



Student Handbook

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Welcome

Welcome to The College for Adult Learning!

Congratulations on selecting the program of study you are about to commence. We are confident you will enjoy your time with us and achieve the best possible outcomes from your study.

This Student Handbook contains important information about the College for Adult Learning including the services we provide and the responsibilities of both students and staff. It also contains information about relevant policies and procedures.

About the College for Adult Learning

The College for Adult Learning (CAL) was established to provide flexible, responsive training to mature, work experienced adults who want to select programs of study that suit their vocational and career requirements, and those who are looking to enter into a new career with the head start of a vocational qualification.

CAL is committed to the highest quality education and training delivery. As a Registered Training Organisation (RTO) no. 22228, we provide nationally recognised training programs and are registered by the Australian Skills Quality Authority (ASQA). The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

CAL is committed to designing and delivering high quality and innovative services to the SME (small to medium enterprises) market and to experienced professionals who are committed to ongoing professional development and lifelong learning. By spending time understanding our customers' needs, CAL ensures that our programs deliver quality outcomes. By offering a one-on-one coaching model with online learning as well as facilitator lead training programs, we not only ensure each learning program is appropriate and tailored to the specific needs of the learner but, we are also ensuring that the learning can be undertaken in the workplace or as and when it is needed. CAL offers individual learning programs specifically designed to suit the needs of each person and/or the organisation.

CAL delivers programs in the following areas:

- Diploma programs online, in workshops and in intensive and/or blended study mode for practising, experienced professionals and workers who have at least 5 years of work experience,
- Accredited training, coaching and Recognition of Prior Learning (RPL) services in Leadership & Management, Human Resources Management (HRM), Project Management (PM), Building and Construction and Logistics Management,
- A range of non-accredited short courses in Leadership, Management, Project Management Business Development, Sales and Customer Service,
- A number of global project management Certification programs e.g. PRINCE2™, Agile™ etc.,
- Management, HRM, Project Management and Business Sales Consultancy Services.

CAL only offers programs to the professional worker. So, we understand our learners come with significant work experience and therefore do not (usually) require the introductory or foundation learning so often found in programs that also cater for school leavers.

All CAL programs focus on the skills and knowledge required to perform the role as well as the underpinning skills or, in many cases, the body of knowledge that underpins a specific function and all our courses are designed around the participant's personal learning needs. This means every program is designed for each individual student with start and end dates based around their priorities and work requirements.

All trainers and assessors employed by CAL are required to demonstrate equivalent competency to the qualifications and units of competence they deliver and assess as well as have significant and current industry experience. All CAL trainers and assessors hold the industry mandated Certificate IV in Training and Assessment TAE40116 (or its successor) as a minimum training qualification and they regularly participate in professional development activities that keep them up to date with their vocational qualifications and their training qualifications.

As part of their ongoing professional development and CAL's continuous improvement, our training and assessment practices are moderated on a semester basis where our trainers and assessors together with invited industry specialists, review an aspect of our training programs as well as the assessment tools and practices for selected units of competence.

Benefits to CAL Learners

The benefits of learning with The College for Adult Learning include:

- Course structure focuses on what you need to know now, does not include 'foundation' or 'basic' work ready skills that experienced workers already know,
- Flexible delivery means you can decide how/when you learn as well as how long it takes you to study,
- One to one support given to all participants with their own learning coach,
- Access to a variety of courses and webinars designed to suit the busy professional,
- Access to the most up to date and cutting edge knowledge and skills (with all programs in a continuous improvement/and updating process),
- Access to additional online learning tutorials where additional and/or remedial skills/knowledge is required,
- Access to peer networks and professional relationships as well as informal job networks,
- Support to re-write a professional CV and letter of application as well as guidance and coaching support to succeed at an interview,
- Ongoing career and job advice as well as mentoring support for existing students and CAL graduates.

Course Information

All generic course information, including content, competencies and vocational outcomes can be found in specific course brochures located on the CAL website www.collegeforadultlearning.edu.au. More detailed and specific course and unit information, including the duration of study for a specific course, can be found in the relevant *Participant Guide* for the specific online program/unit of study or in the information pack provided to online students in their first online unit at the commencement of their studies. Information about assessments can be found in the relevant *Student Assessment Guide* and in the specific assessment task document provided for each unit of study as well as each student's individual learning plan.

The majority of CAL courses are delivered online at www.courses.collegeforadultlearning.com.au, with some courses being offered for delivery at our Melbourne campus, at select venues around Melbourne and interstate and/or in the workplace.

For further information around competency based training and CAL's RTO details you can visit www.training.gov.au.

Marketing

CAL applies strong ethical standards in relation to marketing our services and we adhere to

the Standards for RTO's 2015 (Standard 4, Clause 4.1) relating to accuracy and integrity of marketing. We market vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

The College will clearly show, for all nationally accredited programs, the relevant course and unit code and will always endeavour to offer learners the most recently endorsed and up to date qualifications and units.

CAL does not work with course brokers or other third party service providers.

Student Selection and Entry Requirements

Participants are nominated by employers or self-nominated to commence suitable training programs. All participants are required to complete an enrolment form and agreement to register for the course. An induction/coaching session will be undertaken where participant information, course information including study schedule and Language, Literacy and Numeracy assessment (LLN) will be completed to ensure participants are enrolled in suitable programs.

In many cases, a CAL industry expert coach will talk to a prospective student prior to their enrolment to determine their suitability to the course and, where required, recommend a more suitable course or level of study.

While there are no formal entry requirements into CAL courses, in order to deliver high quality, innovative services to the professional and mature age learner and the SME market, students enrolled in some specific qualification courses may need to be employed within a relevant workplace and/or have some experience in the vocational competency field. If you are unsure as to the appropriateness of the training program you wish to complete, please contact the CAL office to discuss your needs. Our experienced course advisors will assist you to select the most appropriate level and course.

As well as relevant vocational skills, all potential students will be assessed as to their language, literacy and numeracy skills before being accepted into a specific program of study. All our courses require a proficient knowledge of written and spoken English. This requirement is due to assessment activities that are based on the ability of the student to demonstrate their knowledge, and application of their skill and attitude in an Australian workplace or other suitable simulation/case study.

Any individual applying to undertake a course with CAL must fulfil the course prerequisite requirements; these can be found within the course information.

Enrolment

Before starting a course with CAL you will need to complete an Australian Skills Quality Authority (ASQA) enrolment form. This enrolment form will request some personal information including your full legal name, home address and contact details. In addition, you will be asked to provide details about a disability, medical conditions, literacy difficulties or learning difficulties you may have. These questions are important as they allow your training program to be personally tailored to your needs. All information

gathered in the enrolment form is confidential and will only be used for training and/or assessment purposes.

CAL recognises the importance of student privacy and is committed to protecting any personal information we collect in accordance with the National Privacy Principles. To read our Privacy Statement visit our website at <http://collegeforadultlearning.edu.au/student-documents/>

Commencement of any course or program is determined by CAL to be once payment has been received and/or you have received a welcome to the course/program email.

Course Duration

All CAL qualification programs run for 18-months from the time of enrolment. The courses offered by CAL are all self-paced so that you can study at a time that suits you. Diploma programs may be extended to up to 24 months. Your learning coach will discuss and agree a planned timeframe and completion date with you. However, if you do not complete your course within the required time frame your enrolment may be cancelled. If you wish to extend your enrolment beyond the date specified on your learning plan or for a period longer than 24-months, then you must discuss this with your learning coach. Extensions will usually be granted provided the student has a 'reasonable' need for doing so and, provided the student honours the conditions of the extension by completing study on a regular basis and, in line with the deferred timeframe.

Global certification programs and short courses are subject to the conditions advertised with them. Some short courses come with an additional month of optional coaching support whereby the participant can contact a coach over the phone, email or via Skype to seek help and/or support in applying their learning in the workplace.

All online programs can be accessed for a discrete period of time and this is published with the marketing information. If you are unsure how long your access to a non-accredited short course or certification program is, please ask your course advisor.

Access to Coaching Support

The College staff will do all they can to help you to successfully complete your online program of study. To this end the College offers **unlimited coaching support** for all qualification programs (unless otherwise stated in promotional and/or pre-enrolment information).

Coaching support is available Monday – Friday during and after working hours. You can usually access a coach up to 9pm at night. Coaching may also be available on weekends by special arrangement.

When you commence a qualification program online, you will receive an initial welcome coaching call. During this call your coach will walk you through the program and its structure and also tell you more about what to expect. Your coach will discuss your learning plan with you and then send you the plan for your approval and signoff.

For all future coaching calls, it is your responsibility, as the student, to contact student administration and/or your coach and organise a coaching call. Your coach will endeavour to make contact with you at a time that suits within one week of the request being logged. If you request a call with a specialist subject advisor or coordinator you will usually be contacted within two working weeks.

When allocating coaching times; CAL provides a half hour window of time for each call. If your coach is calling you at 11am this means you have been allocated the half hour between 11am and 11.30am. If you miss your call window, your appointment will be cancelled and you will be required to book in again.

PLEASE NOTE: Coaching calls must be pre-booked. It is up to the student to make contact with the College as and when they require it. The 'Contact a Coach' function within the courses' website is the quickest and easiest way to book in coaching appointments.

Termination and Cancellation of Enrolment

Cancellation by the College

At the College's discretion, it may cancel any enrolment before the commencement of the course by giving notice to the student. On giving such notice, the College shall repay the student any sums paid in advance of the price for that course.

During the duration of the course, the College may not cancel the student's enrolment save for the exception in the event that the student:

- Becomes insolvent, convenes a meeting with creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors.

The College shall not be liable to the student for any loss and damage whatsoever arising from a cancellation of enrolment in accordance with our Terms and Conditions and this Student Handbook.

Without prejudice to the College's other remedies at law, in the event that the College cancels the student's enrolment during the course by virtue of the student's insolvency then the prevailing price for that course whether or not due on the day of cancellation, shall become immediately payable by the student; and the date of cancellation shall be taken as the due date.

Cancellation by Student

The student may cancel their enrolment and withdraw from their course within thirty (30) days of their date of enrolment by providing written notice to the College.

In the event that the student withdraws from the course within thirty (30) days, they will incur a \$150.00 administrative fee and be liable for the prevailing price of the services for the entire course and the date of cancellation shall be taken as the due date.

Deferment of Enrolment

If you wish to defer your training prior to commencement or during a course of study on the grounds of compassionate or compelling circumstances (at the discretion of the College), please submit your request in writing to Student Administration:
students@collegeforadultlearning.edu.au.

Recognition of Prior Learning (RPL)

If you have been working in your job for a while, you have probably already developed some of the skills you need to work in your chosen field. CAL programs are designed to recognise those skills you already have (so you don't have to 'learn' them again) and to give you the knowledge and the skills that you don't have or perhaps have not fully developed yet. If you think you have the skills required for one of the CAL programs, then talk to your coach. He/she will give you the information for Recognition of Prior Learning (RPL) and ensure that it is included in your Individual Learning Plan.

In deciding to apply for RPL you need to answer the following questions:

- Is your prior learning relevant to the course?
- Is your knowledge and skill level current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable.)
- Is it transferable? A skill should be applicable to a number of settings and situations.
- Is it authentic? You will have to provide evidence, or demonstrate that you have the knowledge and skill.
- Is your knowledge and skill appropriate to the level of the module or course?

If you are interested in RPL you should first download the unit descriptors for the units and course you are interested in. These can be downloaded from the National Training Website at: www.training.gov.au . Once you have reviewed the units and confirmed your interest as a candidate for RPL then you should contact the College to request an *RPL Guide*. You will then need to complete the instructions found in this guide.

NOTE: An application and processing fee will be charged for each RPL application regardless of the assessment advice and/or outcome. This fee is published at the beginning of the academic year and can be found in the document 'Fees and Charges'.

Credit Transfers

CAL recognises all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by any other Registered Training Organisation. If you have previously completed a unit(s) within the course you wish to enrol in, you may apply for a credit transfer so you don't have to complete the unit again.

To apply for a credit transfer, please submit either the original qualification document or a certified copy of your qualification or statement of attainment to CAL. Please note that copies of documents provided in support of Credit Transfer must be certified as true copies of the original documents. A certified copy means a certification by a designated authority and it is a true and accurate copy of the original.

Certified copies will only be accepted in hard copy by mail or in person (not by fax or email). Photocopies of previously certified documents will not be accepted.

Documents should contain the words "this is a true copy of the original" and be signed by one of the following:

Justice of the Peace

Medical Practitioner

Pharmacist

Bank Manager

Post Office Manager

Police Officer

Member of Parliament
Civil Marriage Celebrant

Accountant
Minister of Religion

Teacher
Sherriff

You can also have copies of your original documents certified in person by a member of the CAL Student Administration team by dropping in to the CAL campus.

Student Rights and Responsibilities

CAL provides an adult learning environment. All staff and students are expected to act responsibly and take regard for the health and safety of others and to treat all staff and fellow students with courtesy and respect. You also have rights and responsibilities governed by State and Federal Legislation.

As a student, you have the right to:

- Be treated fairly and with respect by all students and staff,
- Not be harassed, victimised or discriminated against on any basis,
- Learn in a supportive environment which is free from harassment, discrimination and victimisation,
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised,
- Have your personal details and records kept private and secure, according to our Records Management policy,
- Access the information CAL holds about you,
- Have your complaints dealt with fairly, promptly, confidentially and without retribution,
- Make appeals about procedural and assessment decisions,
- Receive training, assessment and support services that meet your individual needs,
- Be given clear and accurate information about your course, training and assessment arrangements and your progress,
- Access the support you need to effectively participate in their training program,
- Provide feedback to CAL on the client services, training, assessment and support services you receive.

Responsibilities of Students

As a student, you will be required to take responsibility for:

- Having the required equipment and materials available and accessible for your training needs. These include (at a minimum): A PC or Laptop with Microsoft Office Suite (or equivalent), Internet access and email access,
- Your learning and asking for help when you need it. This includes letting us know when you require coaching and/or additional support,
- Notifying CAL of any contact changes (email, phone, address etc.),
- Advising CAL of any difficulties or problems you may have with CAL staff or technology,
- Reading all relevant course and training information,

- Advising your trainer/coach if you have previous skills and knowledge and are seeking recognition of this prior learning,
- Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification (and each unit of study),
- Watching all core tutorial videos and completing core activities within the online learning program as required and/or adhering to the learning plan schedule developed in consultation with your learning coach,
- Making regular contact with your coach or facilitator (either over the phone, via Skype or in person),
- Indicating whether you are ready for assessment at the scheduled times or seek alternative assessment dates,
- Completing all assessment tasks, learning activities, end of unit quizzes and other assessment related activities honestly and without plagiarism, ensuring all work is your own,
- Submitting all assessment tasks as per requirements unless otherwise discussed with your coach with a completed declaration attached,
- Retaining evidence of your working notes and assessments and any other documents in your portfolio of evidence/learning journal and presenting this for assessment,
- Making copies of all assessments and any work submitted electronically or in hard copy for your own records or, in case of lost work,
- Discussing any concerns regarding the training course, session activities and your ability to learn with your coach,
- Advising your coach if you require any special adaptive equipment or support for the training course and ensuring you have the necessary equipment to learn online,
- Participating in course evaluation and providing feedback,
- Making payments for your training within agreed timeframes.

As a student interacting with other students and staff you should:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others,
- Not harass, victimise, discriminate against or disrupt others,
- Treat all others and their property with respect,
- Respect the opinions and backgrounds of others,
- Follow all safety policies and procedures as directed by staff,
- Report any perceived safety risks as they become known,
- When interacting with students via social media or student forums, you should not post anything that another could find offensive or disrespectful and only post or comment in a constructive, respective way.

Responsibilities of CAL to Students

CAL respects the rights of each individual and acknowledges that all behaviour should enhance learning. We are committed to delivering a high quality service and, to this end require all staff and students to comply with the College's policies and procedures.

The College for Adult Learning will:

- Provide you with a safe and healthy learning environment,
- Provide you with a learning plan (containing a training and assessment schedule),
- Provide you with the appropriate unit of competency details included in your plan,
- Treat you with respect,
- Follow all legislation affecting the learning environment,
- Provide opportunities to practice the skills and knowledge required,
- Deliver and record training and assessment outcomes,
- Provide you with access to your file records (if requested in writing),
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan,
- Provide learning resources and recommend other resources for further learning opportunities,
- Work closely with you to prepare you for assessment when you are ready and encourage self-assessment,
- Assess your skills and knowledge through the use of work-based tasks, simulations, case studies, observation and questioning using assessment tools developed for the purpose,
- Do all we can to provide alternative options for assessment for those students with learning disabilities,
- Give feedback to you on your progress and comments on draft assessments,
- Provide results and review the assessment process after assessment,
- Remind you of the appeal's process and options for further assessments if you are unhappy with the results.

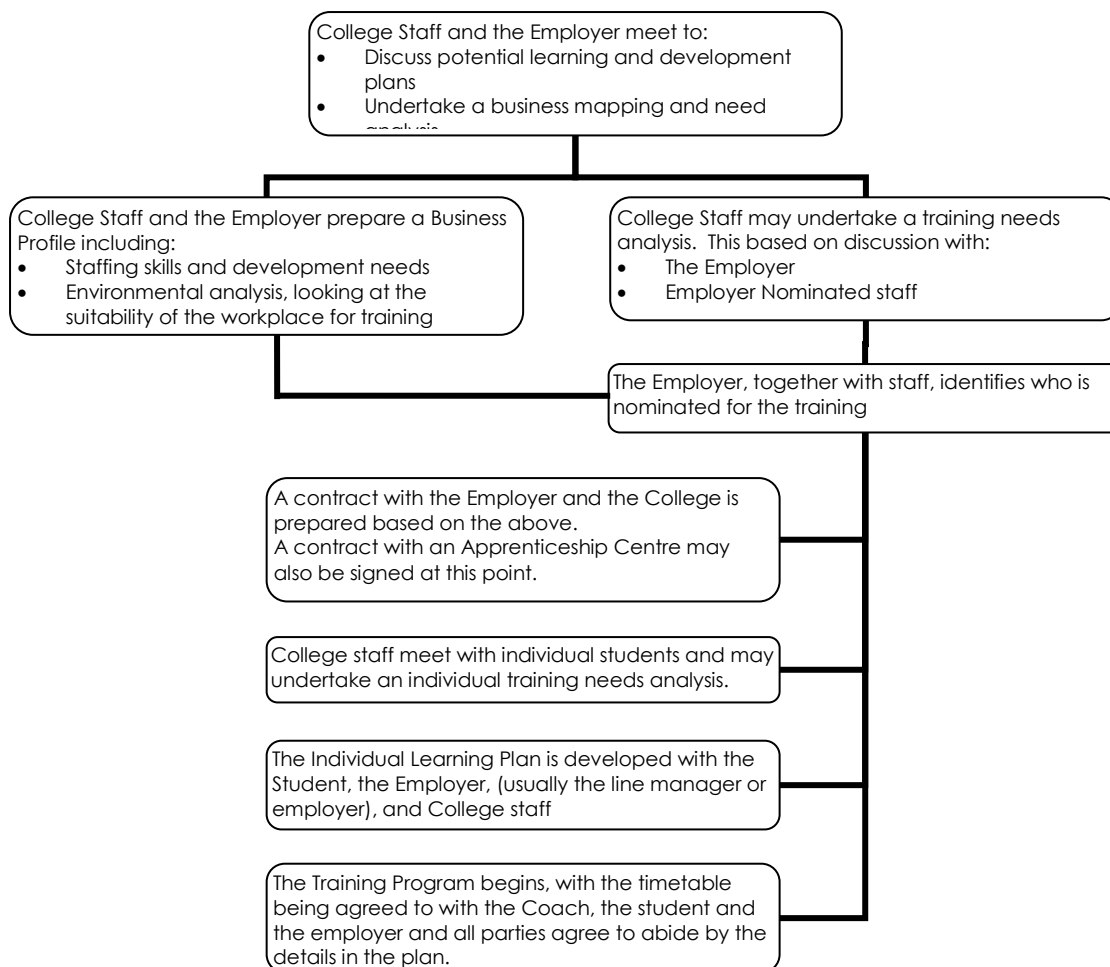
Employer Funded Programs

The Student, Employer and College Relationship

Note: This section applies only to students completing a traineeship or other program funded or sponsored by your employer.

For employer or workplace sponsored programs, the learning program you are undertaking is a three-way partnership between yourself, your employer and The College. The aims of this partnership are tied to the learning goals as outlined in your Individual Learning Plan. As with all partnerships, each person has specific roles and responsibilities which include communication and privacy obligations.

The nature of this relationship, including the specified roles and responsibilities for each entity, is outlined in the flowchart below.



Responsibilities for Employer Funded Training Programs

You – the Student (as well as the responsibilities listed in 'student responsibilities' above):

- To accurately and honestly discuss your learning needs and skills with your coach,
- To continue to undertake your job and discuss work matters with your employer,
- To actively participate in the learning process.

Your Employer:

- To discuss with you and the College their aims and goals for the training,
- To provide a safe and appropriate work environment that supports the learning program,
- To negotiate with you time release requirements,
- To actively participate in the learning process.

The College (usually your Coach):

- To undertake accurate and honest training needs analysis,
- To inform you of changes or matters that may impact on delivery of the program as soon as possible,
- To develop an individual learning plan with you and employer and to deliver a program that is in line with this plan,
- To assist you with matters that affect your learning,
- To prepare regular summary reports (as agreed in contract) to employer on group learning to date,
- To actively participate in the learning process.

Complaints

CAL approaches complaints as an opportunity to improve services and communication, to this end we undertake to deal with all complaints in a responsive and timely manner. Complaints should be made using the *Complaint Form* located on our website and emailing the form to Student Administration students@collegeforadultlearning.edu.au . All complaints will be dealt with by the authorised manager and a written response provided to the complainant. If you are not satisfied with the outcome, then you can refer the matter to the College CEO and Principal. Further details of the College policy and procedures for complaints can be found on the website.

Learners can access our policies around complaints and the appeal's process by visiting <http://collegeforadultlearning.edu.au/student-documents/> .

Access and Equity

Access and Equity is about working in an inclusive manner, aiming for equality for all our clients whilst recognising there may be individual needs or differences between them. CAL is committed to equity and discrimination legislation and endeavours to work with each student to meet their needs. We are committed to providing an environment which is free from discrimination and harassment. Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel that they are unable to complete their training for any reason. To this end it is important that you discuss any specific requirements you may have with your trainer or coach. Specific requirements such as literacy and numeracy will be built into your individual learning plan where required. Further information on equity and equal opportunity legislation can be found at the Human Rights and Equal Opportunity Commission, HREOC, web site <http://www.hreoc.gov.au/>.

If you have a disability and require specialist equipment, modification to the work place or other specific workplace support, the schemes sponsored by the government can be found at <http://www.workplace.gov.au/workplace/Individual/DisadvantagedJobseekers/>.

CAL's policy sets out the Access and Equity principles and processes to which we are committed in operating as a Registered Training Organisation (RTO), and is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values,
- Equity for all people through the fair and appropriate allocation of resources and involvement in Vocational education and training,
- Equality of outcome within Vocational education and training for all people, without discrimination,

- Access for all people to appropriate quality Vocational education and training programs and services
- The intention of CAL's access and equity policy is that all participants have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of the College.

Student Support

The College conducts pre-enrolment interviews and introductory coaching sessions with all students. We also prepare individual learning plans after the introductory coaching interview/session. Through these processes we will ask you to identify any specific and/or additional needs that may impact on your study and/or ability to study fully with us.

The more honestly you can communicate with your learning coach the more we will be able to assist you to get the most out of your learning with CAL.

CAL staff are able to support your studies in a variety of ways. These could include identifying:

- Learning options and appropriate programs,
- Support for language, literacy and numeracy assistance,
- Support services outside the College,
- Programs offered by other organisations.

All students have access to qualified training staff throughout their study with CAL who can be contacted by phone or email or, students can make a time to drop into the College office. As there are currently no professional welfare and guidance staff employed by CAL, such support may include referral to appropriate counsellors or agencies if needed. If we cannot provide assistance to you ourselves, we will assist with directions to obtain further external support.

Language, Literacy and Numeracy (LLN)

CAL is committed to assisting students with differing abilities to succeed. The literacy and numeracy levels you require to complete your chosen course are those consistent with the competency level of the course. You will be assessed informally for these skills levels as you work through the registration and enrolment processes.

Some courses demand high levels of literacy and numeracy to successfully complete. If you are concerned about your levels of literacy and/or numeracy your learning coach or the training coordinator can help you determine if additional assistance may be required.

The College conducts Language, Literacy and Numeracy (LLN) assessments in order to ensure all participants are enrolled in an appropriate course and to identify any LLN assistance required by each participant. You may be asked to complete the LLN assessment at the commencement of your training with us that corresponds to the highest level qualification in which you are enrolling.

CAL can recommend specialist assistance for students who require support with language, literacy or numeracy. Where appropriate and prior to commencement of training, participants identified as having language, literacy and numeracy difficulties that could affect their ability to complete their studies will be informed and recommended to external specialist services to assist them. CAL will work in cooperation with the external specialist service to ensure successful outcomes.

Processes will be implemented to identify, counsel and provide access to appropriate assistance for participants with special needs. Assistance will be administered to participants identified with special needs in the form of information, advice and/or referral to external specialist services/ agencies/counsellors as required.

External support is available from the following:

The Reading Writing Hotline - A national telephone literacy referral service for adults – www.readingwritinghotline.edu.au .

Victorian Adult Literacy and Basic Education Council - www.valbec.org.au .

Competency Based Training

Competency based training and assessment can be tailored to meet the needs of each individual participant. It is evidence based, which means that you provide evidence of your competence to your facilitator/coach/assessor.

Evidence may be gathered by:

- Observation,
- Demonstration,
- Case studies,
- Written assignments,
- Role plays,
- Questioning,

- Projects,
- Reflections,
- Presentations.

Training and Assessment Standards

CAL is committed to delivering training and assessment consistent with the highest industry standards and in accordance with the Australian Qualification Framework (AQF) standards and ASQA requirements.

This means that CAL:

- Provides staff with all necessary induction and training,
- Conducts regular reviews of training and assessment,
- Consults with regulatory groups, staff, and participants to assess the quality of training and assessment,
- Always seek to improve training and assessment strategies,
- Provides all the necessary resources to implement these processes.

CAL has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and student satisfaction. This system consists of mechanisms for monitoring and evaluating training delivery, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

CAL regularly collects and reviews feedback from students and staff as well as industry sources, representatives, and advisory bodies. Industry consultation is used to review and improve our training and assessment practices and is recorded within the industry consultation area of CAL's delivery and assessment strategy. CAL measures course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback which indicates practices by the RTO and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately.

The courses at CAL are delivered based on competency standards set by industry. Participant competency for each component of their course (units or modules) will be assessed by qualified staff using the prescribed assessment criteria. When a student can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded. Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment may be issued for the units in which competency was achieved. Students who fail to demonstrate competency will be provided with

information, advice and support and given further opportunity to demonstrate their competency.

At CAL we are continuously striving to improve the way we do things. If you have any feedback, we would love to hear from you.

Attendance and Training Engagement

At CAL we believe that, as mature age adults, you can and will take responsibility for your own learning.

When you enrol you will speak with a learning coach who will explain how the program works and what is required of you. Your coach will also work with you to develop your individual learning plan (ILP) that indicates your start and finish date as well as key milestones along the way.

If you are completing your course online, the ILP will outline your program schedule including dates to start and finish each online unit as well as the tutorial videos you need to watch and the activities and assessment tasks you need to complete.

If you are studying in a face to face format, your ILP will record the times and dates of each scheduled workshop along with any pre-workshop learning you need to do and the activities and assessment tasks you need to complete. To successfully complete the workshop program, you will need to attend a minimum of 80% of the workshops. This is because the workshop activities, group discussions and case studies form a part of your assessment.

It is your responsibility to ensure you are actively engaged and progressing through your program requirements as agreed upon in your ILP. Your ILP indicates the nominal end date for completing requirements of each unit of competence. If you are not going to reach this milestone you should inform your coach or facilitator in writing at least one week prior to the end date nominated. If there is a justified reason as to why you may be unable to complete all requirements within the timeframe, you may be granted an extension as agreed to by both parties and on the proviso of sufficient evidence being provided. Your coach/facilitator may follow up with you either by phone or email to discuss your reasons for extending this date as well as agree on a new date. Together you need to ensure you are on target to complete the requirements and provide any support and assistance you may require.

While the CAL coaches will do all they can to monitor your progress, it is the responsibility of the student to contact CAL to request an extension.

If participants are unresponsive, that is they are not completing online tutorials and/or submitting assessment tasks as outlined in their ILP, and they have come to the end of their enrolment period, they will be mailed an intent to withdraw letter to the postal address provided which advises if no contact is made to CAL within a nominated period they will be withdrawn from the program. No refund amounts will be given.

Similarly, participants that are deemed un-contactable at this time, will have an intent to withdraw letter mailed to their postal address which advises if no contact is made within seven days they will be withdrawn from the program. No refund amounts will be given.

If you have a problem reaching your agreed timeframes for completion of your program of study you must let your coach or facilitator know. CAL staff will always respond to students under duress who have unexpected or unplanned activities cutting into study time. We understand that, from time to time, job demands and family responsibilities also get in the way. You just need to let us know.

When you enrol you will be notified of the timeframe provided for your course. Generally, for Certificate IV programs students are given one year to complete, while for Diploma programs this is 18 months. Dual-programs may take up to two years to complete. Non-accredited online short courses may have a three-month login while the online global certification programs will also have a set nominated login timeframe.

No extensions are available for online short courses and certification programs.

For all qualification programs, extensions to the program end date must be received in writing at least six weeks from the nominated end date.

Students who withdrawn or are withdrawn from a program will be provided with a statement of attainment (for qualification programs) for all units satisfactorily completed.

Withdrawals

If you wish to terminate your participation in the training program, please inform Student Administration immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly.

CAL will issue full credentials and Statements of Attainments that show the following:

- Name of the provider as shown on the Certificate of Registration,
- Name of the person receiving the qualification,
- Name of the course/training package qualification as shown on the Scope of Registration,
- Date issued,
- Authorising signatory of The College for Adult Learning,
- Nationally Recognised Training (NRT) logo where courses are nationally recognised,
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

Change of Details

You must inform CAL of any changes to your address or contact details within seven days of the change. Please contact Student Administration on 1300 907 870 so that we can update your details. This prevents you from missing any relevant correspondence sent to your address and/or ensures you can be contacted at all times.

You must also inform CAL of any other change that may be relevant to your training status as a student /trainee. If your name changes at any time during your training you will need to provide your proof of name change document (i.e.: marriage certificate, name change certificate). An RTO representative will need to verify this or alternatively you can provide a certified copy of the proof of name change document. This information should be sent to Student Administration.

Assessment

Assessment is the process whereby you are able to demonstrate that you have the knowledge, skills and attitudes, including foundation skills, required for the certificate or diploma level you are undertaking. The College provides all students with extensive information on assessment for the program in which they are enrolled.

The evidence that you provide can take many forms and may include the following types:

- **Direct Evidence** - Direct evidence is obtained when you are observed actually performing in the workplace.
- **Indirect Evidence** - Indirect evidence is used when it is not possible to conduct the assessment in the workplace. For most of this program you will be able to demonstrate

your competence in your workplace using workplace examples however, if your current work role does not give you the opportunity to practice on the job you may need to undertake a research project or participate in a role play or simulation.

- **Supplementary Evidence** - Supplementary evidence is used to verify or support evidence already gathered.
- **Flexible Assessments** - It is also recognised that some students with a disability or medical condition may not be able to complete the assessment in the manner outlined in the learners' handbook. Flexible assessment arrangements can be used if this occurs and where agreed to, will be noted in your learning plan.

At the beginning of each program of study, you will receive a copy of the *Assessment Task* for that unit. This tells you how you will be assessed. It also provides you with an assessment matrix that outlines how each activity conducted in the program, your learning journal or evidence portfolio and the end of unit quiz align to the criteria for assessment and foundation skills. You will also receive a detailed assessment guide for each unit of competency you are completing. This guide outlines what is required for assessment as well as the weighting each component of the assessment has in the final assessment judgement.

It is your responsibility to read the information provided and to talk to your learning coach/trainer if you have any concerns about the set assessment and/or the timing of the assessment. You must submit assessment work on the specified dates.

The assessment process you will be required to participate in will be included in your learning plan completed on enrolment, prior to the commencement of the course. If at any time you believe you will be unable to complete the assessment, you are encouraged to contact your coach or facilitator to discuss your concerns.

Submitting Assessments

All assessments submitted to the College must have attached a *student declaration* that the work you are submitting is your own work. This declaration will be included when you submit your work via the 'submit work' function within your online course program.

If you are submitting your assessment via email, you will need to locate, download, complete and sign the *Assessment Cover Sheet* which is located under the heading 'Assessment Documents' in each of the individual online learning units.

Assessment Presentations

As the College offers professional qualifications only, all assessment tasks submitted to the College should comply with normal business standards for written work.

When submitting an assessment to CAL, please ensure you do the following:

- Include a *student declaration*, declaring that work being submitted is your own,
- Clearly label any submissions with your name, the assessment topic/unit code and date,
- Ensure any handwritten documents are clearly legible,
- Retain a copy of the original as it may not be returned,
- Where scanning documents for assessment you should ensure they are facing right way up and are clearly labelled,
- Electronic files should be labelled with your name, the unit code and the specific assessment details (i.e. Unit1/activity1/part a).

Your assessor will always provide you with written feedback including a 'Competent' or 'Pending' result. If you would like more detailed assessor notes on your assessment submissions, you can request this from your coach/assessor.

The grading of the overall assessment of competency will be either 'COMPETENT', 'PENDING' or 'NOT YET COMPETENT'.

'PENDING' assessments will be returned to students with a detailed explanation of what needs to be done in order to receive a 'COMPETENT' assessment. Your assessor is also available to discuss the result with you and review your resubmission draft. You may also be required to complete further training and development to bring your skills into line with a competent assessment.

Students will be offered up to three 'PENDING' results to give them every opportunity to demonstrate their competence. Failure to do so after three attempts will result in a 'NOT YET COMPETENT' result. Where a student has been deemed 'NOT YET COMPETENT', they will be required to re-enrol and will incur a re-enrolment fee.

It is the responsibility of each student to read the assessment requirements for the specific unit of study and to be aware of all items required to be submitted for assessment. It is also the responsibility of the student to request an alternative assessment option where applicable. Your assessor will make every effort to ensure the assessment you complete is relevant to your circumstances and any learning/assessment disabilities.

Draft Assessment Submissions

You have the opportunity to submit one draft assessment for review, per Unit, before lodging your final assessment submission.

Draft assessments must be submitted via the Contact a Coach function in the student portal.

Feedback will be provided via email, generally within three working days of receipt of the draft submission.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences. All participants undertaking training programs are entitled to have their prior learning recognised.

Currency is an important element of RPL and, while the requirements for this may change slightly from one qualification to the next, we strongly recommend that evidence presented is less than three years old. Your RPL assessor will advise you of the currency requirements for your qualification when you apply for RPL.

Participants seeking RPL will be provided with a copy of the RPL Guide and application form. An RPL Assessor will assist you in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

For information on the RPL application process, please request the RPL information pack from Student Administration students@collegeforadultlearning.edu.au .

Issuing Qualifications

On successful completion of your course you will be presented with a testamur and record of results comprising all competencies you have undertaken.

If you only complete part of the course, you will be issued with a Statement of Attainment for the competencies you have completed.

CAL will issue full qualifications and statements of results that show the following within 30 days of receiving evidence of all assessments being deemed competent and receipt of a finalised completion form:

- Name of the provider as shown on the Certificate of Registration,
- Name of the person receiving the qualification (as per the enrolment information provided),
- Name of the course/training package qualification as shown on the Scope of Registration,
- Date issued,

- Authorising signatory of The College for Adult Learning,
- Nationally recognised training logo where courses are nationally recognised,
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

Appeals

The competencies that you need to achieve for any qualification course are clearly outlined in the course curriculum and the *Participant Guide*. They can also be found on the College website and on the government website www.training.gov.au.

In addition, the coach or facilitator will discuss these with you and include them in your individual learning plan. The processes to be used for assessment are also outlined in the *Participant Guide* and the *Student Guide to Assessment* and course curriculum and you are encouraged to discuss these with your coach or facilitator.

If you wish to appeal a final result of assessment, this must be made within 30 days from the result of assessment being issued by CAL. You have the right to appeal against a decision made in regards to a final result if you:

- Have been assessed as not yet competent against specific competency standards,
- Feel that you have sufficient grounds and evidence entitling you to be assessed as competent.

If submitting an appeal, you must adequately demonstrate you have the skills and experience to be able to meet the learning outcomes/performance criteria and foundation skills of units you are appealing against.

You have the ability to submit (attempt) any assessment task three times. If you don't agree with a decision of Not Yet Competent, you must appeal within 30 days from the result of assessment being advised by CAL.

In the first instance, assessment appeals should be made with your assessor who may re-assess the submission and/or ask another assessor to conduct an assessment. The results of this additional assessment process will be provided to you in full. If you are still not satisfied with the decision, you may appeal results by writing to the College Principal requesting a review.

To allow the College Principal to make a fair and equitable determination you are encouraged to make your appeal using the *Appeals Form* available on our website at: <http://collegeforadultlearning.edu.au/student-documents/> and emailing it to Student

Administration students@collegeforadultlearning.edu.au The College Principal will respond to you in writing, within 7 working days outlining the action to be taken.

Occasionally an independent assessor may be asked to assess the evidence again. Where this occurs, the candidate may incur the cost of this assessment. Any costs associated with this process will be outlined in the response from the Principal.

RPL Appeals

Appeals of any RPL decisions must be made within 30 days from the result of assessment being advised by CAL. You have the right to appeal against a decision made in regards to your application for RPL if you have sufficient grounds to believe you are entitled to be granted RPL or can provide evidence to adequately demonstrate the skills and experience required as per the learning outcomes of units of competency RPL has been applied for.

Timelines for Issue of Qualifications and Results

You will receive notification of your assessment lodgement within two days of submitting your assessment and your assessment will be assigned to an assessor. Assessments must be submitted in full and with the completed coversheet attached, or by using the 'submit work' function online.

The College assessors will provide written feedback by email of their assessment decision within three weeks (excluding public holidays) of the receipt of your assessment.

Statements of Attainment will be issued within 30 days of the student's completion of the qualification.

Appeals lodged against assessments must be made within 30 days of receiving the assessment results. CAL staff will examine these appeals and a result of the appeal will be provided to the student within 14 days of the day of the lodgement of the appeal.

Course Evaluation

Feedback and other information provided to us about our training and assessment processes and learning programs is very important to us, as it allows us to improve our service delivery and to plan for future programs. The College conducts regular course evaluations in several ways.

All students are encouraged to participate in evaluating course content and delivery and will be supplied with an Australian Quality Training Framework (AQTF) approved Learner Questionnaire at the completion of their studies. For online study, students will be asked for feedback at the completion of each learning module or unit of study.

Employers who sponsor students for training courses will also be asked to formally evaluate our programs.

The National Centre for Vocational Education Research also conducts surveys on behalf of the government regulators and may contact you to invite your participation. This research provides valuable information for training organisations and governments. We therefore encourage our students to participate should they be given the opportunity.

Further opportunities to provide suggestions, feedback and comments can be made during your regular coaching sessions or at the end of workshops and also at the completion of every online learning unit. You can also provide feedback directly to us via email to either your facilitator or coach or to students@collegeforadultlearning.edu.au.

All comments and suggestions are collated and reviewed for input into our program evaluation and internal review processes, and may also be used in validating our assessment systems and processes.

Fees

Fees and charges are published on our website. These include course fees plus any additional costs such as administration fees, materials or textbook fees and any other charges

The College will safeguard participant fees and has refund policy that is fair and equitable. Fees are payable on commencement of a course of study. The College does not take fees in advance nor, upon commencement over \$1500. Payment can be made by cash, cheque, credit card or direct deposit.

CAL complies with SNR 22.3 (c) (Option 3) relating to the collection of fees in advance from students and candidates and ensures that payment of not more than \$1500 from each student is accepted prior to commencement of the course.

For online students and RPL applications the course/assessment commences immediately on payment of fees. No fees are collected in advance of commencement.

RPL Fees

An application and processing fee will be charged for each RPL application regardless of whether or not an applicant decides to proceed with a full RPL application.

The full cost for an RPL application is posted on the College website and provided in promotional brochures. This amount will be deducted from your total fees and is non-refundable.

This processing fee allows our professional assessors to appropriately advise you so that you can decide whether to proceed with your RPL application and compile an evidence portfolio or to undertake a training and assessment pathway.

In some cases, we work with business and trainees where the individual student will not incur any fees. In this situation fees will be negotiated with the sponsoring employer.

If you require and further information on this please contact Student Administration students@collegeforadultlearning.edu.au .

Short Course Fees

All non-accredited short courses offered by CAL are on a fee basis, with the details listed as part of the course details and on the course brochure.

Payment of Fees

Students have the two following options for payment:

- Online payment in full immediately after registration,
- Payment via a payment plan to be registered for immediately after registration.

Students who choose to pay via a payment plan are required to agree to a Direct Debit Service Agreement with the College and acknowledge the conditions set out therein.

Default

For the purpose of this clause, the “default date” is the day after the due date; and the “outstanding balance” is the price, less any part payments made by the student prior to the default date.

After the default date, the outstanding balance shall include, all applicable fees and charges under this Agreement.

- To the extent permitted by law, if the College does not receive the outstanding balance on or before the default date the student acknowledges and agrees that:
 - The student will be liable for interest on the outstanding balance at the rate of twelve per centum (12%) per annum;
 - The student will be liable for a monthly account keeping fee of \$20.00 for every month that monies remain outstanding;
 - In the event the College refers the student to a debt collection agency and/or law firm for collection of the outstanding balance, the student shall be liable for the recovery costs incurred, and if the agency charges commission on a contingency basis the student shall be liable to pay as a liquidated debt, the commission payable by the College to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and the following formula shall apply:

	Total debt including	Original debt x 100
	commission and	
○ In	GST=	100 – commission % Charged by
the		the agency (including GST)

event where the agency is Prushka Fast Debt Recovery the applicable commission rate for the amount unpaid is as detailed on www.prushka.com.au

- In the event where the College or the College's agency refers the overdue account to a lawyer the student shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on the indemnity basis.

Other Charges

Students may be charged for:

- Replacement copies of Statements of Attainment,
- Direct mail costs for the return of hard copy assessment portfolios,
- The cost of USB sticks for alternative online course delivery,

- Additional coaching for online programs,
- Travel and associated costs where an RPL assessment requires a site visit,
- RPL appeals where this requires an independent assessor.

Actual charges and costs for specific additional services can be obtained from Student Administration.

Some qualifications/certifications may require a textbook. If this is the case, you will be advised prior to enrolment if a textbook is required and the cost of purchasing.

Refunds

A refund or partial refund may only be made in the following circumstances:

- Where CAL is unable to provide the course for which the enrolment and payment has been made,
- Where the student has cancelled within 30 days of their date of enrolment,
- Where a student suffers a serious illness or injury that prevents them from actively undertaking their studies both at present and in the future where a deferral or course extension would not be beneficial. The student must produce satisfactory evidence to support their application including, but not limited to a statement from a medical practitioner and a signed statutory declaration,
- Where there is a credit relating to an overpayment.

Where a student withdraws from a course later than four weeks after the course commencement date, no refund will be provided.

Where a student withdraws from the course within 30 days but has used the services of the College, the cost of these services along with the advertised administrative fee will be deducted from the refund offered.

Refunds will not be made in the following circumstances where the student:

- Changes their mind,
- Finds the course too difficult or they don't like the online format,
- No longer requires the course,
- Employment status or personal circumstances change,
- Circumstances change due to family illness or other issues.

CAL is not required to offer a refund if the student has changed their mind about the course they have chosen. It is the student's responsibility to ensure that they have enrolled in the correct course and that they have the ability to complete the course.

CAL encourages all potential students to read and understand the course information and to talk to a CAL course advisor before enrolling.

Full Refund (including enrolment fee)

In the unlikely event of CAL cancelling a course, a full refund including enrolment fee will be offered. CAL will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may seek a full refund instead.

Full Refund (excluding enrolment fee)

Where a student withdraws from a course prior to the course commencement date a full refund of the tuition fee will be provided. The administration fee is non-refundable.

Partial Refund

In exceptional circumstance the College Principal may authorise a partial refund for a student who withdraws four weeks after the commencement date of their course. The review of this decision and the proportion of fees to be refunded will be at the discretion of the College Principal and will be taken into consideration case by case.

Payment Plans

By registering for a payment plan with CAL, students agree to pay the full amount of the enrolment fee.

Payment plans can be cancelled within the first 30 days of enrolment only. To cancel a payment plan after 30 days, full payment of the remainder of the course is required. Alternatively, the payment plan can be readjusted for a shorter period of time.

To request a payout figure please call 1300 907 870.

In extenuating circumstances, CAL may defer a student's enrolment and payments for a period not greater than three months.

Refunds for Contracted/Employer Sponsored Programs

In most cases where workplace training is sponsored and paid for by the business/employer the employer will have a training contract signed with the College and this contract outlines conditions of refund. Where there is no contract in place the clause above applies.

Refunds for RPL

Once a candidate has submitted the RPL Application and paid the (calculated) fee for RPL, no refund will be given. The full fee, as stated by the College in written documentation published on website is payable prior to the first telephone interview. Once the candidate schedules and/or commences the initial assessor (telephone) interview the RPL fee is non-refundable. The fee payable for RPL is for the services outlined in the RPL brochure only.

NB: Normal course fees as advertised are payable to candidates seeking to up-skill after an RPL assessment. No discount will be given for these candidates.

Applying for a Refund

Requests for refunds need to be submitted to Student Administration in writing. The application will be sent to the College Director for review within five working days. Students will be advised of the decision either by phone or email. Approved refunds will be processed within 14 days of the approved notification.

Our Quality Framework and RTO Compliance

As an RTO, CAL must comply with the VET Quality Framework. Part of this includes:

- Standards for NVR Registered Training Organisations - the set of nationally agreed standards that ensure high quality VET services throughout Australia.
- Australian Quality Framework (AQF) - the national policy for regulated qualifications in the Australian education and training system. Only RTO's can issue AQF qualifications and deliver training and assessment services.

Our training and assessment procedures are flexible and are designed to take into account your needs. We will ensure that:

- Technical support is available to all participants enrolled in our online courses,
- You have access to fully qualified training and assessment staff,
- All training and assessment will be to the nationally set standard prescribed in the relevant training package or accredited course material,
- This means that the training and assessment you receive from us is done in accordance of the VET Quality Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

CAL has documented policies and procedures covering aspects of the work it conducts and the administration of its operations. Copies of these policies and procedures are freely available to all CAL clients, students and staff upon request to Student Administration.

Part of our quality framework is to seek feedback from you, our student. Feedback can be provided by talking with your coach or facilitator, or by sending your ideas to Student Administration students@collegeforadultlearning.edu.au .

During the progress of each course you may be asked to complete a survey or feedback sheet. You are asked to complete these as honestly as possible as they help us improve our service.

Privacy

The College for Adult Learning is committed to protecting an individual's right to privacy.

CAL will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure and, to prevent unauthorised use or disclosure of information contained in the student record.

In compliance with the Privacy Amendment (Private Sector) Act 2001, CAL will only request personal information that is relevant to enrolment and the conduct of the course. CAL recognises the importance of client confidentiality and for the purposes of administration and monitoring all records will be kept in secure, lockable storage for paper files and password protected access rights to computerised records. Data will be entered on the CAL Learning Management system which is AVETMISS compliant and student records will be transferred annually to the Victorian Government student records' management system. This ensures your academic records are securely stored in the government archive for historical archiving.

CAL's purpose in collecting information is to:

- Be aware of the student's needs throughout their period of enrolment,
- Undertake daily administration, satisfy legal obligations, including duty of care.

Notification regarding changes to personal information should be provided to the CAL Student Administration as soon as practicable students@collegeforadultlearning.edu.au.

CAL will not disclose personal information about any individual without first obtaining the written consent of the individual.

CAL also operates a workplace delivery model of training. This often involves a three-way partnership between CAL, the student and their employer. Further information on the nature of this relationship can be found earlier in this handbook.

Maintaining Privacy

At times, there may be matter that you (the student), discuss with your employer or with your coach that you wish to keep private and there may also be matters that College staff discuss with your employer that likewise are of a private nature.

Disciplinary Procedures and Code of Conduct

Code of Conduct

CAL expects all staff and students to abide by a code of conduct that recognises the rights of all to:

- A safe learning and working environment,
- An environment free from discrimination, harassment and/or vilification,
- Behaviour that is not disruptive or offensive to others nor likely to bring the reputation of CAL into disrepute,
- Assessments undertaken in the spirit of fairness,
- The business of CAL being carried out in a fair and equitable manner.

Students and clients are therefore expected to:

- Act honestly, conscientiously and reasonably at all times, having regard to their responsibilities whilst participating in the learning program,
- Treat other students, and staff, with courtesy and respect, without harassment, or physical or verbal abuse or discrimination to prevent an atmosphere of hostility or intimidation,
- Report suspected incidents of harassment or discrimination,
- Not attend CAL activities under the influence of non-prescription drugs or alcohol,
- Respect the privacy of individuals and CAL.

Discipline Processes

CAL staff may impose penalties due to misconduct of students. Should behaviour be considered to be unacceptable, he/she will be issued with a general warning. Should the behaviour continue a request to modify the behaviour will be directly given and the individual will be warned that continuance of the behaviour will lead to dismissal of the session and possibly from the course.

Serious misconduct will result in exclusion from the course. Serious misconduct means theft, assault, being under the influence of drugs or alcohol or causing risk of injury or risk of a dangerous event occurring. Serious misconduct will be dealt with strictly in accordance with the relevant State and Commonwealth law.

Where a student is expelled from the College no refunds are payable.

Plagiarism

The College is committed to supporting all individuals enrolled in CAL programs in their lifelong learning journey. In the process of learning we often read work written by others, consider their ideas or even copy processes developed by others. We usually learn by considering what others have learned before us and, when using this learning in a piece of work authored by us we must ensure we give credit to the person whose original thought or work it is. Plagiarism will not be tolerated at the College and severe penalties apply. Remember, plagiarism is not only about copying the words of another person, but also the use of ideas or data as well as verbal original thoughts of another person without giving credit to that individual.

You will be charged with plagiarism if you:

- Copy from published sources without adequate documentation,
- Purchase a pre-written paper (either by mail or electronically),
- Let someone else write a paper for you,
- Pay someone else to write a paper for you,
- Submit as your own someone else's unpublished work, either with or without permission.

For an initial or first charge of plagiarism being proven, this will result in the assessment in question being assessed as '*Not Yet Competent*'.

Where plagiarism charges continue to occur, despite written warning, the student may be expelled from the College following a formal written request from the assessor and at the discretion of the College Principal. Where a student is expelled for plagiarism no fees will be refunded.

Records Management

The College ensures that its record keeping procedures comply with the quality standards of the relevant registering bodies. All client and student records are confidential. The College recording system ensures permanent backup of documentation to ensure the security of client and student documents. At all times these records shall be stored free from damage and theft in a place where access is limited to authorised members of staff.

Active files are kept in a secure, restricted area to ensure confidentiality. Inactive physical files are archived in a secure location for up to two years. Electronically recorded student records are kept for a period of 30 years to comply with registration requirements. Students wishing to obtain access to their record may make a formal written request to the Principal.

Records of assessment and outcomes of training and assessment conducted by CAL are recorded electronically in a format required by the registering authority on a learner management system (LMS). Once an assessor has recorded a result for your submitted work, it will be entered into the LMS by Student Administration no later than four weeks from the date of submission. All students are entitled to receive a record of results for units of competency completed on request.

Accessing Student Records

Student records are recorded at enrolment. These records are established electronically and may also be a hard-copy record. These records include, but are not restricted to:

- Registration form,
- Enrolment form,
- Fees: Invoices and receipts,
- Student identification,
- Applications for RPL,
- Learning plan.

Student records are entered and maintained on the College database by course administrators. All enrolment changes, unit results, attendance and study records and changes to personal data must be forwarded directly to Student Administration for data entry.

You may request a copy of your records by submitting a request using the *Request to Access Training Records Form* available on our website and emailing to Student Administration students@collegeforadultlearning.edu.au . Requests will be responded to within seven working days.

Workplace, Health and Safety

It is your responsibility to:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person,
- To not wilfully or recklessly interfere or misuse anything provided by the College in the interests of health, safety or welfare,
- To co-operate with health and safety directives given by staff,

- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

CAL recognises the importance of providing a safe and healthy environment for students, staff and visitors during their participation in work and training activities with the organisation. The College strives for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its participants and others.

The College conducts all training and assessment as well as student interviews and meetings with care for everyone's health and safety. All resources, equipment and the CAL campus is regularly checked for safety and to minimise hazards and potential risks. In the event of an accident or incident please refer to the College Policy.

Fire safety equipment and procedures are checked and monitored regularly to ensure compliance with safety regulations and fire extinguishers are located throughout the building.

Compliance with Legislation

CAL meets the requirements of the OH&S Act 2004 (Victoria) and WHS Act 2012 and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures.

Government Legislation

Current and future Acts/Legislation can affect CAL staff and customers. A full list of current legislation can be found at the Victorian Library website at www.dms.dpc.vic.gov.au and clicking on the Victoria Law Today link. All Acts can be searched by name or key words.

CAL identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable. The acts relevant to the operation of the College as an RTO are:

The Vocational Education, Training and Employment Act 2000

www.skills.vic.gov.au/

The purpose of this act is to:

- Establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community,

- Provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs,
- Support the continued development of high quality training by and within industry,
- Facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities,
- Regulate the registration of training organisations within the state,
- Meet the state's obligations under national training arrangements about VET.

Commission for Children and Young People and Child Guardian Act 2000 and Regulation

This Act establishes the Commission for Children and Young People as an independent organisation with the aim of making all states a better place for children and young people. In relation to the Working with Children program, the Commission for Children and Young People's functions include encouraging employers to develop their capacity to be safe and friendly for children, facilitating Working with Children background checking for child-related employment and reviewing the status of Prohibited persons.

The Australian Privacy Principles (APP's)

CAL abides by the Australian Privacy Principles which regulate the handling of personal information. Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency. Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete. Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies.

The Copyright Act 1968 and The Copyright Amendment (Digital Agenda) Act 2000

www.privacy.gov.au/publications/ipps.html Privacy
[Freedom of Information Act 1982](#)

Anti Discrimination Act 1991 and Regulation

CAL promotes equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work and education. The act prohibits discrimination on the basis of the following attributes: Sex; Marital Status; Pregnancy; Parental Status; Age; Race; Impairment; Religion; Political Belief or activity; Trade Union Activity and Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person in any way because they have objected about the discriminatory manner in which they have been treated. It also applies to anyone who has made a complaint, or intends making a complaint, under the Act.

[Age Discrimination Act 2004](#)

[Disability Discrimination Act 1992](#)

[Race Discrimination Act 1975](#)

[Sex Discrimination Act 1984](#)

Human Rights and Equal Opportunity Commission Act 1986

CAL abides by the equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect,
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities,
- All selection is based on merit, i.e. the best person for the job; and diversity is valued.