



AUSTRALASIAN COLLEGE OF CARE LEADERSHIP & MANAGEMENT

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WELCOME TO ACCLM

ACCLM - where new and exciting experiences and adventures wait you. ACCLM is part of the ECA Group, a distinctive, highly successful institution, maintaining a high profile and excellent reputation locally, nationally and internationally. Our experienced staff and trainers provide every student with the best educational standards and experience possible.

ACCLM is a complete, multicultural, education provider whose mission is to foresee and respond to the growing educational needs of students, employers and communities in a healthcare environment.

At ACCLM, we believe in empowerment to change lives and we are passionate about distributing that belief with our students. ACCLM aspires to provide students with an impressive teaching and learning setting designed to elevate educational standards and develop the student to their fullest potential.

Join us and benefit from the ACCLM as we commit to 'Supporting Personal Growth and Professional Development' to you and your fellow students as you pursue excellence in your academic achievements, leading to a fulfilling and rewarding career in the healthcare setting.

Best wishes,

Minaal Sinah
Principal Executive Officer

AUSTRALASIAN COLLEGE OF CARE LEADERSHIP AND MANAGEMENT – AN OVERVIEW

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 Founder and Academic consultant Dr Drew Dwyer BASS, BSN, MClInSc, PhD, FACN, MACA, CFJBI is a Fellow of the Australian College of Nursing, Australian Association of Gerontology and a Clinical Fellow of the Joanna Briggs Institute. Courses are available for all levels from junior caregivers to senior management and healthcare professionals alike looking to advance their knowledge in a growing industry globally.

At ACCLM we understand the various learning styles of students and offer flexible course delivery combining online and face-to-face components.

Courses are written and facilitated by industry specialists. Lecturers, trainers, tutors, facilitators and support staff all have years of practical, hands-on experience.

Support and assistance is available to secure work placement.

Training is focused on developing and implementing practical strategies and adaptable processes.

With a supportive and collaborative training environment it is designed to maximise a student's full potential.

ACCLM is committed to nurturing creativity, academic excellence, reflective learning, professionalism and being job ready upon successful completion of any of our courses.

The core focus of ACCLM is the education and development of students, increasing their knowledge and skills to successfully meet the challenges of the 21st Century along with employers from the Aged,

Community and Healthcare environments.

It's been estimated by the United Nations that approximately 35% of the world's population will be above 60 years of age by the year 2022. Older people deserve to live fulfilling and dignified lives. The fast-growing number of older people means an estimated 86 million Aged Care professionals will be needed by 2030 (UN Sustainable Development Goals, 2015).

The ACCLM operates within a well-defined qualifications' framework and associated accreditation criteria known as the AQF - Australian Qualification Framework.

ACCLM provides education and training programs meeting the needs of individuals and organisations, delivering cost-effective and transformative educational services to students – including those seeking qualifications to create opportunities for further study at University.

- **Reputation** - part of the respected ECA Group
- **Excellent Student Support Services** - free workshops, English-language practice courses, orientation, training, welfare and student engagement.
- **Online delivery** for those students wishing to study in the comfort of their own homes and at their own pace. High quality interactive methodologies are used to effectively deliver the materials to the students through our learning hub.
- **Modern Classroom Experience** - blended delivery combining lectures, workshops, tutorials and online presentations
- **Academic Flexibility** - our courses prepare students who wish to continue onto higher education.
- **Study/Life Balance** - we assist students to manage part-time work, family/friends, and course commitments whilst completing a course of study.
- Students will have access to **industry specific short courses** at discounted rates to assist them in sourcing employment in the Australian aged, community and healthcare sectors.

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)

For further details of each course please refer to the fact sheets.

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.

THIS HANDBOOK

This information booklet is designed to provide you with information about the services provided by ACCLM. You will find information on how the College works, information on enrolment procedures, fees and payments, courses, assessment and appeals, student services, classroom and other facilities.

It provides information on how to resolve problems and find assistance with academic and personal questions. It also provides you with essential information on your rights and responsibilities as a student.

Information on how to behave as a student within the ACCLM is also provided: the code of conduct for students and for trainers, and the consequences of breaking the code.

This booklet does not provide you with specific information about a particular course offered by ACCLM. This information is contained on the web site and within the specific course information overviews.

ENROLLING INTO YOUR CHOSEN COURSE

At ACCLM our approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment, and enter a training pathway that is the right fit and free from discriminatory barriers. We also strive to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

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 Academic 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 as a part of the enrolment process. This form allows the ACCLM to collect information relating to you which is required for reporting purposes under AVETMIS requirements.

Entry Requirements:

- Permanent Resident, Australian Citizen or have a VISA which allows you to study without restrictions.
- Completion of at least Year 12 from an Australian secondary school or overseas equivalent,
- Diploma in Leadership and Management, post schooling qualification in health + 1 year experience working in the field, alternatively, a student may have 3 years of health care experience.
- It is imperative that students have good English skills as the ACCLM courses are written and contextualized to the healthcare environment and language. There will be terminology used which is specific to a healthcare setting.
- Successful completion of a Language, Literacy and Numeracy assessment if you have not completed your schooling or further studies in English.
- It is advantageous for you to supply your own laptop computer for use in class. Should this not be possible, laptop computers can be borrowed on a daily basis as the need arises from our Student Services Team.

Pre Training Review

Language Literacy and Numeracy ACCLM recognizes that reading, writing, listening, speaking and mathematical concepts are integral skills required for this course and industry and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills will vary.

As part of our enrolment process, the student will complete a Pre Training Review which will include a language, literacy and numeracy (LLN) test. This will be used to assess the students' LLN ability and suitability for the course. Some students may be referred on for special help as required. Students are advised that all courses will be delivered in English.

The Student Support Services Policy allows for students in need of support to access services provided by the ACCLM College. You can access any of these sites at any time.

Support services are detailed through this handbook. Specifically, for Language Literacy and Numeracy assistance, ACCLM College recommends:

Reading and writing hotline: <http://www.readingwritinghotline.edu.au>

Adult reading and literacy apps for phones: <http://www.scoop.it/t/adult-literacy-apps>

Students with Language Literacy or Numeracy concerns are encouraged to continue training and to speak with their assessor, or the Education Program Manager (or equivalent).

Where we are unable to provide the support, ACCLM College will refer to you an appropriate support network.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Assessor.

LEARNER SUPPORT

The ACCLM is dedicated to ensuring that all our learners successfully complete their training. Your ACCLM Academic 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.

English Language Delivery and Support

All the courses delivered by ACCLM College will be delivered entirely in English.

Trainers/Assessors will also help students to understand assessments, and go over assessments in class to make sure students know exactly what is expected of them. They may also provide examination training if it is relevant to their subject.

If students have any problems or doubts regarding the course content or assessment, they should always ask their trainer/assessor for help and advice. This will ensure that students get the help and support they need to successfully attain their qualification.

In the case where work placement is a requirement 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.

Help available to you regarding the English language and academic support for your studies

Three (3) types of support are available to students are:

- Academic support to assist you with the subject matter, assessments, units of competency or other academic-related matters. The Partner institution will advise on where and when this service is available, and how it can be booked.
- You can attend academic help lessons as many times as you need within the specified hours. These classes run from the start of the term to the conclusion of the term, but not during term breaks.
- English language support to help you with language as well as literacy and numeracy issues (LLN) you may be facing or need assistance with. The Partner institution will advise on where and when this service is available, and how it can be booked. You can attend academic help lessons as many times as you need within the specified hours.
- These classes run from the start of the term to the conclusion of the term, but not during term breaks.

Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of disciplines. Their industry experience is up-to-date as they participate in professional development activities and are therefore able to give our learners exposure to practical industry information.

At ACCLM College we deliver a nationally accredited qualification via campus based or Online training. When you study with ACCLM College, your Trainer/ Assessor will be always be there to assist you throughout your course.

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.

The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. The transcript will be available for you to download.

As the Unique Student Identifier relates directly to the student, the ACCLM College recommends students apply for a USI before enrolling into a course with us. To apply for a USI, you will need verifiable identification. International students will require their Passport with a valid Visa.

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.

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Learner-Information-for-the-USI.pdf>

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=UU4PhcooSNGfRWzrl-gVfxHw&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.

ESSENTIAL WEBSITE AND IT SERVICES

As well as being your key information point, the ACCLM College Website, www.acclm.edu.au provides links to:

- Courses for information on all ACCLM Certificate, and Diploma courses.
- Student support for Application Forms and all other forms you may need to use while a student and a place to update your personal and contact details.
- How to enrol information on entry requirements and procedures, dates and fees.
- The ACCLM Domestic Student Handbook.

While you are studying at ACCLM you will need to have ready access to the ACCLM College Student Portal to:

- Access your personal and academic details;
- Update your address and contact details as soon as they change;
- View communication relating to reassessments and late fee warnings; and to
- Check trainer's feedback on your academic results.

SAFETY GUIDELINES ON THE ACCLM CAMPUS

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices, other than in the designated smoking area located a distance of not less than 5m of the building;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment:

- Electrical equipment that is not working should be reported to the RTO Manager.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety:

- ACCLM will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid:

- Provision for first aid facilities are available wherever training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved by completing an Accident/Incident Reporting Form.

Work and Study Areas:

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Our expectation of you

ACCLM expects you:

To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.

To comply with the rules and regulations of ACCLM.

To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury

To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain the required academic progress through the learning materials.

To monitor your own progress by ensuring that assessment due dates are observed.

To utilise facilities and ACCLM College publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.

To respect other students and ACCLM College staff members and their right to privacy and confidentiality.

ACCLM STUDENT CODE OF CONDUCT

ACCLM is based on the principles of equity, mutual respect and shared responsibility and prides itself on the diversity of its students and staff. ACCLM expects students to understand and meet these basic principles of behaviour. To assist in meeting these objectives ACCLM College has established clear standards for student's interpersonal and academic conduct.

- Maintain the self-confidence and esteem of others.
- Preserve your own dignity, self-respect and confidence.
- Act with honesty and integrity.
- Be considerate, polite and courteous.
- Take responsibility for your actions.
- Treat others with dignity and respect at all times and especially when there is disagreement.
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- Respect the rights of others and protect your own rights.
- Respect differences in people, their ideas and opinions.
- Respect the privacy and confidentiality of staff and students.
- Take appropriate measures to help those in need.
- Refrain from harassment (sexual, racial, religious, etc.).
- Refrain from bullying.
- Refrain from abusive, threatening language.
- Show proper care and regard for the property of others, and ACCLM.
- Refrain from bringing anything to college that may compromise the safety of others.
- Adhere to required dress and safety standards.
- Have your student ID card with you at all times in the College.
- Show your student ID card when asked by ACCLM College staff members.
- Respect the restrictions on consuming food and drinks in classrooms.

- The laws of Queensland do not permit smoking indoors, and there are severe limits on smoking outside the building foyer and forecourt. These public health restrictions must be observed.

Academic Conduct

- Give all class members the opportunity to listen in a quiet, non-disruptive environment.
- Respect the need of others to work in an environment of learning and teaching.
- Come to college prepared, on time and ready to learn.
- Turn off mobile phones during classes and assessments.
- Attend and leave classes at the scheduled times or with the permission of your trainer/assessor.
- Do not come to class under the influence of drugs (prohibited substances) or alcohol.
- Bring all resources and equipment required to complete learning and assessment.
- Follow trainer/assessor instructions at all times.
- Complete assessment activities within the time frame given.
- Refrain from academic misconduct
- Provide factual and honest information in connection with course progress and enrolment.
- Refrain from copying or plagiarising in assessment activities.
- Refrain from talking to other students during the assessment events where it is not permitted by the assessor.
- Do not submit someone else's work as your own.
- Do not allow others to copy from your work where this is not allowed.
- Refrain from using your mobile phone during an assessment event.
- Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons.

Authorities, Procedures and Penalties

ACCLM College and ACCLM Staff, Trainers and Assessor may ask student(s) to leave a class and or building where it is deemed necessary in relation to with any breaches outlined above. Students may be taken to the Director of Studies.

The Academic Manager or the Governance, Quality Assurance and Compliance

The Academic Manager will investigate alleged breaches of the ACCLM College Student Code of Conduct. If sufficiently proved and depending on the nature and seriousness of the breach, the Principal or Director of Studies will at his/her discretion decide the consequences of or punishment for the breach. The consequences may include, but not be limited to:

- Being placed on probation;
- Suspension of enrolment;
- Cancellation of enrolment;
- Reporting to the relevant educational authorities;
- Referral to the Principal; and/or
- Referral to the police for further action.

Severe breach of Student Code of Conduct:

Grounds for Suspension or Cancellation of Student Enrolment. Severe breaches of the Student Code of Conduct may result in the suspension or cancellation of your student enrolment. Severe breaches of the code of conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm.
- Bullying.
- Any form of abuse and/or harassment (sexual, racial, etc.).
- Threatening or intimidating staff or students.
- Directing inappropriate or disrespectful language at any ACCLM College staff member.
- Obstructing any staff in performing their duties.
- Acts of vandalism.
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol.

- Contravening federal, state or local law.
- Not following the assessor instructions in the conduct of the assessment activities.
- Becoming very disruptive during class or in an assessment activity.
- Copying or plagiarising in assessment activities or submitting someone else's work as your own.
- Talking to other students during assessment events where it is not permitted by the assessor.
- Allowing others to copy from your own work where this is not permitted.
- Using your mobile phone during an assessment event.
- Knowingly not attending the scheduled assessment activities without good reason.
- Soliciting students or staff for the purpose of personal gain.
- Accompanying unauthorised person(s) onto the College premises.
- Giving false or misleading information in connection with course progress and enrolment.
- Compromising the privacy and confidentiality of others.

- Refusing to leave the class when asked to do so by a trainer/assessor.

Police will be involved in the following cases:

- Possession of a weapon, including, but not limited to firearms.
- Use of a weapon to cause bodily harm, or to threaten serious harm.
- Trafficking in drugs or weapons.
- Robbery.
- Acts of vandalism causing extensive damage to college property or property located on college premises.
- Physical assault causing bodily harm requiring professional medical treatment.
- Sexual assault.
- Racial, ethnic and/or religious abuse and harassment



ACCLM FEE STRUCTURE

PAYMENTS

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

EzyPay: This is the quickest and simplest way to make payments, the payment portal is secure. You will be able to start the course within a couple of days of receipt of payment and your enrollment has been processed.

The payment plan will be agreed upon and confirmed by both the student and ACCLM.

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 indicating that 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.

Your tuition fees must be paid in full in accordance to your payment plan agreement. If you do not pay on time, you may not be able to sit in the classroom, access online resources and you will not be able to access your results. ACCLM may discontinue training if fees are not paid as required.

ADDITIONAL FEES AND CHARGES

ACCLM Academic 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 Academic 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 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 Competent that you wish to complete. The additional fees will be calculated at a per competency cost.



TUITION FEE LATE PAYMENT:	
7 days to less than 14 days*	\$50
14 days to less than 28 days *	\$100.00
28 days or more *	\$200.00
SERVICE FEES:	
Material Fee / replacement text / workbooks	\$250.00**
Enrolment Fee	\$200.00
Certificate re-issue fee	\$35.00
Holiday Intervention Fee	\$100.00
Study plan Fee	\$250.00
Cancellation Fee	\$250
Course Transfer Fee	\$150
Roll over fee	\$275
RPL Application Fee	\$45
RPL related Gap training	\$500 per unit
Airport Pick-up Fee	\$71.50
Accommodation Placement Fee	\$209.00

PHOTOCOPY/PRINTING (PRICE PER PAGE OR PER SIDE IF DUPLEX PRINTING)				
SIZE	Colour	Grayscale	Colour Duplex	Grayscale Duplex
A3	\$0.25	\$0.15	\$0.20	\$0.10
A4	\$0.15	\$0.10	\$0.15	\$0.10
Scan	\$0.05			

*Promotional fees may be applicable from time to time. Please contact us for further details.

Course fees can be subject to change

**Gives full access to our Online Learning System, Resources, Assessments and Progress tracking for all units.

WORK PLACEMENT

Learners completing training with the ACCLM in certain qualifications 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 Student Services can give you further information on obtaining this check, including links to websites where you can obtain this documentation.

The learner is responsible for the financial cost of obtaining their Police Check.

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 Academic Manager will make contact with you to welcome you to the course and orientate 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 (if applicable).

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. You will also receive the Work Placement Information Booklet and Work Placement Agreement if required.

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 on your online learning platform, which, clearly outlines all assessment and related requirements. 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 within the ACCLM archives as follows:

- 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 'Competent' or 'Not Yet Competent'. If you are deemed 'Not Yet Competent', 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 Academic 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 Director of Studies and Academic Manager, and will only be granted before the due date.

If you require an extension, please contact your ACCLM Academic 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 member will be made available, if required.

The Academic 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 Academic 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.

CERTIFICATION

In all circumstances a qualification will be issued if the candidate can demonstrate suitable competence against relevant units of competence. In the vocational education and training sector, a statement of attainment will be issued by ACCLM when an individual has completed one or more units of competency from a nationally recognised qualification or course.

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 employees.

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 Academic Manager 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 Academic Manager who is to review the matter and make recommendations as to how to respond to the matter. The Academic Manager may choose to consult with others within ACCLM or relevant agencies external to ACCLM in determining their recommendation.
- The Academic Manager may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

- The Academic Manager 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 Academic Manager is to communicate the response to the complainant personally via the telephone. The Academic Manager 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.
- The response to the complainant will 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.
- Complainant is not satisfied with the outcome of the complaint handling; the Academic Manager 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

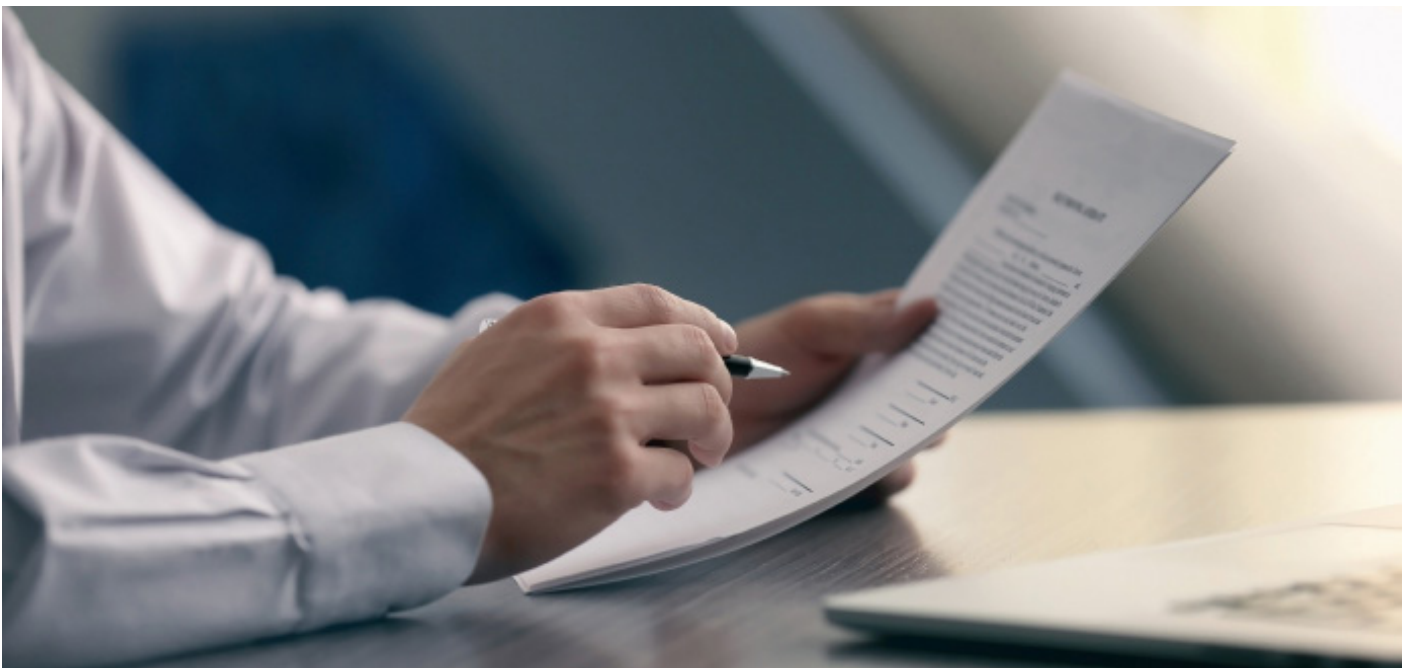
To make a complaint, students are to complete the Complaint about a registered training organisation form located on the ASQA website [Click Here](#).

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.



CANCELLING YOUR COURSE

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

Attention: Academic Manager
ACCLM
126 Margaret Street
Brisbane City QLD 4000

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the refunds department.

COMMITMENT TO ACCESS & EQUITY

SERVICES FOR PEOPLE FROM LANGUAGE BACKGROUNDS OTHER THAN ENGLISH

If you are 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 7488 or email info@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 7488 or email admin@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 Academic Manager or the ACCLM National Office (07 3210 7488).

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 Academic 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 Academic Manager, who will refer you to external welfare services.

PRIVACY

ACCLM takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2008) Privacy Act 1988, National Privacy Principles (2001) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Information is only shared with external agencies such as ASQA to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law or required by the Standards for NVR Registered Training Organisations, to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will

seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form located in the ACCLM RTO Forms and Tools Manual.





AUSTRALASIAN COLLEGE OF CARE
LEADERSHIP AND MANAGEMENT

GET IN TOUCH

Level 3, 126 Margaret street Brisbane, Qld. 4000

Ph: 07 3210 7488 | info@acclm.edu.au

