ACCLM
Pre-Enrolment Handbook

Australasian College of Care Leadership & Management

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Introduction

The Australasian College of Care Leadership and Management (ACCLM) is a Registered Training Organisation (RTO 40829) which delivers a range of training and development courses in the Australian aged and community care sector. The ACCLM will be responsible for providing the course that you are seeking to enrol in.

The ACCLM is committed to providing quality nationally recognised vocational training in collaboration with industry, and in accordance with the Australian Qualifications Framework (AQF) and the VET Quality Framework (VQF). The current scope of ACCLM’s registration is:

- CHC33015 - Certificate III in Individual Support
- CHC43015 - Certificate IV in Ageing Support
- BSB51915 - Diploma of Leadership & Management
- CHC51015 - Diploma of Counselling
- CHC52015 - Diploma of Community Services (Case Management)

The ACCLM also provides non-accredited training which responds to the needs of the community, or particular organisational training requirements. The delivery of all training and assessment services by the ACCLM is guided by the standards set out by the VET Quality Framework (VQF).

The ACCLM is responsible for compliance of this training and assessment.

These standards provide the framework for all ACCLM policies and operations.
ACCLM 2017 Fee Structure

Payments
There are two main ways for you to pay for a course: via our secure PayPal payment gateway or direct deposit.

PayPal: This is the quickest and simplest way to enroll, plus it is very secure. You will be able to start the course within a couple of days, once the payment and your enrollment have been processed.

Note: Where additional funds are due for payment further to the initial invoiced amount, additional invoices will be issued for payment based on the payment terms located on the website.

Direct Deposit: Alternatively, you will be sent a Tax Invoice from us and can pay the invoiced amount by direct deposit into our bank account. This takes a little longer, but once payment is confirmed into our bank account you will receive an email so you can start your course.

Note: Where additional funds are due for payment further to the initial invoiced amount, additional invoices will be issued for payment based on the payment terms located on the website.

Additional Fees and Charges
ACCLM RTO Manager will identify learners at risk of not completing their training within the nominated timeframe, and implement strategies to assist the learner to complete on time to avoid additional costs/charges.

If additional support is required after the allocated training and assessment timeframe, the ACCLM RTO Manager will liaise with both the learner and workplace supervisor (if applicable) to ensure that all additional costs and charges are explained.

If, at the agreed training contract end date, you are still ‘Not Yet Competent’ and ACCLM has met all obligations throughout the training period, costs will be charged for each unit of competency that has been deemed ‘Not Yet Competent’ that you wish to complete. The additional fees will be calculated at a per competency cost.
Certificate Re-Issue Fee

There is a $35.00 re-issue fee for all certificates.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a Registered Training Organisation, you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

You can refer to the USI Learner Information Fact Sheet, by following the hyperlink below, which outlines what the USI is and clearly lists steps that you can follow to have one created.


There is also a YouTube clip which has been created for the USI outlining this information. Please take a look by following the hyperlink below:

https://www.youtube.com/watch?v=HRYaaF-B7Ho&list=UU4PhcooSNGfRWzrIgVfxHw&index=2

If you are enrolling into accredited training with ACCLM, then you will be prompted to create a USI as part of the enrolment process.

If you are eligible for an exemption from obtaining or supplying a USI, we advise that your results will not be included in the USI System.

Pre-Enrolment Checklist

Before you begin your training, it is important that you understand what you will be learning about, and how you will be assessed throughout your training course.

Prior to your enrolment, the ACCLM will need to ensure that you meet all the eligibility requirements to enrol into your nominated course or qualification.

A pre-enrolment checklist will be completed prior to your enrolment to ensure:

- That you meet the prerequisite requirements to enrol into the qualification (i.e. you have completed any units of competency required to enrol into the course).
- That you are notified of the Unique Student Identifier (USI).
• That you possess the Language, Literacy & Numeracy (LLN) skills to successfully complete the qualification (in the form of an LLN skills test).
• That you wish to apply for either credit transfer or RPL for your course.  
  – Refer to the RPL and CT section.
• That an appropriate work placement (if applicable to your course) is organised so that the practical component of your qualification can be assessed. The ACCLM will support you in obtaining an appropriate work placement in your nominated course of study.
• That you have access to a computer and reliable internet connection in order to complete the online components of your training.

The pre-enrolment checks listed above must all be met before your enrolment will be accepted.

We will also work closely with you to confirm any additional support needs prior to enrolment into the course, and arrange the appropriate support necessary to ensure you successfully complete your qualification.

Once you have successfully enrolled into your nominated qualification, your ACCLM RTO Manager will provide you with all the important information relating to your training, in the form of a Training Plan and Confirmation of Enrolment. This will outline how the training will be presented to you, and the different methods used to assess your knowledge and skills relating to what you have been learning throughout your course.

You will also be asked to fill out an Online Enrolment Application Form at your enrolment. This form allows the ACCLM to collect information relating to you which is required for reporting purposes under AVETMIS requirements.

**Work Placement**

Learners completing training with the ACCLM must obtain appropriate work placement. The work placement must provide appropriate on-the-job learning opportunities that will provide you with the ability to demonstrate competence in the units of competency that are being assessed as part of your nominated qualification.

Your ACCLM Trainer/Assessor will be available to support you in arranging a suitable work placement; however, the onus is on you the learner to source this placement. As a leading training provider in the community services sector, the ACCLM has an extensive database of aged and community service organisations that may be able to assist learners to obtain work placement.
Your ACCLM Trainer/Assessor will confirm the suitability of the work placement and you will need to complete the necessary Work Placement documentation (within your Learner Work Placement Information Booklet and Work Placement Agreement), prior to the commencement of your training.

Prior to commencing your work placement, you must also provide ACCLM with a copy of your Criminal Record Check/National Police Check. If you have not completed this already, you will need to complete this prior to commencing your placement and give a copy to your ACCLM Trainer/Assessor. The ACCLM can give you further information on obtaining this check, including links to websites where you can obtain this documentation.

**The learner will be responsible for the financial cost of obtaining their Police Check.**

**Learner Support**

The ACCLM is dedicated to ensuring that all our learners successfully complete their training. Your ACCLM RTO Manager will work closely with you to ensure that you are fully supported throughout your course.

Support may be provided to all learners in a number of ways, including phone and email support.

Your ACCLM Trainer/Assessor will work closely with your workplace supervisor (whether you are currently working in the sector or undertaking work placement) to ensure that you are demonstrating the essential skills related to your area of study.

You will be required to submit signed workplace skills assessments for each module of learning, which are to be signed off by your workplace supervisor as evidence of your achievement of practical skills in the work environment.

**Additional Learner Support**

Learner support may be available to assist you if you have a disability, or difficulties with literacy, numeracy, English as a second language, English, computing or communication skills. Learner support is provided depending on your needs, and is determined prior to enrolment in the course.

If you believe that you need assistance, you should identify this in your enrolment, or if you prefer, you can contact ACCLM on 07 3210 7474 or email training@acclm.edu.au.
The ACCLM is committed to ensuring that people with disabilities have equal access to education and training, and we can provide a range of services to assist learners with additional needs. These may include pre-course counselling and assistance with the enrolment process, as well as determining the most appropriate learning support and assessment modifications.

**Delivery Arrangements**

Certain courses require workplace observations and work placement hours. You must obtain an appropriate work placement during the enrolment stage to ensure that you have access to the on-the-job learning opportunities related to your area of study.

Once you have been deemed an eligible candidate (in both LLN and work placement), you will be allocated an ACCLM Trainer/Assessor, who will oversee your training.

Your ACCLM RTO Manager will make contact with you to welcome you to the course and orient you to your learning program. This will include how to navigate the online learning environment (if applicable), how the assessments are to be submitted, and the work placement requirements.

You will also be given contact details so that you can contact your ACCLM Trainer/Assessor for additional support.

Your nominated Trainer/Assessor will provide you with your personalised Training Plan and Letter of Enrolment. You will also receive the Work Placement Information Booklet and Work Placement Agreement.

These will contain information about your work placement arrangements, obligations and undertakings of all parties (ACCLM, work placement and learner), our contact details, the training details (including indicative unit start and end dates, and your record of progress), and the resources and support provided to the learner.

All learners can download hard copies of the learning material from the online training portal, as well as a copy of your Work Placement Record Booklet.

The ACCLM Administration and Student Services staff will make regular contact with you (at least twice per unit of competency being completed) via phone, text and email to ensure the successful completion of your qualification. The ACCLM can also contact your appointed Work Placement Supervisor to obtain further feedback.
Worksite/Work Placement Suitability Assessment

Prior to commencement of the nominated training program, the ACCLM will contact the facility offering work placement to ensure that the nominated worksite for your work placement is able to provide, or can arrange to provide, the facilities, range of work, supervision and training required to enable you to demonstrate competence relating to your nominated qualification.

Assessment

The ACCLM has thorough assessment systems in place which meet the requirements of continuing registration for a Registered Training Organisation. All assessment services provided by the ACCLM will be conducted by qualified assessors holding a current Certificate IV in Training & Assessment (TAE40110) qualification, and your assessment will be conducted in accordance with the current Training Package Assessment Guidelines.

Information relating to the method of assessment for the training you are undertaking is provided to you in the form of a Letter of Enrolment, and in some cases (such as traineeships), a Training Plan. You have the right to have this information before you commence your training, and all assessment tasks delivered by ACCLM staff will follow the rules of evidence – being valid, reliable, flexible, fair, authentic and current.

All assessment evidence submitted will be kept on file in the ACCLM National Office for;

- the duration of the assessment appeal period, or
- a period of six months from the date on which the judgement of competence was made, or
- the duration of your enrolment,

whichever is the longer period.
Competency Based Assessment

As a Nationally Recognised RTO, all training and assessment activities conducted by ACCLM are competency based.

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

The Dimensions of Competency

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

Competency involves successful work performance

ACCLM clusters a number of units of competency into a module of learning. Each module will have a number of assessment tools which you will need to submit in order to be deemed competent. Each assessment tool will be deemed ‘Satisfactory’ or ‘Not Yet Satisfactory’. If you are deemed ‘Not Yet Satisfactory’, you will get the chance to resubmit your work until you are deemed ‘Satisfactory’.

When all assessment tools within the module are deemed ‘Satisfactory’, you will be deemed competent overall for that module of learning.

Assessment tools commonly used by ACCLM to determine competence include:

- Knowledge questions/Scenarios/Projects/Review of workplace documents; and
- Third Party Reporting; and
- Workplace Observation.

Additional assessment strategies may include simulated exercises/role play and practical exercises, and are utilised at the Trainer/Assessor’s discretion.
Assessment Results

It is your responsibility to continually access your online learning portal and check the progress of your assessments. As a general guide, all submitted assessments can take up to two (2) working weeks to be marked by your trainer/assessor and either returned with Marker Comments or deemed ‘Competent’.

We will also record your record of progress on your Training Plan, and your results will also be uploaded to our RTO Management System.

All learners have the right to appeal an assessment result and request re-assessment, and the process for appeal is discussed in Section – Assessment Appeal Process.

ACCLM Assessment Policy

All assessments presented by learners must fulfil the expectations set out in the assessment question or explanation. This means you must complete the assessment using the guidelines set out for content, word limit, layout, or time limit.

Written assessment items must also be of an acceptable standard in terms of legibility and tidiness. Assessment items which do not meet these requirements may not be deemed competent.

Submission of assessment items or presentation of an assessment activity

All assessment items must be submitted electronically by the due date.

You must always keep a copy of your assessment item, in case of accident, theft or loss.

All assessment items submitted for marking must be your own work. Any assessment items that are found to be duplicates or copies of another person’s work, or if it is determined that the assessment material is not your own, the assessment item will not be deemed ‘Satisfactory’, and must be resubmitted.

This is viewed very seriously and the ACCLM RTO Manager will investigate the matter to ensure that this does not continue. If this continues, then a decision will be made whether your enrolment in the course will be terminated. If enrolment is terminated in this manner, you will not be eligible for a refund for the cost of the training.
Extensions for Submission of Assessment Items

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by ACCLM CEO and RTO Manager, and will only be granted before the due date.

If you require an extension, please contact your ACCLM RTO Manager by telephone or email. You may be required to present a Medical Certificate.

Assessment Appeal Process

If you wish to challenge the result of an assessment, the ACCLM has an internal appeal process established for learners who wish to challenge the results of an assessment event.

If you are unhappy with the result of an assessment, you must submit an Appeal Application within 5 working days of the result being issued. The Appeal Application Form is available in the learning hub.

If you require assistance with writing your appeal, an independent staff person will be made available, if required.

The RTO Manager will re-examine the evidence and come to a decision. It is possible that the ACCLM may consider allowing an independent assessor with appropriate qualifications to become involved in the review. This could mean contacting an independent Registered Training Organisation and requesting a review of the decision.

A report will be prepared to let you know how the review was conducted, and what the outcome was. If you are still unhappy with the results of the appeal process, ACCLM staff will advise you of your rights to further assistance. A fee may apply if re-assessment is required after completion of the Training Program.

Recognition of Prior Learning (RPL) & Credit Transfer (CT)

The ACCLM offers the options of Recognition of Prior Learning (RPL) and Credit Transfer (CT) to course participants. The different types of credit and recognition available are:

- Credit Transfer – recognition of previously completed formal training and/or qualifications.
- Recognition of Prior Learning – recognition of skills and knowledge gained through life and work experiences and through non-accredited training.
If you wish to apply for RPL, you will be required to provide evidence that you have the skills identified in the Unit of Competency (or Competencies) that you are applying for RPL status in.

When applying for a Credit Transfer, you must submit a verified copy of your Transcript detailing the competencies you have already been deemed competent for. This must be verified by a Justice of the Peace (JP), and submitted during your course induction.

For RPL, the evidence you provide can be acquired in a variety of ways e.g. formal study, work experience or ‘life’ experiences, and may include other course information and certification, or evidence collected from a work environment which demonstrates your competence in the units for which you are applying for RPL.

If you wish to apply for RPL, you must follow these procedures:

- You must indicate during the course pre-enrolment stage that you wish to apply for RPL. At this stage you will have access to both an RPL Information and Application Booklet and a RPL Self-Assessment Form.
- Discuss your application and self-assessment with the ACCLM RTO Manager, who will assist you in understanding what type of evidence you may be required to collect.
- Attach all evidence to demonstrate your competency to the application which details your previous learning and experience related to the qualification, and includes the collection of documentation/evidence and Work History and Documentary Evidence Report. We encourage you to submit video or photo evidence as part of your RPL submission.
- Hand this RPL Application within two (2) weeks of the commencement of training. This information will then be assessed by an ACCLM designated assessor or assessment panel.

You may be required to attend an interview with your designated assessor to discuss the evidence provided and your eligibility for RPL. If this occurs, you are able to bring a support person with you.

Once the RPL Application has been submitted and reviewed by the nominated ACCLM RPL Assessor, the RPL process will follow the following steps:

1. An initial interview is then conducted to determine whether you are an eligible candidate for RPL – which includes general discussion about previous experience and/or learning, current work roles, and documentation.
2. If you are eligible, then an Assessment Plan is completed to identify gaps that require further evidence/assessment.
3. If further evidence is required, we will conduct a Competency Conversation and/or Workplace Assessment Tasks/Observations.

4. Finally, you will need to submit a Third Party Report/Workplace Validation as final evidence of your RPL.

You will be advised of the results of the RPL assessment as soon as possible after submitting your RPL Application. If the information or evidence provided clearly shows you have the skills or knowledge outlined, credit will be given for the equivalent units of competency or modules.

If your application for RPL is unsuccessful, and you disagree with this decision, you may request a review of assessment. This can be submitted in writing within 5 working days of the result being issued.

An assessment panel will re-examine the evidence (or request new evidence) and come to a decision. The Trainer/Assessor will use additional peer support in reviewing the decision. You will be notified of the results of the re-assessment.

Due to the large amount of work which may be involved in the collection and assessment of evidence, RPL will be charged at the equivalent qualification or unit of competency cost.

**Evaluation**

To assist the ACCLM in continually improving the training and assessment services it provides, it is important to get feedback from learners regarding their experiences of ACCLM training and assessment.

You will be asked to complete the AQTF Learner Questionnaire following completion of your training program.

At the completion of your studies, or after discontinuing subsidised training (within 3 months), there is a requirement for you to complete an employment survey which provides key training data to the Department of Education, Training & Employment.

You may also be asked to complete online surveys so that the ACCLM can continue to improve our training and assessment services.
Complaints and Appeals

ACCLM is committed to providing a fair complaints and appeals process.

What is a Complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by ACCLM in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 5 working days of the decision or finding. The appeal application form is found in the learning hub.

Early Resolution or Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Relationship to Continuous Improvement

Frequently, the complaints and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and Appeals Handling

ACCLM undertakes to apply the following principles to its complaints and appeals handling:

- An electronic record of all complaints and appeals is to be kept by ACCLM including all details of lodgement, response and resolution.
A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.

Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint or appeal is to commence within 5 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant or person lodging an appeal is to be provided a written/electronic statement of the outcome, including details of the reasons for the outcome.

The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of ACCLM to review his or her complaint or appeal following the internal ACCLM complaint or appeals process.

It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.

ACCLM shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No ACCLM representative is to disclose information to any person without the permission of ACCLM’s Director of Studies. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form located in the Privacy Policy Tools section of the ACCLM RTO Forms and Tools Manual.

Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Students who are not satisfied with the complete complaint handling by ACCLM may refer their complaint to ASQA for consideration. Students are to be advised that registering bodies will require the student to have
exhausted all avenues through ACCLM before taking this option. Please refer to the complaint handling procedure for more information.

- Appeals of assessment decisions are not able to be referred to ASQA and are to be determined by an approved independent body.

- Where more than sixty (60) calendar days are required to process a complaint or appeal, the complainant or appellant is advised in writing of the reasons and is regularly updated in writing.

ACCLM considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ACCLM’s internal structures.

**Complaints Handling Procedure**

Matters that cannot be resolved at the time they occur should be referred to ACCLM’s CEO for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by ACCLM and an electronic copy is to be kept on the student’s file.

- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and an electronic copy is to be kept on the student’s file.

- The Complaints and Appeals Form is to be forwarded to the CEO who is to review the matter and make recommendations as to how to respond to the matter. The CEO may choose to consult with others within ACCLM or relevant agencies external to ACCLM in determining their recommendation.

- The CEO may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

- The CEO is to finalise his or her response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.

- The CEO is to communicate the response to the complainant personally via the telephone. The CEO is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise
the complainant of their options if they are not completely satisfied with the outcome.

- Complainant is not satisfied with the outcome of the complaint handling; the CEO may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to ASQA. In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:
  
  • the information provided to the student by an RTO about the course/s they are interested in;
  
  • the delivery and assessment of the training the student has received; and
  
  • the qualifications the student have or have not been issued.

**Making a Complaint to ASQA**

To make a complaint, students are to complete the *Complaint about a registered training organisation* form located on the ASQA website [Click Here](#).

The student can also submit the form by emailing: complaintsteam@asqa.gov.au.

If the student wishes to submit the complaint in hard copy they can print and fill out the form, and post it to:

Complaints Team  
Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001

Staff are to provide assistance to students during the complaint handling process. If students require additional help they may call the ASQA complaints team on 1300 701 801, or email complaintsteam@asqa.gov.au.

- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

- Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and
submitted for the next Executive Team meeting. The CEO may, at his or her discretion, follow-up with the complainant after consideration by the Executive Team to inform the complainant of the improvement actions identified.

- The student file in RTO Data is to be kept up-to-date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved.

**Withdrawing from Your Course**

If you are intending to withdraw from your course, you will need to provide your request in writing to your ACCLM RTO Manager by either email, or post to the ACCLM National Office:

*Attention: RTO Manager  
ACCLM  
126 Margaret Street  
Brisbane City QLD 4000*

**Suspension/Withdrawal due to Special Circumstances**

The ACCLM acknowledges that certain circumstances beyond your control may lead to suspension or withdrawal from your nominated course.

Special circumstances of an unexpected nature are considered those that are beyond your control, did not make their full impact until on or after your enrolment date, and affect you to an extent that you are not able to meet the requirements of the unit(s) that you are studying in the period for which you are enrolled.

Special circumstances can include:

- Medical reasons;
- Family/personal reasons; and
- Change to employment.

You must submit supporting documentation with your written request for suspension/withdrawal.
Applying for a Refund

The following refund policy will apply:

- Students who give notice to cancel their enrolment more than 10 business days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 business days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACCLM is required to cover the costs of staff and resources which will have already been committed based on the student’s initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Commitment to Access & Equity

Services for People from Language Backgrounds other than English

If you interested in learning from ACCLM training programs, and you would like assistance to address your English barrier to your learning, please contact ACCLM on 07 3210 7474 or email training@acclm.edu.au to discuss possible support options available to you.

Access to your File

If you would like to access your file, please contact ACCLM on 07 3210 7474 or email training@acclm.edu.au

National Recognition

Many ACCLM courses provide you with National Recognition. This means that your qualification is recognised across Australia in all States and Territories.

The ACCLM is responsible for issuance of AQF certification documentation, in accordance with the AQF Qualifications Issuance Policy.

The ACCLM also recognises any other qualification issued by other Registered Training Organisations (RTO’s).
Anti-Discrimination/Harassment/Vilification

Discrimination

Discrimination means treating someone unfairly or harassing them because they happen to belong to a particular group of people or have a particular characteristic. Many types of discrimination are against the law.

It is unlawful to discriminate against people on the grounds of:

- Age (including compulsory retirement);
- Carers' responsibilities (caring for or supporting some adults or children);
- Disability (physical, intellectual, psychiatric, learning and emotional disorders, as well as infectious diseases and HIV/AIDS);
- Harassment (when you are subjected to behaviour you do not want, that offends, humiliates or intimidates you, and targets you because of any of the characteristics included in this list);
- Homosexuality (gay or lesbian or someone thinks you are gay or lesbian);
- Marital status (for example single, or married, or living in a de facto relationship);
- Race (including colour, ethnic or ethno-religious background, descent or nationality);
- Sex (including sexual harassment or pregnancy);
- Transgender (transsexual) status; or
- Who you are related to or who you associate with.

Vilification

It is unlawful for a person to do anything publicly that could encourage or stir up hatred, serious contempt, or severe ridicule against you or others on the grounds of race, nationality, descent, ethnic or ethno-religious background, homosexuality, HIV/AIDS or transgender status.

If you feel you have been vilified, please contact your RTO Manager or the ACCLM National Office (07 3210 7474).

If your complaint is still not resolved, you can seek advice from the Anti-Discrimination Board in your State.
Welfare and Support Services

If you require additional support for learning during the training program, you are required to indicate this on the Enrolment Form.

If during the training program you feel you are having difficulties with learning or assessment tasks, please contact your ACCLM RTO Manager, who will either provide you with additional support, or refer you to external supports to assist you. If you are experiencing personal problems, or issues which you feel may be affecting your participation in the training program, please contact your RTO Manager, who will refer you to external welfare services.

ACCLM Contacts
National Office
Phone: 07 3210 7474
Enquiries: training@acclm.edu.au
Website: www.acclm.edu.au