may be asked to complete one or more tasks to enable us to estimate existing capabilities and evaluate individual needs relative to the demands of the course.

Pre-enrolment information is supplemented by a general orientation and course induction session conducted by the trainer at the commencement of the course. General orientation covers local college rules, the location of facilities, health and safety information, emergency procedures and other information aimed at ensuring the learning experience is both safe and enjoyable.

Course induction provides a comprehensive overview of the course, encompassing its structure, components and pathways, delivery arrangements, assessment provisions and relevant industry-specific legislation/regulations, in addition to covering specific course requirements, including in relation to attendance, participation and assessment.

Induction also highlights the range of learner support services offered by the organisation and how these may be accessed (a summary of support services is also included on page 16 of this handbook).

ATTENDANCE AND PARTICIPATION

Students are asked to be punctual and attend each class/training session on time. If unable to attend, students are encouraged to notify their trainer or college administration should that be possible. If a student is experiencing any ongoing difficulties affecting their participation or otherwise impacting on their ability to complete a course, they should discuss the situation with their trainer or with college administration as soon as possible.

Accredited programmes:

Students on accredited programmes must satisfy participation and assessment requirements for their course to ensure successful completion and meet eligibility criteria for the award of a qualification or statement of attainment. Students should advise their trainer or college administration if they are unable to do so and require alternative arrangements to be made.

Students must engage in all requisite assessment activities and submit all work for assessment by the due date in order to ensure progress and meet course requirements. Extensions to submission deadlines will only be granted in exceptional circumstances where adequate proof is provided. For further information on the assessment process refer to the Assessment section below.

Course feedback:

We appreciate constructive feedback. Students can provide feedback at any time or complete the feedback form supplied by the trainer at the conclusion of the course.

PARTICIPATION AND ASSESSMENT

COMPETENCY BASED ASSESSMENT

The information in this section applies to students who are enrolled in accredited programmes. Our accredited courses are nationally recognised, which means you can take a qualification or statement of attainment you achieved here to any registered training organisation (RTO) in Australia and you won't have to repeat the units of work you completed with us.

Assessment methods:

Assessment of accredited courses is competency based. Competency is assessed to confirm that you can perform to the standards expected in the workplace. You may be able to meet the requirements of competency by having your existing skills and knowledge assessed through an RPL process, or you can undertake training and assessment against the competency standard.

The trainer will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment task for each unit of competency. Assessment methods can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations and observation of activities in the workplace or simulated work environment.

Assessment evidence and plagiarism:

Items submitted for assessment as evidence of competency will be retained by the organisation for quality and compliance purposes. You should make copies of this work prior to submission if you think you may need to refer to it again at a later date.

It is not permitted to represent somebody else's work as your own. To avoid plagiarism you must properly acknowledge all information sources in work submitted for assessment. Students on accredited courses are required to sign a plagiarism declaration at the beginning of the course.

Extensions to assessment deadlines:

Assessment items must be submitted to the assessor by the due date specified for a result to be recorded. Extensions to assessment deadlines can only be granted for illness or where extenuating circumstances have been accepted as both genuine and reasonable. Formal requests for extensions must be submitted to your trainer in writing 48 hours prior to the advertised deadline. The length of the extension is at the discretion of the trainer, in consultation with college administration.

If you don't submit your assessment items by the due date and you don't have an approved extension, your work may not be assessed and you may receive a *not satisfactory* result for that assessment item which could jeopardise your completion of the unit.

Feedback, re-submission and alternative assessment:

Students have the right to receive written feedback on each assessment item submitted. If you have submitted your assessment item by the due date and it is assessed as requiring additional work you can request an opportunity to resubmit the item (or re-sit an observation-based assessment). Students are entitled to two re-submissions/re-sits per item following an initially inadequate assessment.

PARTICIPATION AND ASSESSMENT

If you consider that attempting a particular assessment task may put you at a disadvantage, due to a disability or for any other legitimate reason, you may request an alternative form of assessment. Your assessor will provide further information on the alternatives available upon request.

Appeals against an assessment decision:

You should initially contact your assessor if you are dissatisfied with an assessment decision and/or the feedback given. If you are not satisfied with the assessor's response, you should ask at administration to see the college manager or programme co-ordinator who will be able to provide further assistance. The college manager or programme co-ordinator may arrange for a re-evaluation of the assessment item by a different assessor or confirm the original assessment decision.

If you remain dissatisfied with the response you may lodge a formal appeal. This must be in writing and addressed to the Principal. Your appeal must be lodged within 20 working days of the response from the college manager or program co-ordinator and explain why you think the assessment item has been unfairly or wrongly assessed.

If your appeal is accepted the college will amend your results and issue the appropriate award without additional cost. If your appeal is unsuccessful, your result will remain unchanged. Further information on complaints and appeals can be found on page 22 of this handbook and, if required, a copy of our complaints and appeals policy may be obtained from administration.

SKILLS RECOGNITION AND CREDIT TRANSFER

Recognition of prior learning:

Recognition of prior learning (RPL) is the process by which a person's existing skills and knowledge are assessed to determine competency. As such, RPL is an assessment-only pathway and is offered to all learners who believe they can satisfy course requirements solely on the basis of their previous industry experience, prior training or familiarity with the material. If you intend to apply for RPL, you will need to provide a comprehensive portfolio of supporting evidence showing how your skills and experience match the requirements of the qualification or units for which you are seeking recognition. For more detailed information on the RPL process, contact a client service officer at either of our colleges.

Credit transfer:

Qualifications and statements of attainment issued by registered training organisations such as ACE are recognised throughout Australia. This national recognition supports the process of credit transfer by which identical or equivalent competencies achieved elsewhere, or as part of a different training programme, may be credited towards a current course of study. To receive credit for previous study, you will need to be enrolled in a full qualification and be able to provide certified copies of your qualifications and transcripts or statements of attainment. Please note that you cannot receive credit for your whole programme of study. At least twenty per cent must be achieved through assessment, either following formal training or via recognition of prior learning.

PARTICIPATION AND ASSESSMENT

SUPPORT SERVICES

Qualification enrolments:

From information provided by the student prior to enrolment in a full qualification, qualified staff at the organisation are able to identify language needs, literacy and numeracy levels, gaps in digital literacy and preferred learning styles. This helps to determine support requirements once enrolled.

During induction, enrolled students participate in activities designed to introduce course content and evaluate core skills. Material derived from these activities is used to plan relevant study workshops for students requiring additional study skills or supplementary skills in vocational IT or oral communication.

Individual support plans are discussed with the principle trainer who assists in their implementation, such as by facilitating individual and small group work for core skills support, by timetabling study skills workshops and by ensuring reasonable adjustment to assessments where appropriate.

A mid-course review provides the opportunity to evaluate participation and progress towards completing assessments, obtain feedback from students and determine additional support requirements, such as further study skills opportunities, workshops or access to mentoring services.

All enrolments:

All prospective and enrolled students have access to a Student Support Officer who can assist with course consultations and study plans. Students may self-refer or make appointments via a referral from an outside community or job-service agency, ACE administration or ACE training staff.

The Student Support Officer will co-ordinate the conduct of study plan interviews, skills evaluation and goal setting for general student enquiries. The Student Support Officer may recommend study path-ways into either accredited or non-accredited programmes, in consultation with the student.

RESULTS AND AWARDS

TYPES OF AWARD

Qualifications:

A qualification, comprising a testamur and transcript, will be issued to successful students upon the satisfactory completion of any full certificate or diploma course. Qualification transcripts appear on the back of the testamur and feature a full list of all units of competency successfully completed.

Statements of attainment:

A statement of attainment is issued upon the successful completion of assessment requirements in one or more units of competency where these form part of an accredited short course or skill set or represent the partial completion of a qualification.

ISSUANCE AND REPLACEMENT

Issuance of awards:

Students who satisfactorily complete the requirements of an accredited programme of study, or one or more units therefrom, will be issued with a qualification or statement of attainment as appropriate provided that their financial debt to the organisation has been paid in full. In these circumstances, issuance will normally occur within 30 days of relevant course documentation being received. Where a financial debt is owed, the award may be withheld until such a time as the debt has been cleared.

Replacement awards:

Upon payment of a reissuance fee, replacement awards can be obtained to recognise a name change or replace a lost or damaged document. You must provide proof of identity and include the original award with your application, if available, or a statutory declaration declaring the original to be lost or destroyed. You must include a certified copy of evidence of name change if applicable.

CANCELLATION OF AN AWARD

The organisation may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the organisation cancels your award, you will be advised in writing. You must return the cancelled award to ACE within 21 days of receiving written notice from the organisation. You have the right to appeal this decision through the Principal.

STATEMENTS OF ATTENDANCE

A statement of attendance may be issued upon request once a student has successfully completed a non-accredited course of study. Students can lodge a request at administration or ask their instructor to request a statement of attendance on their behalf.

GENERAL RULES AND EXPECTATIONS

GENERAL EXPECTATIONS

Dress requirements:

Students should wear clothing that is clean, tidy, appropriate to the classroom or training environment and in keeping with the reasonable expectations of the organisation and its stakeholders.

Facilities and resources:

You are requested to assist in maintaining the serviceability of facilities and equipment by reporting breakages and/or faults with equipment to your trainer or to college administration, and by leaving classrooms, workshops and catering facilities neat and tidy.

Computers and internet:

The organisation's computing and electronic resources are not to be used for purposes other than to meet course requirements. Students must not use or install unlicensed software on the organisation's computers. No application software of any kind may be installed without the knowledge and consent of college management. All external drives should be checked for viruses and malware before use on any of the organisation's computers. Content may not be downloaded from any website without the express permission of the trainer. Websites with bad reputations, which pose a security risk or which host content not likely to be acceptable to the organisation must not be sought or accessed under any circumstances.

Children:

Neither of our colleges has any child-minding facilities. Students should make alternative arrangements for child-minding and not bring their children to classes.

CONDUCT AND BEHAVIOUR

Equal opportunity:

ACE Community Colleges is an equal opportunity employer which fosters a workplace culture of fair and ethical behaviour while ensuring it meets its obligations under all relevant legislation.

ACE endeavours to provide a safe, encouraging and supportive environment for all, regardless of age, race, gender, sexual orientation or disability. All employees, trainers and students are entitled to be treated with respect and to work in an environment free from discrimination, harassment, bullying or vilification.

Code of conduct:

Employees, trainers and students are expected to conduct themselves in an appropriate and courteous manner and to observe the following standards of behaviour when at ACE:

- comply with all applicable laws and regulations in addition to organisational policies, procedures, codes, rules and guidelines;
- maintain integrity and honesty in their work and show respect, impartiality, courtesy and sensitivity to others;

GENERAL RULES AND EXPECTATIONS

- exercise their best professional and ethical judgement whilst carrying out their duties/studies;
- maintain a co-operative and collaborative approach to working relationships;
- maintain punctuality and provide adequate notice in relation to absences;
- not engage in any form of discrimination, harassment, bullying or vilification;
- not engage in any form of professional or academic misconduct, such as plagiarism or breach of confidentiality.

PRIVACY AND CONFIDENTIALITY

The college will collect information from you at enrolment for general administrative purposes. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely and only authorised ACE staff have access to it.

In accordance with information privacy principles, no access to your enrolment information will be provided to any other organisation or persons without your consent unless authorised or required by law in which case your personal information may be disclosed to Commonwealth and/or state government agencies.

If you are a trainee your personal information, attendance details, progress and results may be disclosed to your employer. If your enrolment is recorded as being funded by a third party, such as an employment agency or employer, your attendance details, progress and results may be disclosed to that party.

If you are required to attend practical work placements as part of your studies you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be an act of misconduct.

For more information on privacy and confidentiality, a copy of this policy may be obtained from administration.

HEALTH AND SAFETY

WHS responsibilities:

In accordance with the Work Health and Safety Act 2011 ensuring health and safety in the college is the shared responsibility of management, employees, trainers and students. All parties have a duty to take reasonable care of their own health and safety while on college premises and to take reasonable care that their conduct does not adversely affect the health and safety of others.

Access to WHS information:

During their induction or orientation session employees, trainers and students are provided with information on relevant WHS legislation, their WHS obligations, safe workplace and/or study practices, procedures for reporting hazards and work-related incidents, evacuation procedures, the location of fire exits, assembly areas and first aid kits, and contact details for the nominated First Aid Officers and WHS representative.

GENERAL RULES AND EXPECTATIONS

Smoking, alcohol and illicit drugs:

Smoking is not permitted in any of the organisation's colleges, training rooms or vehicles. Alcohol may not be consumed on any ACE premises unless specifically authorised by management in connection with an official function or event. The use of illicit drugs is not permitted under any circumstances.

No employee, trainer or student is to attend the college whilst under the influence of alcohol or illicit drugs. ACE does not accept liability for the consequences of any illegal or inappropriate actions committed by any employee, trainer or student affected by drugs and/or alcohol.

RELEVANT LEGISLATION AND REGULATIONS

ACE Community Colleges aims to comply with all relevant Commonwealth and state legislation and regulatory requirements. We endeavour to ensure that our staff, trainers and students are informed of legislative and regulatory requirements that affect their duties or their participation in vocational education and training.

The following is a list of generally relevant legislation that students may wish to refer to while enrolled in a course of study at ACE (students should note that industry-specific legislation/regulations relevant to their enrolment in an accredited course will be covered at their course induction session).

Commonwealth legislation:

- Standards for Registered Training Organisations (2015)
- National Vocational Education and Training Regulator Act (2011) and Regulations (2011)
- Copyright Act (1968) – further information on copyright is also provided below
- Privacy Act (1988) and Australian Privacy Principles (2014)
- Competition and Consumer Act (2010) incorporating the Australian Consumer Law
- Work Health and Safety Act (2011) and Regulations (2011)
- Racial Discrimination Act (1975)
- Disability Discrimination Act (1992) and Regulations (1996)
- Sex Discrimination Act (1984) and Regulations (1984)

NSW legislation:

- Work Health and Safety Act (2011) and Regulation (2011)
- Apprenticeship and Traineeship Act (2001) and Regulation (2010)
- Fair Trading Act (1987) and Regulation (2012)
- Privacy and Personal Information Protection Act (1998) and Regulation (2014)
- Anti-Discrimination Act (1977) and Regulation (2014)

Queensland legislation:

- Work Health and Safety Act (2011) and Regulation (2011)
- Further Education and Training Act (2014) and Regulation (2014)
- Fair Trading Act (1989)
- Anti-Discrimination Act (1991)

GENERAL RULES AND EXPECTATIONS

- Information Privacy Act (2009) and Regulation (2009)

Copyright:

You may only copy materials, including information published on the internet, in accordance with the Copyright Act 1968. For study and research purposes students are allowed to copy 10% (or one chapter) of a book or one article per issue of a journal. More extensive reproduction may be possible but royalty payments may be required.

You must comply with licences for the use of intellectual property, including software. All software loaded onto college computers or provided by the college is licensed and there is no permission to copy software unless permitted by the licence. Further information is available on the Australian Copyright Council website.

Further information:

- Commonwealth legislation database: www.legislation.gov.au
- Australasian Legal Information Institute (legislation database): www.austlii.edu.au
- NSW consumer rights (education and training): www.fairtrading.nsw.gov.au
- Queensland consumer rights (training courses): www.qld.gov.au

OTHER GENERAL INFORMATION

ACCESS/ADMITTANCE AND HOLIDAYS

Regular hours of business are between 9.00am and 5.00pm (local time) Monday to Friday although we frequently schedule classes on weekday evenings and at weekends. See the sections below for information on after-hours access in these circumstances and on public holiday closures.

After-hours access:

After-hours access arrangements are determined prior to courses commencing and may vary from college to college and from course to course. Your trainer will advise you of any such arrangements at your orientation session.

Holidays and closures:

ACE Community Colleges closes over the Christmas and New Year period and does not open on public holidays. Individual colleges may also suspend operations on gazetted local holidays. The organisation continues to operate as normal, however, throughout school holidays periods in each jurisdiction.

COMPLAINTS AND APPEALS

ACE is committed to ensuring fair and equitable outcomes for all its students. To facilitate this ACE undertakes to provide an effective means to resolve any concerns or complaints that may arise as a result of participating in any of its courses, including in relation to appealing assessment decisions.

Although resolution mechanisms may vary depending on the nature of the complaint or appeal ACE aims to ensure that each is addressed sensitively, promptly and in accordance with relevant policies, procedures, laws and regulations. All reasonable steps will be taken to respect the confidentiality of the people involved and to ensure fairness and impartiality throughout the resolution process.

General concerns/issues:

Where a problem or issue arises, students should initially raise the matter with their trainer or local college administration staff who may be in a position to resolve it quickly and informally. Where this does not result in a resolution, or is not appropriate, students should consider discussing the matter with the local College Manager who can advise on how to proceed.

Should this not lead to a satisfactory resolution, a formal complaint may be lodged. To be regarded as such, this must be done in writing on a student complaint/appeal form available from administration. Once lodged, the complaint or appeal will be referred to our Consumer Protection Officer who, under the guidance of the Principal, will direct the process of investigating the matter and ensure the student is properly informed along the way. Mediation may also be arranged as part of the resolution process.

Once investigations and decision-making have concluded, all parties will be notified and the student provided with a written account of the outcome detailing the decisions taken. Where the investigation results in the complaint being substantiated, the Principal or Consumer Protection Officer will direct relevant members of staff to immediately implement corrective actions to redress the situation. Students may appeal any decision resulting from this process or seek to involve an external agency such as the Australian Skills Quality

OTHER GENERAL INFORMATION

Authority or Queensland Training Ombudsman. A National Training Complaints Hotline is also available: 13 38 73.

Assessment decisions and complaints handling:

A decision taken by the organisation may be appealed within 20 working days, where reasonable grounds exist for doing so. This includes decisions taken in relation to the outcome of a previously lodged complaint, an assessment decision or where an enrolment is deferred or cancelled. The appeal must be lodged in writing on a student complaint/appeal form available from administration.

Once lodged, the Principal or Consumer Protection Officer will direct the process of determining the validity of the appeal. Where appropriate, a meeting may be called to enable discussion of aspects of the appeal and to assist in reaching a conclusion. Disputed assessments may be referred to another assessor appointed by the organisation for re-assessment.

Once the outcome of the appeal has been determined, all parties will be notified and the student provided with a written summary of the decision taken and the reasoning behind it. Where the appeal is validated, the Principal or Consumer Protection Officer will direct relevant members of staff to immediately implement corrective actions to redress the situation. Students dissatisfied with the out-come of the appeals process may request a review of the appeal decision by an independent party.

FEEDBACK AND IMPROVEMENT

ACE Community Colleges supports innovation and adheres to the principle of continuous improvement which it applies across all operational areas. As part of this approach, ACE is receptive to feedback and accepts suggestions for improvement from employees, trainers and students alike. ACE encourages all stakeholders to record their ideas and opinions so that we may continue to build on our successes and provide the best possible service to our community.



APPENDICES

DOCUMENTS APPENDED TO THIS HANDBOOK

Fees and charges fact sheet:

Our fees and charges fact sheet outlines services of potential interest to students and whether or not a fee or charge applies. For some services, the amount charged will vary according to the time and resources required to meet the specific need identified in each case. Quotes can be obtained for these services from college administration.

Training subsidies fact sheet:

This fact sheet identifies current training and employment initiatives of the NSW and Queensland state governments and outlines the programmes and training subsidies available under each.



FEES AND CHARGES FACT SHEET

Item/Process	Policy Information	Notes/Guidance	Fees/Charges
Course fees	Full fees are payable unless concessional rates are justified. Fees for funded courses will be levied as per government guidelines.	Refer to the <i>ACE Student Handbook</i> for information on what is covered/not covered by course fees.	Course fees are published in ACE course guides and on the organisation's website at www.acecolleges.edu.au . A fee schedule is also available from college administration.
Gap training and bridging courses	Qualification pre-requisites and other entry requirements must be satisfied prior to enrolment in a qualification.	Government funding is not provided for gap training and bridging courses, including delivery/assessment of pre-requisite units.	Delivery/assessment of pre-requisites is not covered by course fees. Price on application.
Credit transfer applications	Credit transfer is available to students enrolled in full qualifications only, for up to 80% of the target qualification, provided units meet packaging rules.	Credit transfer is relevant where existing qualifications held include competencies formally recognised as equivalent/identical to qualification components sought.	No charge is levied as no formal assessment takes place.
Recognition of prior learning	RPL is available as an assessment-only alternative where students hold sufficient independent evidence of their existing skills and knowledge to demonstrate competence.	The RPL process is relevant to knowledge, skills and experience gained at work and through learning accomplished in other industry and academic contexts.	Price on application as costs will vary depending on the units involved and time required to complete the process. Where RPL is applied for as part of an advertised qualification, the combined fee (RPL and training) will not exceed the maximum course fee.
Supplementary materials	A charge may be levied, or students asked to supply certain materials themselves, at the discretion of college management.	Relevant to a minority of courses only. Does not apply to essential course texts or assessment materials.	Relevant charges are advertised in course guides and on the organisation's website; advice is also provided prior to enrolment.



FEES AND CHARGES FACT SHEET

Item/Process	Policy Information	Notes/Guidance	Fees/Charges
Cancellation of enrolment	An administration fee will be deducted from the refund amount (if any is payable) where students elect to cancel their enrolment in a course of study. This fee is not levied where courses are cancelled by us.	A refund is guaranteed only where courses are cancelled by us or where notice of withdrawal is received at least five working days prior to course commencement.	\$50
Certification re-issue	Qualification testamurs, transcripts and statements of attainment may be re-issued upon payment of an administrative fee.	Issued upon request once proof of identity has been established. Original issue and re-issue dates will appear on certification.	Full re-issue: \$25 per document Plain paper photocopy: \$5 per copy
General document copy/re-print	General documents such as receipts, invoices and confirmations of enrolment/attendance may be re-issued without charge.	Issued upon request once proof of identity has been established.	Free of charge



SUBSIDISED TRAINING FACT SHEET

NSW GOVERNMENT TRAINING SUBSIDIES

***Smart and Skilled* entitlement programme:**

The NSW government provides training subsidies to eligible learners seeking to enrol in nationally recognised training with an approved training provider. Its Smart and Skilled initiative is aimed at helping people get the skills they require to find a job and advance their careers. This includes providing eligible students with an entitlement to government subsidised training up to and including Certificate III while some higher level qualifications in selected priority areas may also be subsidised.

You may be entitled to a *Smart and Skilled* subsidy if:

- you are an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen
- you are at least 15 years of age and not attending school
- you live or work in NSW (or are an indigenous Australian living in a designated NSW border area)

For further information about the entitlement programme, including courses, fee arrangements and fee-free scholarships, visit the *Smart and Skilled* [website](#) or contact our Lismore college on (02) 6622 1903.

***Community Service Obligation* programme:**

Smart and Skilled extends to a Community Service Obligation (CSO) programme in which approved Adult and Community Education providers are funded to deliver training and support to disadvantaged students and those in regional and remote communities who experience difficulty in accessing a *Smart and Skilled* entitlement. Under the CSO programme ACE Community Colleges is able to support foundation skills and other targeted training linked to NSW government training priorities.

If you satisfy eligibility criteria for a *Smart and Skilled* subsidy and belong to one of the groups identified below, you may be entitled to assistance under the CSO programme:

- you receive a Commonwealth benefit
- you are an indigenous Australian or an underemployed migrant or refugee
- you are a young person (15-17) without a clear path to work or further education
- you have a disability or are disadvantaged in some other way
- you are the dependent child or spouse of somebody in one of the categories above (conditions apply)

For further information about the CSO programme, including courses, fees and support arrangements, see the *Smart and Skilled* [CSO Fact Sheet](#) available from Training Services NSW or contact our Lismore college on (02) 6622 1903.

Information on training subsidies applicable in NSW can also be found on our website at acecolleges.edu.au.



SUBSIDISED TRAINING FACT SHEET

QLD GOVERNMENT TRAINING SUBSIDIES

Certificate 3 Guarantee programme:

The *Certificate 3 Guarantee* (C3G) is a Queensland government initiative under the its five-year training action plan known as *Working Queensland*. C3G supports eligible individuals to complete their first post-school Certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high-priority qualifications.

For more information on the programme and to find out if you are eligible to participate, please refer to the [C3G fact sheet](#) on our website or call our Burleigh Heads college on (07) 5520 3026.

Higher Level Skills programme:

The *Higher Level Skills* (HLS) programme is another component of the Queensland Government's five-year *Working Queensland* plan. The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in a priority industry or to transition to university. The programme provides individuals with access to one subsidised training place in a priority qualification or skill set at Certificate IV level or above.

For more information on the programme and to find out if you are eligible to participate, please refer to the [HLS fact sheet](#) on our website or call our Burleigh Heads college on (07) 5520 3026.

Skilling Queenslanders for Work:

This programme provides training to people who are under-utilised or under-employed in the labour market and develops skills for young people, Aboriginal or Torres Strait Islander people, people with a disability, mature age job seekers and people from culturally or linguistically diverse backgrounds.

For more information on how we might be able to help, please call our Burleigh Heads college on (07) 5520 3026.

Refunds on subsidised courses:

Where due, refunds of student contribution fees for all Queensland government subsidised courses are paid on a pro-rata basis and based on units of competency yet to be achieved. Student contribution fees will not be refunded for those units of competency that have been achieved. Students are required to request refunds in writing. Refunds will generally be processed within 28 days.