

Acacia Education & Training



Student Guide to Policies and Procedures

Acacia Education & Training
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COURSE DELIVERY

Acacia Education & Training will:

1. 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 written notification of their decision to withdraw.
2. ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students.
3. ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the State or National guidelines for customising courses.
4. obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
5. ensure all courses in its Scope of Registration that are owned by the provider remain accredited.

TRAINING ENVIRONMENT

Acacia Education & Training will:

1. comply with all laws relevant to the operation of training premises including workplace health and safety and fire safety regulations.
2. ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
3. ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

RECRUITMENT AND SELECTION OF STUDENTS

Acacia Education & Training will:

1. advise prospective students of:
 - a. its Scope of Registration;
 - b. application processes and selection criteria;
 - c. fees and costs involved in undertaking training;
 - d. qualifications to be issued on completion or partial completion of courses;
 - e. competencies to be achieved during training;
 - f. assessment procedures including recognition of prior learning;
 - g. grievance procedure;
 - h. facilities and equipment;
 - i. student support services.
2. Recruit students in an ethical and responsible manner consistent with the requirements of courses.
3. Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

COMPLAINTS AND APPEALS

Acacia Education & Training recognises the need for students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Acacia Education & Training has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment.

Complaint or Appeal?

Complaints can generally be directed at the general performance of Acacia Education & Training or its staff in the delivery of our services.

An appeal may be lodged against an assessment decision or complaint outcome. For assessment appeals refer to the section below.

In the first instance complaints or appeals should be discussed informally with the staff or trainers/assessors involved. Where possible disputes are managed and resolved informally. However, if the complaint or appeal cannot be resolved informally the student can submit a formal complaint / appeal form. If you require a form please contact Acacia Education & Training.

The complaint or appeal will be dealt with promptly. All formal complaints are to be directed to, and will be dealt with by, the Acacia Education & CEO. Contact will be made within 10 working days to arrange a time to discuss your complaint or appeal. You are welcome to bring a friend or

advocate to this meeting if that is your choice. Internal complaints and appeal services are free of charge.

You will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed, actions will be implemented and the complaint or appeal will be closed.

External Appeals

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process facilitated by bodies such as:

Australian Council for Private Education & Training (ACPET)

<http://acpet.edu.au/students/student-support>.

There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Acacia Education & Training and you to request applicable documentation.

NSW Fair Trading

www.fairtrading.nsw.gov.au/

This NSW government department provides information and assistance for consumer issues.

State Training Services

For programs funded by the NSW Government (such as Smart and Skilled Programs), students may wish to contact State Training Services' Customer Support Centre regarding any unresolved complaints or appeals on Ph: 1300 772 104 or email: sts.aac@det.nsw.edu.au

Record Keeping

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the student's file and cannot be accessed without a written request to the CEO.

Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the student can lodge a Complaint / Appeal Form.

The appeal will follow the same process as a complaint and will be investigated by the CEO.

STUDENT CODE OF CONDUCT

All Acacia Education & Training students are required to act in a courteous and professional manner. We ask that you participate positively in discussions and activities with your trainer and your fellow participants.

Attendance of all scheduled classes and learning activities is mandatory. Each day you attend you must sign in and sign out on the attendance sheet provided. If you are running late, or cannot attend due to illness, you are to advise Acacia Education & Training prior to your scheduled commencement time, with as much notice as possible. Where applicable, a doctor's certificate is to be provided to Acacia Education & Training.

You are to follow the instructions of your teacher/trainer and other Acacia Education & Training staff members, act in accordance with any signage at the training facility, and follow any directions of Acacia Education & Training staff members, as long as they are lawful. You are to complete any reading, assessments and other learning tasks as directed by your teacher/trainer, as long as they are lawful.

We ask that you do not bring drinks or food into your room, however bottled water is accepted.

STUDENT SUPPORT SERVICES

Acacia Education & Training supports students to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Acacia Education & Training will attempt to:

- [provide the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements such as additional time with trainers.
- [provide the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements.

WORKPLACE HEALTH & SAFETY (WH&S)

All students are to ensure they act in accordance with applicable WHS requirements. You must not act in a way that endangers yourself, other participants, visitors to Acacia Education & Training, or Acacia Education & Training staff. You must also advise an Acacia Education & Training staff member if you observe any potential WHS risks, and of any incidents where a person has been injured or *could have been injured*.

Drugs, Alcohol and Tobacco

Students must not bring onto Acacia Education & Training premises any illegal drugs, nor consume, or be under the influence, of any such drugs whilst participating in any Acacia Education & Training class or learning activity.

Students must not consume, or be under the influence of, alcohol whilst on Acacia Education & Training premises or while participating in any Acacia Education & Training class or activity. Students under the age of eighteen are not to bring any alcohol onto Acacia Education & Training premises.

Acacia Education & Training premises, and other training premises used by Acacia Education & Training, including amenities and grounds surrounding the premises are strictly non-smoking areas. You are not to smoke anywhere in these premises nor within 10 metres of the building perimeter.

RECOGNITION OF PRIOR LEARNING (RPL)

Introduction

There are different terms used to refer to the recognition of an individual's learning and skills. These include Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a module or modules.

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Credit Transfer - means gaining credit for training completed with another RTO. The student will have a Statement of Attainment or Certificate which contains the unit.

Mutual Recognition: Acacia will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Policy

1. Skills recognition assessment (including RPL) shall be available to all prospective candidates.
2. Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise.
3. Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient, current and authentic.
4. *Acacia Education & Training* will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. Candidates may apply for recognition of their learning and skills by supplying evidence of:
 - a. Previous recognised training undertaken;
 - b. Work and life experiences;
 - c. Non-formally recognised training undertaken.
5. Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Procedure

1. Information and advice on making application for skills recognition assessment can be obtained from *Acacia Education & Training* Administration on (02) 4751 2300 or email: info@acaciaeducation.com
2. No additional fees are charged for the RPL assessment.
3. Candidates should lodge their application with *Acacia Education & Training* by mail, email or by lodging in person with an *Acacia Education & Training* staff member.
4. Applications should include a completed "RPL Application Form". Please contact *Acacia Education & Training* should you require a form.
5. Candidates may be invited to attend an interview process to discuss the application. Further information/documentation may be requested.
6. An assessment and verification of the application will be undertaken.

7. Applicants will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and qualifications/Statements of Attainment issued.
8. Candidates may appeal a decision. Appeals should be lodged with the Chief Executive Officer.
9. Candidates seeking credit transfer must produce the original documentation. *Acacia Education & Training* reserves the right to verify the authenticity of the qualification or Statement of Attainment by contacting the issuing RTO and/or referral to training.gov.au

ACCESS TO RECORDS

All student records, such as personal details and records of participation and progress 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 secure and is only accessible by employees of the RTO.

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 RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

COURSE FEES

Course fees are payable upon enrolment and payment must be cleared prior to the commencement of training.

There is no fee for the issue of original Certificates and Statement of Attainments.

Fees apply for the re-issue of Certificates and Statements of Attainment in the event of loss, or if a Certificate or Statement of Attainment has not been received due to a student not having notified *Acacia Education & Training* of a change of address prior to the qualification being posted.

REFUND POLICY

In the event that a course is run where students are required to pay a course fee, the following will apply:

In exceptional circumstances such as serious illness of the student, matters of a compassionate nature such as the death or serious illness of an immediate family member, students who wish to withdraw may apply for a refund of course fees.

All refund requests must be in writing, together with any supporting documentation if applicable, and will be subject to the consideration of Acacia Education & Training.

Fees may apply for any training materials not returned in original condition. Administration and Enrolment fees are non-refundable.

In the case of provider default, tuition fees will be refunded in the following circumstances:

- The course does not start on the agreed day or
- the course ceases to be provided at any time after it starts but before it is completed

Refunds will be made via EFTPOS or cheque, whichever may apply to the individual's initial payment method.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

PRIVACY STATEMENT

Acacia Education & Training is committed to respecting the privacy of its customers. The following policy discusses how personal information received by Acacia Education & Training will be dealt with.

Acacia Education & Training is required by law to comply with the provisions of the *Privacy Act 1988* (also sometimes referred to as the *Privacy Principles Act* or the *Personal Information Privacy Principles Act*) in dealing with its customers.

Information Protection Principles

Acacia Education & Training must not do anything, or engage in any practice, that contravenes any information protection principles contained in the Privacy Act. In particular Acacia Education & Training declares that it will:

1. Not collect personal information unless:

- a. the information is collected for a lawful purpose that is directly related to a function or activity of Acacia Education & Training, AND
 - b. the collection of the information is reasonably necessary for that purpose;
2. Not collect personal information by any unlawful means;
3. Collect the information directly from the individual;
4. Make the individual to whom the information relates aware of:
 - a. the fact that the information is being collected, AND
 - b. the purposes for which the information is being collected, AND
 - c. the intended recipients of the information, AND
 - d. 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, AND
 - e. the existence of any right of access to, and correction of, the information, AND
 - f. the name and address of Acacia Education & Training that is collecting the information and Acacia Education & Training that is to hold the information.
5. Ensure that any information collected is relevant to that purpose, is not excessive, and is accurate, up to date and complete, and that the collection of the information does not intrude on the personal affairs of the individual;
6. Ensure that the information is kept for no longer than is necessary, that the information is disposed of securely, that the information is protected against loss, unauthorised access, use, modification or disclosure, etc.;
7. Ensure that everything possible is done to prevent unauthorised use or disclosure of the information;
8. Help an individual to ascertain whether Acacia Education & Training holds personal information, whether Acacia Education & Training holds personal information relating to them, and, if so, the nature of that information, its purpose, and their entitlement to gain access to the information;
9. Provide the individual with access to the information;
10. Make appropriate amendments (whether by way of corrections, deletions or additions) to ensure that the personal information is accurate, and relevant, up to date, complete and not misleading;
11. Attach to the information, in such a manner as is capable of being read with the information, any statement provided by that individual of any amendment sought;
12. Notify recipients of that information of the amendments made;
13. Not use the information without ensuring that the information is relevant, accurate, up to date, complete and not misleading;

14. Not use the information for a purpose other than that for which it was collected unless:
 - a. the individual to whom the information relates has consented to the use of the information for that other purpose, OR
 - b. the other purpose for which the information is used is directly related to the purpose for which the information was collected, OR
 - c. the use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual to whom the information relates or of another person;
15. Not disclose unless the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
16. Ensure that, if personal information is disclosed to a person or body that is a public sector agency, that agency does not use or disclose the information for a purpose other than the purpose for which the information was given to it;
17. Not disclose personal information relating to:
 - a. an individual's ethnic or racial origin; OR
 - b. political opinions; OR
 - c. religious or philosophical beliefs; OR
 - d. trade union membership; OR
 - e. health or sexual activities.

QUALITY ASSURANCE AND IMPROVEMENT

Acacia Education & Training will:

1. adopt a quality assurance and improvement system, which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.
2. evaluate courses on an on-going basis according to feedback from the Evaluation Report completed by students at the end of each training course.
3. summarise Student Evaluation Reports to provide a 12-month review of the total training program, i.e. courses, trainers, training methods, training environment.
4. review training programs to ensure that our training is relevant to the industry sector according to our mission and values, and also complies with the requirements of ASQA and other regulatory bodies.