Student Handbook

The College for Adult Learning is a Registered Training Organisation (RTO number 22228)

Building 3, Level 1

630 Mitcham Road, VIC 3132

Welcome to The College for Adult Learning (CAL)

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 CAL 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 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 a new career with the head start of a work-ready vocational qualification.

CAL is committed to the highest quality education and training delivery. We provide Nationally Recognised Training (NRT) programs that are registered by the Australian Skills Quality Authority (ASQA). The quality of our training is rigorously monitored and assessed to ensure we provide a high standard of quality service.

CAL is committed to designing and delivering high quality and innovative services to the Small to Medium Enterprises (SME) Market and to experienced professionals who are committed to ongoing professional development and lifelong learning. By spending time understanding our customers' needs, the CAL team ensures that our programs deliver quality outcomes to individuals and to industry. By offering a one-on-one coaching model with online learning, as well as coach/assessor led 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.

All CAL programs focus on the skills and knowledge required to perform the designated role as well as the foundation and underpinning skills or, in many cases, the body of knowledge that underpins a specific function, and all our courses are designed around each individual learner's personal and specific learning needs. This means every program is designed for

each individual student with start and end dates based around their priorities and life 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 TAE40122 (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. Wherever possible, members of the CAL team work part-time so that they can continue to work in their chosen industry sector, to maintain their currency and remain at the cutting edge of industry developments and changes in work practices that can then be passed on to all CAL students.

As part of their ongoing professional development and CAL's continuous improvement, our training and assessment practices are moderated regularly 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.

Good luck with your studies!

Types of Courses

CAL delivers a range of Nationally Accredited Certificates, Diplomas, Advanced Diplomas, Skill Sets, and Units of Competency.

We also deliver non-accredited courses.

Nationally Recognised Training (NRT)

A Nationally Recognised Training qualification is part of the Australian Qualifications Framework (AQF). The AQF includes specific standards for courses at different levels. The advantages of studying a Nationally Recognised Training qualification are:

- You will gain a qualification that has been developed in consultation with industry

- Your qualification will be recognised by industry across Australia

- A qualification gained through online study will carry the same level of recognition as courses delivered in a face-to-face environment

- It can be easier to obtain credit or advanced standing towards further studies

- You can be assured that your course meets the standards required to be Nationally Recognised.

Nationally Recognised Certificates

CAL Delivers Nationally Accredited Certificate IV Qualifications.

A certificate IV builds both higher-level vocational skills as well as improved problem-solving and management skills and requires a higher level of theoretical knowledge in the area. In some cases, successful completion of a certificate IV will be recognised by universities for entry into an undergraduate degree at an Australian university.

CAL Delivers Nationally Accredited Diplomas.

A diploma provides a greater depth of knowledge in the vocational area and builds higher-level problem-solving skills. A diploma fosters analytical, planning and management skills.

Our Quality Framework and RTO Compliance

As a Registered Training Organisation (RTO), CAL must comply with the VET Quality Framework. Part of this includes:

- Standards for Registered Training Organisations (RTOs) 2015 – the set of nationally agreed standards that ensure high quality VET services throughout Australia

- Australian Qualification 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

- The training and assessment you receive from us is done in accordance with 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 and/or available at our website https://collegeforadultlearning.edu.au/student-documents/.

During the progress of each course you may be asked to complete a survey or evaluation. You are asked to complete these as honestly as possible as they help us improve our services and products.

Benefits to CAL Learners

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

- Our 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 complete your studies

- One to one support is given to all participants by our team of learning coaches

- 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 to reflect changes in industry practices and ensure currency)

- Access to additional (elective) online learning tutorials at no additional cost, where additional and/or remedial skills/knowledge is required

- Access to Recognition of Prior Learning (RPL) for previous formal and on-the-job learning previously done

- Access to credit transfers for equivalent units of competency

- Access to peer networks and the potential to form professional relationships

- Support to craft a professional resume and letter of application as well as optional guidance and coaching support to succeed at an interview

- Ongoing career and job advice as well as informal mentoring support for exceptional existing students and CAL graduates.

Delivery Mode

We recognise that you have work and family commitments as well as study commitments, so with this in mind, our learning model is flexible – built completely around your life and delivered online to you wherever you are.

You will be able to access your learning materials and assessments via the Spark Learning Hub. You can also access a range of additional study resources, engage with your coaches and assessors and fellow students via discussion boards, as well as upload your assessments and RPL workplace evidence.

Course Structures

Our courses are structured in a way that allows you to build your knowledge and skills in a logical sequence over time. Our courses are broken up into units of study (planned out in your individual learning plan). In each unit, you will be given access to a set of online learning materials – including online learning activities, downloadable resources, videos and audio recordings.

The learning activities are designed to help you gain a clear understanding of the content in your units. These activities will enhance your learning. Unless you have prior knowledge and skills in the subject, **you will disadvantage your learning if you do not complete these activities before starting your assessment.**

You will need to complete and submit all the assessments in your unit of study before you can progress onto your next unit. You will submit your assessments online.

We provide an introductory unit, Studying with CAL, which provides you with an introduction to your learning journey and an opportunity to practice using the Spark Learning Hub.

Course Duration

All CAL enrolment periods run for 24-months from the date of enrolment. Courses offered by CAL are self-paced so that you can study at times that suit you. Our student success advisors will discuss and agree on a planned time frame and completion date with you. If you do not complete your course within the required time frame your enrolment may be cancelled, or you will be required to re-enrol at a further cost. 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 contact us through the student support function on the contact a coach page. 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 following a regular study plan that demonstrates a commitment to study and in line with the deferred timeframe.

Global certification programs and short courses are subject to the conditions advertised within them. Some short courses come with an additional month of optional coaching support whereby the participant can contact a coach over the phone to seek help and/or support in applying their learning in the workplace. Various conditions may apply for different short courses and/or certification programs. All these programs can be accessed for a discrete period of time (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 contact student support.

Course Information

All course information; including content, structure, duration of study, competencies and vocational outcomes can be found in specific course brochures located on the CAL website at www.collegeforadultlearning.edu.au.

Information about assessments can be found in the relevant *Learner Assessment Packs* provided for each unit of study.

Most CAL courses are delivered online with some courses being offered for delivery at select venues around Melbourne and interstate and/or in workplaces around Australia.

For further information around competency-based training, CAL's RTO details and CAL's Scope of Registration you can visit https://training.gov.au/Organisation/Details/22228.

Learning Materials

All the core learning materials that you will need to be successful in your studies are included in your online learning content, accessed via the online dashboard.

Your learning materials may include:

- Learning activities and checkpoints – these are tasks and exercises to help you gain a clear understanding of the learning content. These activities will enhance your learning. **Unless you have prior knowledge and skills in the subject, your learning will be at a disadvantage if you do not complete these activities before starting your assessments**,

- Case studies – to help you develop advanced analytic and problem-solving skills, case studies let you explore options and solutions to complex issues and situations, and to apply these to your workplace and life,

- Discussions – online discussions let you create, develop, and consolidate new meaningful knowledge with your fellow students,

- Further readings – recommended and required readings generally consist of articles from newspapers, journals, blogs, professional publications, or books. Readings may also include copies of legislation or government reports. Readings save you the time it would normally take to find each article yourself as well as the cost of having to buy different publications,

- Independent research – this is when you search for information related to your studies. It is an organised investigation into a given subject or topic to establish facts and reach new conclusions.

Online units are released according to a student's individual learning plan. A student can request additional units to be opened if, for example, they want to study over holidays and will complete the unit they are currently studying.

Assessments

Your assessments are an important part of your course and must be completed, unit by unit, for you to receive your qualification. To be awarded a Nationally Recognised Training qualification, you must demonstrate that you have achieved all the units of competency that make up the qualification. Evidence of competence is assessed through your assessment tasks and, for some courses, workplace-based assessments, and observations.

Course Updates

At CAL, we regularly review all courses to ensure that they are up-to-date, relevant and in-line with industry and regulatory requirements. Updates to course materials and assessments may occur as a result. When a course is being updated, you will still have full access to your course online, unless a unit is pulled offline for a critical update. We endeavour to keep you always informed.

Marketing

CAL applies strong ethical standards in relation to marketing our services and we adhere to the Standards for RTOs 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 are drawn with any other provider or course.

For all nationally accredited programs, all CAL marketing and information collateral clearly shows the relevant course and unit codes as well as the nationally accredited course and unit titles. CAL makes every effort to offer learners the most recently endorsed and up to date qualifications and units.

CAL does not outsource nor work with course brokers or other third-party service providers. You can be certain that any courses offered by CAL will be delivered entirely by CAL staff. You can also be sure that the College for Adult Learning will award your testamur and record of results (and not some unfamiliar third party).

Student Selection and Entry Requirements

Participants are nominated by their employers or self-nominated to commence suitable training programs. All participants are required to complete a formal enrolment form.

A professional learning consultant will talk to a prospective student prior to their enrolment to determine their suitability for the course and, where required, recommend a more suitable course or level of study.

Some CAL courses have specialist entry requirements or prerequisite units. Where this is the case a professional learning consultant will walk prospective students through the process. Wherever prerequisite units are required, CAL will offer the pathway course for those students who don't hold them.

As well as relevant vocational skills, all potential students may be assessed as to their Language, Literacy and Numeracy (LLN) 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 the fact that all nationally accredited qualifications are based on a workforce that has English as its primary work and communication language. Therefore, all assessment activities are based on the ability of the student to demonstrate their knowledge, and application of skills and attitude as they apply in an Australian workplace or other suitable simulation/case study.

Any individual applying to undertake a course with CAL must fulfil any stated course prerequisite requirements, including access to suitable workplaces where observations are required; these can be found within the specific course information.

Enrolment

Before commencing a course with CAL, you will need to complete an 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 any disability, medical conditions, literacy difficulties or learning difficulties you may have. These questions are important as they enable your training program to be tailored to your needs. All information gathered in the enrolment form is confidential and will only be used for training and/or assessment purposes and for government regulated reporting requirements.

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 Policy visit our website at: https://collegeforadultlearning.edu.au/student-documents/

Fees

Fees and charges are published in our terms and conditions. These include course fees plus any additional costs such as administration fees.

CAL will safeguard participant fees and has a refund policy that is fair and equitable.

Payment of Fees

Students have the following options for payment:

- Payment of a lump sum with the remainder of the payments to be paid via a payment plan

- Total amount to be paid via a payment plan.

Students who choose to pay via a payment plan are required to agree to a direct debit service agreement with CAL and acknowledge the conditions set out therein.

Access to Coaching Support

CAL staff will do all they can to help you to successfully complete your 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 with limited availability on weekends. You can usually access a coach from 7.30am up to 8.00pm (AEST) depending on your course.

When you commence a qualification program online, you will receive access to the Studying with CAL unit as well as an initial onboarding call with a Student Success Advisor. It's important that all new students complete the Studying with CAL unit as it will walk you through the program and its structure and tell you more about what to expect. Then, during your welcome call, your student success advisor will discuss your learning plan with you and answer any questions you may have regarding your learning.

Once you are clear on your study needs, we will generate your study plan or 'individual learning plan (ILP)' and send it to you via email for your approval and sign off. It's important that you carefully check through your ILP and agree with what is included. It is a condition of enrolment that CAL has on file a current, approved ILP for all students. In line with CALs commitment to flexible learning, you are encouraged to make changes to your ILP as needed (and to reflect your busy work/home life). This is particularly important if these changes affect any key milestones in the plan such as the completion date and/or assessments due dates.

Upon commencement we invite all students to join a Flying Start group that will lead you through the beginnings of your online learning and answer common questions.

Throughout your study it is your responsibility to book coaching calls as you required.

CAL offers a number of options to assist students in their learning that can be accessed via the student support page at: https://collegeforadultlearning.edu.au/coaching/. We encourage all students to select the option that best suits their needs including:

- Booking a call to speak to your learning coach at a time and day that suits you best

- Contact student support and receive a response back within 48 hrs

- Start a live chat session and get an instant reply to your question.

CAL also maintains a list of frequently asked questions that you can access to get more information about general course and assessment queries, support and accessibility and technical issues; this is in the introductory unit Getting Started With CAL.

When booking coaching times; CAL provides a 15- or 30-minute window of time for each call. If your coach is calling you at 11am, and you booked a half hour appointment 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: Along with the options available for students to contact CAL, the CAL team will also contact students at regular intervals throughout their course duration. The purpose of these contacts is to touch-base and check that you're okay with your study, on-track with your study schedule and, from time to time, provide some additional motivation to re-engage with your study and so on.

CAL keeps a record of all contact (and attempted contact) we engage in with our students, along with detailed coaching notes, that help us to recognise and support your learning journey.

Recognition of Prior Learning (RPL)

If you have been working in your job for a while, you have probably developed some or many 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, to satisfy a unit of competency or part thereof, via RPL then we encourage you to go to the Getting Started with CAL unit and find the information on RPL. 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** and demonstrate that you have the knowledge and skill.

- Is your knowledge and skill appropriate to the level of the unit or course?

- Do you have the underpinning and/or foundation skills that support your knowledge and skills?

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 do not have to complete the unit again.

To apply for a credit transfer, please submit a certified copy of your qualification or statement of attainment to CAL or provide us with access to your Unique Student Identifier (USI). This can be done through the Getting Started with 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.

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	Accountant	Teacher
Civil Marriage Celebrant	Minister of Religion	Sherriff

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

To apply for a credit transfer, the unit code you are applying for must be the same as the unit code you have previously completed. From time to time the government updates the content of the unit and it becomes what is termed "superseded". This means that the unit content has changed enough that you need to study the unit again and therefore there is no credit transfer available unless the unit is listed as 'equivalent'. You can check individual units for currency by accessing the website www.training.gov.au.

If the units you would like assessed for credit transfer have been reported and are visible on your Unique Student Identifier (USI) transcript, you may choose to authorise CAL to access your USI transcript (instead of providing certified copies of your completed qualifications).

To authorise CAL to view your USI transcript please visit www.usi.gov.au and log in, then follow prompts to provide your USI transcript to CAL.

For more information on the Unique Student Identifier, please see the CAL Policy here: https://collegeforadultlearning.edu.au/student-documents/

Graduation and AQF Certification

Once you have completed your course, you will receive the following:

- Testamur – students who successfully complete all course requirements will be issued with a certificate of completion,

- Academic Transcript (for Nationally Recognised qualifications only) – this record follows AQF guidelines and is a list of the units of competency you have achieved.

A Registered Training Organisation issues a Statement of Attainment when an individual has completed one or more units of competency from a Nationally Recognised Training qualification.

To find a detailed description of the units of competency within your course, refer to the CAL website.

To be awarded your Nationally Recognised Training qualification or Statement of Attainment, you must have:

- Successfully completed all assessments

- Been deemed to be competent in all your areas of study

- Met all your financial obligations

- Obtained, and supplied CAL with, a Unique Student Identifier (USI).

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.

AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, provided that a student has supplied a Unique Student Identifier (USI) that has been verified (unless exempt) and has paid any outstanding course fees.

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:

- 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 signature of The College for Adult Learning CEO and Principal
- Nationally Recognised Training logo where courses are nationally recognised
- Units of competency achieved on any certification issued in relation to courses based on national competency standards.

For more information, read our Issuing AQF Qualifications Policy here:
https://collegeforadultlearning.edu.au/student-documents/

Timelines for Issue of Qualifications and Results

You will receive confirmation of your assessment lodgement within two days of submitting your assessment and your assessment will then be assigned to an assessor. Assessments must be submitted in full and with the completed online submission form, using the 'submit work' function online. Incomplete assessment submissions will not be assessed until all components have been submitted for assessment.

CAL assessors will provide written feedback by email of their assessment decision within 10 days (excluding public holidays) of the receipt of your assessment.

Testamurs 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.

Student Rights and Responsibilities

CAL provides an adult learning environment. All staff and students are expected to act responsibly, to take due regard for the health and safety of others and to treat all staff and fellow students with courtesy and respect. As a student, 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 CAL's Records Management Policy

- Access the information CAL holds about you

- Have your complaints dealt with fairly, promptly, confidentially and without retribution, as per our complaints policy

- Make appeals about procedural and assessment decisions in line with relevant policies

- Receive training, assessment and support services that meet your individual needs and as disclosed to CAL staff

- 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 your training program

- Provide feedback to CAL on the client services, training, assessment and support services you receive.

Responsibilities of Students

As a student of CAL, you acknowledge that you have responsibilities to protect your own rights and those of fellow students and CAL staff. Therefore, 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 own learning and asking for help when you need it. This includes letting us know when you require coaching and/or additional support and preparing adequately for any pre-booked coaching and/or support sessions you request

- 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 assessor if you have previous skills and knowledge and are seeking recognition of this prior learning

- Advising us of any previous courses completed that may result in potential credit transfers for the course you are enrolled in

- Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification (and each unit of study), and successfully completing the quiz for each unit of study

- Undertaking your online learning program and adhering to the learning plan schedule developed in consultation with us

- Making regular contact with your coach/assessor

- Completing all assessment tasks, learning activities, end of unit quizzes, workplace observations, videos and simulation calls, and other assessment related activities honestly and without plagiarism, ensuring all work is your own

- Providing a comprehensive bibliography for all sources you have used in the development of your assessment and learning journal

- 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 along with your journal reflections and notes of any other references you've accessed, in your portfolio of evidence/learning journal and presenting this for assessment

- Making copies of all assessments and any work submitted 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.

Note: Students on deferral or extension or transferring to another course must regularly check their emails from CAL and are advised to log in periodically to the Learning Hub. Qualifications and units are subject to regular upgrades by AQSA. Two weeks' notice will be provided to updates on assessments and learning materials. Failure to use the most up to date assessment document from the Learning Hub may result in a 'pending' grade and the requirement to undertake further work. Changes affecting your course will be communicated to your nominated email address. Please always ensure that we have up to date contact details for you.

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 and CAL staff via phone, email, social media, or student discussion forums, you should not write, post, or say anything that another person could find offensive or disrespectful and only post or comment in a constructive, respective way as per CAL's Student Conduct Policy.

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 we require all staff and students comply with CAL'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 records (if requested in writing as outlined in the policy)

- 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 for assessment when you are ready and encourage self-assessment

- Assess your skills and knowledge through the use of work-based tasks, written work, simulations, case studies, observations, videos, simulation role-plays 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 or those who require reasonable adjustments.

For further information, access our 'Reasonable Adjustment Policy' here: https://collegeforadultlearning.edu.au/student-documents/

● 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.

Assessments

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. CAL provides all students with extensive information on assessments for the program in which they are enrolled.

At the beginning of each program of study, you will be able to download the *Learner Assessment Pack* for that unit. This tells you how you will be assessed.

For further information, access our 'Assessment Policy' here: https://collegeforadultlearning.edu.au/student-documents/

It is your responsibility to read the information provided and to talk to your learning coach/assessor if you have any concerns about the set assessment and/or the timing of the assessment.

If at any time you believe you will be unable to complete an assessment, you are encouraged to contact your coach to discuss your concerns.

Types of Assessments

CAL has four primary types of assessment:

1. Written Assessments

2. Video Demonstration

3. Verbal (Oral) Assessments

4. Assessment of Recognition of Prior Learning (RPL).

Written Assessments

Refers to those Assessments that are completed independently by the student.

Types of Written Assessments may include:

- Online Quiz: where students answer a range of questions and select a correct answer from a range of options, includes multiple choice and true or false,

- Short Answers: where students complete a range of questions within an approximated word limit,

- Presentation: where students are asked to present their assessment work as a presentation in PowerPoint, Prezi or other formats as prescribed,

- Written Report: where students provide a written account of a task or activity. Written reports may include:

  o Case Study: where students read a case study or watch a video and respond to questions relating to the case study,

  o Reflective Activity: where students reflect on their own personal experiences regarding an aspect of their course or having undertaken a practical task,

  o Research Report: where students develop an in-depth analysis of an issue or topic based on comprehensive research (to a level appropriate to the AQF level of the course),

  o Journal: where students develop a reflective diary over a period of time in respect of a particular issue or topic covered within a course,

  o Project: where students undertake a range of activities over a period of time and present these activities in a coherent form,

  o Portfolio: where students collect evidence (such as videos, photos, documents or artefacts) regarding the completion of a range of practical tasks,

  o Workplace Observation Reports and Third-Party Evidence Collection Forms: these are completed by your nominated and approved workplace supervisor

and provide third party evidence validating your competence in a workplace environment.

Video Demonstration

Where students record themselves and other participants undertaking a defined scenario or role-play using skills developed during the unit they are studying. A signed consent form must be provided along with your video submission for all participants. Participants must be over 18 years of age.

You may be required to undertake video simulation calls with your assessor, and these will also be recorded.

Verbal (Oral) Assessments

Where the student is involved in a structured interview with the coach/assessor. These calls will be recorded. Students undertaking RPL will be required to undertake competency conversations with the assessor.

Submitting Assessments

All assessments submitted to CAL must also come with a *student declaration* that the work you are submitting is your own work. This declaration will be included when you submit your work via your online course program.

Assessment Presentations

As CAL offers management-related qualifications, all assessment tasks submitted should comply with normal business standards for written work (including writing business reports, MOU's, emails, plans, feasibility studies and other work documents).

When submitting an assessment to CAL, please ensure:

- You agree to the *student declaration*, declaring that the work being submitted is your original work and no part of it has been copied from any other person's work or from any other source except where due acknowledgement is made,

- You agree to the *student declaration* giving permission for your work to be reproduced, communicated, compared and archived for the purpose of detecting

plagiarism and for your submission to be retained by CAL for review and comparison, including review by external auditors,

- You clearly label submissions with your name, the assessment topic/unit code and date,

- All documents must be typed and professionally presented,

- You have retained a copy of the original as it will not be returned to you,

- Where scanning documents for assessment you should ensure they are facing the right way up, are clearly labelled and easy to read,

- Electronic files are labelled with your name, the unit code and the specific assessment details.

Technical Requirements

You will need regular access to a laptop or desktop computer with the following:

- An adequate and reliable internet connection

- At least the equivalent of Microsoft Office or Office for Mac, with word-processing capabilities and spreadsheets

- A PDF Reader installed

- Full permissions to install and access third-party software as required.

You will also need regular access to a laptop, desktop computer or device with an adequate camera to undertake video calls for assessments as required.

You will also need access to software to view online videos and images. Software such as Adobe Reader, Windows Media Player, Windows Photo Viewer etc. are available as a download from the internet.

Some assessments include a component for you to record an audio or video. The requirements for these vary depending on the assessment. If you are unable to conduct these in the workplace and this is a requirement of the assessment, you have the option of engaging with friends, family, and other students to record this via other means, such as Skype or Zoom.

All video or audio recordings must be accompanied by a signed consent form from all participants.

Assessment Feedback

Your assessor will always provide you with written feedback including a summary 'Competent' or 'Pending' result. If you would like more detailed assessor notes and/or further clarification on any aspect of 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. 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 in the unit and will incur a re-enrolment fee of $250.00.

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 – this information is included in each unit *Learner Assessment Pack*. All items listed on an assessment task must be completed in full. In addition, the quiz for the unit must be completed. Failure to address any part of the assessment task will result in a resubmission request sent to you from your assessor. 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/or any learning/assessment disabilities.

Assessment Marking and Feedback

Your assessments will be marked by your assessor who will also provide feedback. If you need further clarification or more feedback, you can contact your assessor via 'Contact a Coach', you can also book a coaching phone call.

Appealing an Assessment Result

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

The processes to be used for assessment are also outlined in the *Learner Assessment Packs* and course curriculum and you are encouraged to discuss these with your coach or assessor.

If you wish to appeal an assessment outcome, 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 regarding 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 can 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 Learning and Development Manager requesting a review.

To allow the Manager to make a fair and equitable determination you are encouraged to read our Assessment Appeals Policy and then to make your appeal using the *Appeals Form* available on our website at: http://collegeforadultlearning.edu.au/student-documents/

The Learning and Development Manager will respond to you in writing, within seven working days of receipt of your written request, stating the judgement and (where applicable), any 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 set out in the response from the Manager.

RPL Appeals

Appeals of any RPL decisions must be made in writing within 30 days from the result of assessment being advised by CAL. You have the right to appeal a decision made regarding 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. Before appealing any assessment decision, you should ensure you understand the principles that underpin VET assessment practices.

Student Agreement and Student Conduct

The Student Agreement is often referred to as the Terms and Conditions of enrolment. All students who enrol with CAL accept the Student Agreement both verbally with a Professional Learning Consultant as well as in writing, either electronically or via an enrolment form. The Student Agreement outlines the contractual obligations of your enrolment with CAL. Within the Student Agreement, you agree to abide by the Student Conduct Policy which sets out CAL's expectations of your behaviour within courses and in relation to academic integrity. It is also a general guide for the behaviour expected of you while undertaking structured workplace learning or workplace assessments.

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 is 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.

For more information, please read the Student Conduct Policy at:

https://collegeforadultlearning.edu.au/student-documents/

Discipline Processes

CAL staff may impose penalties due to misconduct of students. Should behaviour be considered 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 CAL no refunds are payable.

Plagiarism

CAL 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 CAL 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. CAL uses a variety of plagiarism tools that will provide your assessor with details of any copied material along with where the copyright presides.

You will be charged with plagiarism if you:

- Copy from published sources without adequate documentation/notation

- Purchase a pre-written paper (either by mail or electronically)

- Let someone else write a paper for you

- Use another student's work as your own

- 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 continues to occur, despite written warning, the student may be expelled from CAL following a formal written request from the assessor and at the discretion of the Learning and Development Manager. Where a student is expelled for plagiarism, no fees will be refunded.

For more information, please read our Plagiarism Policy at:

https://collegeforadultlearning.edu.au/student-documents/

Referencing

CAL learners must, where necessary, acknowledge, through appropriate referencing, work from which they draw information.

At the end of each unit assessment, where work other than your own has been used, you must provide a bibliography listing your references.

CAL provides resources on referencing within course units but if require additional information, visit the website below:

http://www.citethisforme.com/harvard/source-type

Records Management

CAL ensures that its record keeping procedures comply with the quality standards of the relevant registering bodies. All client and student records are confidential. The CAL 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. 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 College 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.

For more information, please read our Records Management Policy at:
https://collegeforadultlearning.edu.au/student-documents/

Accessing Student Records

Student records are recorded at enrolment. These records are established electronically. These records include, but are not restricted to:

- Registration form

- Enrolment form

- Fees: invoices and receipts

- Student identification

- Applications for RPL

- Assessment work/results

- Learning plan.

Student records are entered and maintained on the CAL 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 Access to Training Records Form* available at our website: https://collegeforadultlearning.edu.au/student-documents/

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 CAL 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. CAL 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.

CAL 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 are regularly checked for safety and to minimise hazards and potential risks. 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 keywords.

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

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

For more information see www.privacy.gov.au and 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

Racial 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.

Commitment to our Students

Just as ethical behaviour is expected of you, we want you to know what to expect of us. In all our interactions with you, we recognise our duty to:

- Always act with professionalism, honesty and integrity

- Treat all students with fairness and equality

- Recognise and respect individual differences and abilities, including special needs

- Not denigrate or judge you, or act because of personal bias

- Provide prompt, efficient and quality services and support to students at all times

- Provide clear and simple information

- Maintain confidentiality and privacy at all times

- Offer a service based on up-to-date knowledge of current policy and practice

- Act in a safe and responsible manner at all times.

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

For more information, please read our Privacy Policy here:
https://collegeforadultlearning.edu.au/student-documents/

Complaints

CAL makes every effort to provide a high-quality learning experience including excellent student support services and ongoing coach and assessor support. However, if at any time you have a grievance or are dissatisfied with any aspect of CAL's service or training, you can lodge a complaint with us by following the complaints processes as outlined in our Complaints Policy.

CAL is committed to the fair and equitable management of complaints within its learning community and the complaint procedures will not incur a cost to you. In the handling of complaints, CAL is committed to:

- Processing complaints and informing you clearly of the outcomes of the complaints process in a timely manner

- Ensuring you have every opportunity to present your case, including the involvement of a third party or arbiter

- Keeping a record of complaints and associated meetings, decisions and outcomes to address the cause of the complaint and document any changes. All students of CAL are entitled to access the complaint policies and procedures. If you would like further, detailed information, please refer to our Complaints Policy, Complaints Procedures and Complaint Appeal Procedure.

Course Evaluation and Feedback

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. CAL 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 Skills and Quality Authority (ASQA) approved Learner Questionnaire at the completion of their studies. Students will also be asked for feedback at the completion of each learning module or unit of study online.

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

The National Centre for Vocational Education Research (NCVER) 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, halfway through your studies, upon completion of every online learning unit and on completion of your course. You can also provide feedback directly to us through the unit survey in the Spark Learning Hub.

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.

If you would like to provide general feedback, you can do so using the General Feedback Form on our website: https://collegeforadultlearning.edu.au/students/student-documents/

Appendix – Student Policies and Procedures

The relevant student policies and procedures listed below can be found at:

https://collegeforadultlearning.edu.au/student-documents/

Access and Equity Policy

This policy is used to integrate access and equity principles into all training and assessment activities The College for Adult Learning conducts or is conducted on its behalf.

Assessment Appeals Policy

To ensure that The College for Adult Learning manages requests for review of a decision, including assessment decisions, made by The College for Adult Learning.

Assessment Policy

This policy was established to support the Australian Skills Quality Authority (ASQA) standards for Registered Training Organisations (RTOs) 2015.

CAL Study Group Code of Conduct

This policy ensures that The College for Adult Learning is able to promote a friendly, informative and enjoyable online experience for members of and student study networking groups.

Complaints Policy

To ensure that complaints are dealt with in a responsive, timely manner, that recognises the rights and responsibilities of individuals and recorded in line with appropriate legislation.

Confirming Student Identity Policy

In order to ensure privacy laws are adhered to, and student confidentiality is maintained, CAL confirms student identity prior to discussing/confirming anything related to a student or making any changes to a student's record.

Course Deferral Policy

A student's enrolment and/or payments can be deferred under certain circumstances. This policy outlines the rights of all CAL students to defer their studies and payments.

Course Extension Policy

The purpose of this policy is to provide fair and reasonable guidelines for granting extensions of study to students undertaking studies with CAL.

Course Transfer Policy

The purpose of this policy is to provide reasonable opportunities for students to reorient their study program after enrolling with CAL. The policy ensures that course transfers are carried out in a timely manner bearing in mind the best interest of the student.

Course Withdrawal Policy

This policy is to support the fair assessment and processing of formal withdrawal from studies with the College for Adult Learning (CAL).

Financial Aid Policy

The purpose of this policy is to provide fair and reasonable guidelines for students who require financial aid while undertaking their studies with CAL.

Issuing AQF Qualifications Policy

To ensure all students who undertake a program of study with CAL are issued the correct certification in a timely manner and in accordance with the requirements of the Training Package and VET Quality Framework.

Issuing ILP Policy

The College for Adult Learning (CAL) supports student learning by issuing each student with an Individual Learning Plan (ILP) as a guide to study progression. The ILP reflects the units to be undertaken, the method by which the units will be completed (course work, RPL or credit transfer) as well as the delivery mode (online or face to face) and gives students dates by which to complete each unit (based on the student's indicated study timeframe).

Language, Literacy and Numeracy Policy and Procedure

This policy outlines the College for Adult Learning's practice to identify and assist Vocational Education and Training students who have Language, Literacy and Numeracy issues.

Plagiarism Policy

This policy seeks to encourage ethical conduct and to inform staff and students about CAL's standards of academic conduct.

Privacy Policy

This policy details how The College for Adult Learning complies with all relevant Privacy legislation.

Reasonable Adjustment Policy

This policy outlines The College for Adult Learning's approach to the disability standards of education.

Recognition of Prior Learning Policy

To Ensure that The College for Adult Learning accepts and provides credit to participants for Units of Competency and/or Modules where these are evidenced by other RTOs or authenticated VET Transcript.

Records Management Policy

To ensure that The College for Adult Learning maintains records in a manner that ensures their accuracy and integrity.

Refund and Cancellation Policy

The purpose of this policy is to implement a structured approach for students who need to withdraw from the course and cease payments or, request refunds, due to hardship.

Student Conduct Policy

To ensure that the study and the physical and virtual work environment at The College for Adult Learning is conducive to productive learning through specifying guidelines for appropriate conduct.

Student Selection and Enrolment Policy

This policy outlines the organisation framework and general principles for the selection and enrolment of all students at The College for Adult Learning.

Transition to New Training Products Policy

The purpose of this policy is to ensure that CAL delivers the most current qualification, and learners are transferred into replacement training products, where a training product on its scope of registration is superseded.

Unique Student Identifier Policy

Outlines the objective of the Unique Student Identifier (USI) and ensures that The College for Adult Learning meets the requirements of the Student Identifier Act 2014 and the VET Regulator.