



ACFE
Australian Colleges
of Further Education



Domestic Student Handbook

Australian Institute of English Language (AIEL), Australian Institute of Vocational and Technical Education (AIVTE), Australian Sports Academy (ASA), TVET College of Australia (TVET) are trading names of Australian Colleges of Further Education (ACFE) RTO ID: 31717

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WELCOME

Welcome to ACFE and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with ACFE.

The first part of this handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

As an RTO we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with, and regulated by the Australian Skills Quality Authority (ASQA). ACFE will continue to serve domestic markets in various areas of Health and Community Services.

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STUDYING THROUGH ACFE

The ACFE is conveniently located in Auburn and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

STUDYING LOCATION

ACFE Pty Ltd

Address: Level 2, 39 Queen St Auburn NSW 2144
Phone: 1300 083 832
Email: info@acfeonline.edu.au
Website: acfeonline.edu.au

SELECTION AND ENROLMENT

ACFE accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form and send it to us by email or post. The form can be downloaded from the ACFE website. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to our enrolment officer at Level 2, 39 Queen St Auburn NSW 2144. You will be contacted within 7 days with the outcome of your application and to confirm your details.

If your application is complete and provides the necessary information, and we determine that you will be able to meet the entry requirements, you will be invited to participate in a face-to-face interview with our Director of Studies who will determine the suitability of your enrolment into the course. During this interview you will complete a language, literacy and numeracy assessment to determine your skills and ensure that we are able to offer the support that you require during your course. If you hold an Australian qualification higher than the Australian qualification you are applying for, you will need to produce a copy of the Certificates to be exempt from the RTO's LLN process.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

COURSE CREDIT

Receiving credit for previous studies will save you both time and/or money. There are two ways that you can receive credit towards the course that you are enrolling in – through direct credit for units of competency or modules that are the same or equivalent to units within the course you are enrolling in or through RPL. Both options are explained below.

Credit

ACFE can offer you credit towards any course you are applying for units of competency or modules that you have already completed. You should indicate on your enrolment form that you wish to apply for course credit and provide along with your application a certified transcript issued by any of the following:

- another RTO
- any other organisation who is authorised under the Australian Qualifications Framework (AQF) to issue qualification, for example, a University or a School
- the Student Identifiers Registrar

There is no charge for this service.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

ACFE has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at 1300 083 832 or email: info@acfeonline.edu.au

COURSE INDUCTION

On the first day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

At your induction you will receive your first set of text books too so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING

As a student with ACFE, we expect a certain standard of behavior from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.

- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by ACFE focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments related to a unit to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

ACFE will expect students to complete their units of competency within the full qualification according to their timeframes identified in their training plans. If the student doesn't complete the units or complete the full qualification within the set timeframe according to the students training plan, the student will be required to re-enrol and pay the enrolment fee again, any units that are deemed competent will be credit transfer to the new enrolment. This will be subjected to qualification under suspended requirements as credit transfer may not apply and gap training will be required.

If you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.

- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to our head office. All students must keep a copy of all submitted tasks as we will not be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, ACFE will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

ACFE has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, ACFE will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

DEFERRAL, SUSPENSION, CANCELLATION

Deferral and suspension of studies will be granted in compassionate or compelling circumstances **Compassionate or compelling circumstances** are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where ACFE is unable to offer a pre-requisite unit

- inability to begin studying on the course commencement date due to delay in receiving a student visa

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, ACFE considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact ACFE because of a circumstance such as being involved in a car accident.

Where a student initiated deferral or suspension of enrolment is granted, ACFE will suspend an enrolment for an agreed period of time – to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. However, students who are under a Subsidised Training and do not recommence within a 12 month period of deferral must be reported as discontinuing Subsidised Training

If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

ACFE makes every effort to assist enrolled students to continue training where possible. ACFE develops and implements strategies that accommodate enrolled students who wish to defer their training.

CANCELLATION OF STUDIES

Students may initiate cancellation of their studies at any time during their course.

ACFE may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form and pre-training review you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow students
- Referral to relevant external services
- Specialist support services for students with a disability
- Personal counselling

Contact us at 1300 083 832 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Phone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Phone: 131021 Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Phone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

Anti-Discrimination Board NSW

Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid NSW

Website: <http://www.legalaid.nsw.gov.au/>

Phone: 1300 888 529

Legal Aid NSW helps people with their legal problems. Our legal services include legal advice, help at court and family dispute resolution. We can help in most areas of criminal law, family law and civil law.

Disability Rights NSW

Australian Centre for Disability Law

Website: <http://www.disabilitylaw.org.au>

Postal: PO 989 Strawberry Hills NSW 2012

Phone: 02 8014 7000

Fair Trading NSW

Website: <http://www.fairtrading.nsw.gov.au/>

If you believe you have a legitimate complaint, the first step is to make every effort to sort out the problem directly with the trader or service provider. Be clear, firm and polite and state what the problem is and how you would like it fixed. Keep all relevant documents, such as receipts, warranties and quotes.

If you don't reach a satisfactory outcome, you can contact us on [13 32 20](tel:133220), visit your nearest Fair Trading Centre or [lodge a complaint](#) online.

Lifeline

Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Phone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Phone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Adult Migrant English Program	http://www.immi.gov.au/living-in-australia/help-with-english/amep/
Vision Australia	http://www.visionaustralia.org.au
Blind Citizens Australia	http://www.bca.org.au/
Australian Association of the Deaf	http://www.aad.org.au/
NSW Deaf Society	http://deafsocietynsw.org.au/
Access Australia	http://www.accessaustralia.com.au/
Centre for Developmental Disability Health	https://directory.wayahead.org.au/service/4809/

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, ACFE must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. ACFE has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with ACFE emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.

- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

ACFE is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. ACFE will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ACFE Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by ACFE aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with ACFE.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

ACFE provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Standards for RTO 2015

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the *Standards for RTO 2015*. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally authorised VET course that is completed from when the USI comes into effect on 1 January 2015.

Privacy Act

In collecting your personal information ACFE will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that ACFE holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Director of Studies using the Access to Records Request Form, with at least 10 days' notice. There is no charge to

access your records however a fee of 20 cents per page applies for photocopies. Written requests should be sent to the ACFE head office.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an ACFE staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If a student considers the information that ACFE holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

FEES AND CHARGES

The fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay. The Tax invoice will provide you with ACFE have nominated account for payments of fees held in advance.

Fee information provided to domestic students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Refund information and conditions relating to these
- The learners rights as a consumer

You can pay your fees by direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia.

Course fees include all, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

ACFE has the following of additional charges:

- ◆ Fee for replacement testamurs
- ◆ RPL Fees

Details are found in the written agreement that you signed at the commencement of your course.

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Late fee will accrue

Debts will be referred to a debt collection agency where fees are more than 90 days past due. ACFE reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

REFUNDS

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ACFE in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

In the unlikely situation where ACFE is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, students will receive a full refund of the total amount of course fee paid.

Eligibility for a refund will be assessed as follows:

- ◆ A full refund will apply where ACFE cancels the course prior to commencement.
- ◆ A refund of unused course fees will apply where ACFE cancels the course after commencement. The amount of unused course fees will be calculated based on services already provided up to the day the course stops.
- ◆ 70% of the pre-paid course fees be refunded where the student withdraws in writing 28 days or more prior to the course commencing.
- ◆ 60% of the full course fees where the student withdraws in writing less than 28 days prior to the course commencing. You can make this period shorter or longer.
- ◆ No refund where the student withdraws at course start time or after commencement of the course.
- ◆ No refund where the student is excluded for misbehaviour.
- ◆ an offer of a place is withdrawn by ACFE and no incorrect or incomplete information has been provided by the student.
- ◆ If you have paid for subjects and then are given RPL/an exemption and do not have to study them you will need to apply for a refund of that money prior to the census date. (Note: refer to RPL Fees)

Any request for refunds must be made in writing via email or letter to info@acfeonline.edu.au /Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

ACFE will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following ACFE's Complaints and Appeals Policy and Procedure.

In unforeseen circumstances where ACFE is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 28 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

COMPLAINTS AND APPEALS

Despite all efforts of to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made be in relation to any of ACFE's services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment and outcomes
- ACFE trainers and assessors and any other staff
- other learners
- access to records
- decisions made by ACFE
- the way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually fourteen (14) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer. In cases where the matter is expected to take more than 60 days to resolve, you will be informed in writing of this, including the reasons for the longer resolution time. You will also receive regular updates as to the progress of the matter.

Where a student chooses to access this policy and procedure, ACFE will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Resolving issues before they become a complaint

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. ACFE's trainers and administration team are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the Director of Studies of ACFE. When making a complaint, the complainant is asked to provide as much information as possible to enable ACFE to investigate appropriately and determine an appropriate solution. This should include:

- The issue – what happened and how it affected you.
- Any evidence you have to support your complaint.
- Details about the steps you have taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Complaints will be investigated by the Director of Studies or their delegate and a proposed resolution provided in writing within fourteen (14) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Director of Studies of the partnering organisation will be involved in the resolution of the complaint.

Lodging an appeal of an assessment decision

A request for an appeal of an assessment decision may be made in writing to the Director of Studies providing reasons why the assessment appeal is being made. Assessment appeals must be made within 30 days of the original assessment decision being made.

The Director of Studies will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the Director of Studies will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

Internal appeal

Where a complainant is dissatisfied with the result or conduct of ACFE's internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within thirty (30) days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

The outcome of the internal appeal will be advised in writing within 20 days.

External appeals

ACFE acknowledges the need for an appropriate, independent party to mediate where a student is dissatisfied with the outcome of the internal appeal process. Upon request by a student or a decision by ACFE that this is required, ACFE will organise an independent mediator to mediate the external appeals process. The cost of the mediation service (choose one of these options and make sure this is reflected in your complaints and appeals policy and procedure) will be shared equally between the student and ACFE must be met by the appellant. Where the external mediator finds in favour of the student, the mediation costs paid by the student will be refunded.

If you wish to instigate an external appeal, you must inform the CEO in writing. You will be advised within ten (10) working days of your request of the external mediator who will be handling your case and of the process for the appeal.

ACFE will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. You will also be formally notified in writing of the outcome of the mediation.

Other complaint avenues

There are a number of other ways that you can complain too as follows.

- National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training.

The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

For more information about the National Complaints Hotline:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- ASQA

You may also complain to ACFE's registering body: Australian Skills Quality Authority (ASQA). However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

For example you may contact:

- ◆ Consumer Affairs in your state
- ◆ Administrative Appeals Tribunal (<http://www.aat.gov.au>)

MATERIAL CHANGE OF RTO

Students will be informed as soon as practicable of any material change of RTO including that will effect training services:

- Change of CEO
- Financial administration status
- Legal name or type of legal entity
- Ownership, directorship, and/or control (including sale of RTO business)

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

ACFE reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where ACFE is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.