STUDENT HANDBOOK

OUR TRAINING, YOUR CAREER, THEIR FUTURE.

National Provider number: 5404
CRICOS: 02483D
ABN: 25 142 107 444

W: www.accco.com.au   E: info@accco.com.au

T: 073257 1972   Free Call: 1300 139 406

Head office: PO BOX 1108 FORTITUDE VALLEY Q 4006

ACCCO

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

2 | P a g e

WELCOME FROM THE CEO

It is our privilege and pleasure to be your chosen training provider.

"OUR GOAL, OUR AMBITION, IS TO PROVIDE YOU WITH A HIGH QUALITY LEARNING EXPERIENCE."

We aim to give you the skills, training and confidence to enable you to gain employment. We also aim to inspire you to become a lifelong learner and continue to develop yourself professionally and personally.

Thousands of happy students have graduated with our college over the past 20 years. We will support you through your studies and we will provide you with quality training to support your career ambitions.

We understand your requirements, we understand what employers are looking for and we work directly with the industry to provide you with the most current and relevant training. As a leader in quality training for the Education industry, ACCCO is very proud to welcome you to our professional community.

We look forward to welcoming you to our college very soon!
Yours in education and care

Narelle Cossettini
CEO

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

3 | P a g e

This Student Handbook sets out the policies and procedures for Australian Child Care Career Options (ACCCO) Pty Ltd, providing a comprehensive guide for all students. As a condition of enrolment, all students and prospective students are required to read this information carefully to fully understand how ACCCO operates and where they can find information to assist them throughout their enrolment with ACCCO.

ACCCO is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). This means ACCCO implements a Quality Management System that has passed registration, entailing strict monitoring audits with ASQA; and State/Territory Government regulatory agencies. Programs delivered by ACCCO programs reflect contemporary best practice as advised by Industry Reference Groups; aligning with the National Quality Framework, with the Australian Children's Education & Care Quality Authority (ACECQA).

ACCCO was founded in 1996 by Narelle Cossettini who identified the need for quality training for the child care industry. The name ACCCO stands for Australian Child Care Career Options however we are now more commonly recognised as ACCCO.

ACCCO employs highly skilled industry Trainer Assessors across Australia to support you in gaining your qualifications.

ACCCO welcomes you and looks forward to supporting your progression in becoming a more experienced; knowledgeable; industry sought; and dedicated Education and Care professional.

OFFICE LOCATIONS

Brisbane (Head Office)
A: 161 Brunswick Street,
Fortitude Valley, QLD, 4006
P: 07 3257 1972

Sydney
A: Level 1, 19-21 Oxford Rd,
Ingleburn, NSW, 2565
P: 02 9618 6263

Adelaide
A: 28B Anderson Walk,
Smithfield SA 5118
P: 1300 139 406

* ACCCO employs Trainer Assessors across Australia.
Regional and State locations available on request

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

4 | P a g e

OUR VISION

QUALITY EDUCATION THROUGH PROFESSIONAL TRAINING

OUR TRAINING, YOUR CAREER, THEIR FUTURE.

ACCCO students are industry sought educators in the education profession that encompasses:
- Early Childhood Education and Care;
- School Aged Care;
- Education Support; and
- Community Services.

Students graduate from ACCCO with the required skills and knowledge to enable success in their career.

ACCCO is committed to promoting equal opportunity in employment and education and to ensuring freedom from all forms of discrimination. This commitment to equity and justice is consistent with our mission of achieving and maintaining excellence.

Our expertise is to provide quality; contemporary; and relevant training and assessment with an emphasis on meeting the practical requirements required for working in an educational profession, as previously listed.

ACCCO takes pride in the level of dedication and personalised attention we offer to our students. This is what distinguishes us from other Training providers. ACCCO employees make particular effort to get to know each student personally in order to provide a service which best suits their individual needs. It is our vision to provide individualised, quality education through professional training. ACCCO's training positively impacts our students; employers; children and families; and the broader community.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

ORGANISATION OVERVIEW

ACCCO is committed to supporting you through your training and assessment. Your key contact will be your Trainer Assessor who is assigned to you upon enrolment. You will also have the support of Student Administration and the ACCCO Management team for the duration of your studies, however we recommend that your first point of contact be your Trainer Assessor.

WHO TO CONTACT FOR ASSISTANCE

Academic assistance	Administration assistance
For academic support including: training; assessment; study progression; release of units; academic assistance; please contact your nominated Trainer Assessor directly via mobile or email. Your allocated Trainer Assessor will be available to answer queries regarding your training and assessment. Your Trainer Assessor will be available to support you in the following ways: - Regular study reviews to ensure you are progressing at a reasonable rate to complete your qualification within the enrolment period - Follow-up phone calls to check on your progress (You should also advise your Trainer Assessor if you have any queries or concerns related to completing your coursework.) - Provision of tutoring via phone, email, and scheduled visits to the workplace - Coordinating On-the-job training - Conducting an induction/orientation meeting once enrolment has been confirmed - Consultation and assessment of RPL application	For administration queries such as: payment of fees; or progression of your enrolment application, please contact the Student Administration team at ACCCO Head office. The administration team will be able to assist you with: - Course application information - Enrolment/commencement date information - Enrolment activation process - Concessions available - Assistance with study leave of absence or deferred assessment - Assistance with unit withdrawals and course cancellations - Student fees and charges - Student debt enquiries - Archiving and student administration - Signing up as a Trainee or Apprentice

ACCCO HEAD OFFICE

161 Brunswick Street, Fortitude Valley, QLD 4006
PO Box 1108, Fortitude Valley, QLD 4006

Phone: (07) 3257 1972
Free Call: 1300 139 406

Email: info@accco.com.au

OPENING HOURS

Monday:	8.00am - 5.00pm
Tuesday:	8.00am - 5.00pm
Wednesday:	8.00am - 5.00pm
Thursday:	8.00am - 5.00pm
Friday:	8.00am - 4.30pm

Closed weekends and Queensland Public holidays

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

6 | P a g e

SCOPE OF REGISTRATION

ACCCO delivers contemporary, industry respected accredited and non-accredited programs.

ACCREDITED TRAINING PROGRAMS:

Accredited Training is training which provides a person with a nationally recognised qualification on completion. It is sometimes referred to as Nationally Recognised Training and has been developed based on the National Training Package for the given industry or where a Training Package does not exist and a course has been accredited for national recognition.

By undertaking a nationally recognised course, participants learn in accordance with nationally agreed industry standards. On successful completion of the course, participants receive a qualification (or statement of attainment if doing part of the course). The qualification is recognised in every state of Australia.

NON-ACCREDITED TRAINING PROGRAMS:

Non accredited training is referred to as professional development, it can be designed for individual training needs and does not involve assessment. Through participation in professional development sessions, you will be issued with a Certificate of Participation or Statement of Attendance.

Non-accredited courses do not carry national recognition, however they carry several advantages if gaining a qualification is not a key reason for the training as the program can be built around specific training needs; and there is no assessment requirement.

Nationally recognised qualifications delivered by ACCCO	A _sample_ of professional development opportunities offered by ACCCO include (but are not limited to):
CHC22015- Certificate II in Community Services	Child protection / Protective care of children
CHC30113- Certificate III in Early Childhood Education and Care	Programming and practice
CHC30213- Certificate III in Education Support	Leadership
CHC40113- Certificate IV in School Age Education and Care	Supporting children's successful participation in an education service
CHC40213- Certificate IV in Education Support	Respectfully guiding children's behaviours
CHC50113- Diploma of Early Childhood Education and Care	Nutrition
CHC50213- Diploma of School Age Education and Care	Nature based pedagogy
CHC51308- Diploma of Education Support	Cultural competence / Respectful practice
CHC62015- Advanced Diploma of Community Sector Management	Health and safety

You will be provided with further information regarding qualifications offered by ACCCO in the course information section following.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

7 | P a g e

COURSE INFORMATION

A course outline for our qualifications is listed on our website and includes:
- All units to be completed within the program – Core + elective units
- Pre-requisite requirements and/or entry requirements, where applicable.
- Modes of study available (class or external)
- Career pathways

To access the course information for the programs offered at ACCCO, please visit our website: www.accco.com.au/courses/
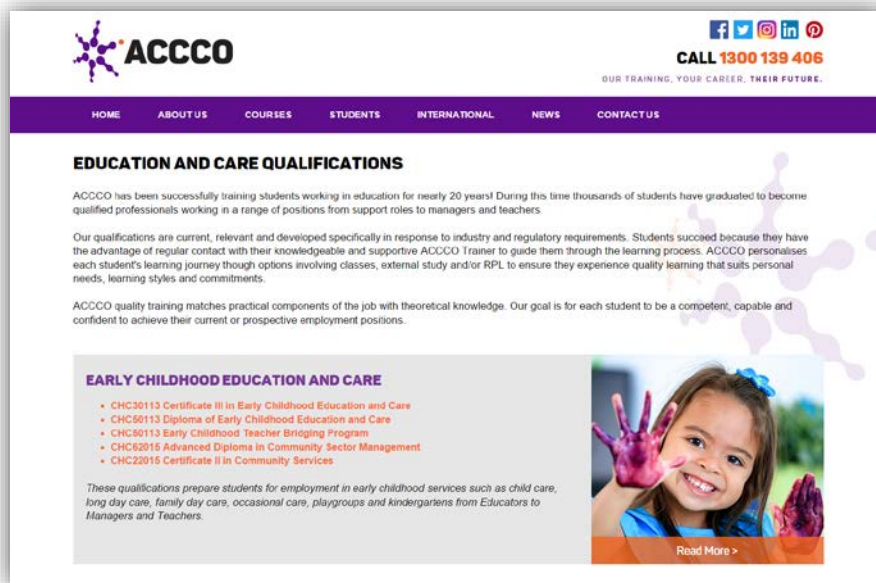
If you would prefer a hard copy of a course outline, please contact our Enquires team on 1300 139 406 or via email: info@accco.com.au

EARLY CHILDHOOD

These qualifications prepare students for employment in early childhood education and care services such as child care, long day care, family day care, occasional care, playgroups and kindergartens from Educators to Managers and Teachers.

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

SCHOOL AGE CARE

These qualifications prepare students for employment in vacation care, before school care, after school care and leisure programs, in roles from Educators to Managers.

- CHC40113 Certificate IV in School Age Education and Care
- CHC50213 Diploma of School Age Education and Care

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

8 | P a g e

EDUCATION SUPPORT

These qualifications prepare students for employment in education settings in roles such as a Teacher aide, Education Support Worker, Education Assistant, Home tutor, Literacy/Language worker.

- CHC30213 Certificate III in Education Support
- CHC40213 Certificate IV in Education Support

COMMUNITY SERVICES

CHC20112 Certificate II in Community Services

The *Certificate II in Community Services* is contextualised for work in early childhood education and care services. It provides entry level knowledge and skills to provide a support role in a service, and provides a pathway for students who wish to complete a Certificate III in Early Childhood Education and Care at a later date.

CHC60215 Advanced Diploma of Community Sector Management

ACCCO's Advanced Diploma of Community Sector Management is designed for those eligible to be a Certified Supervisor under the National Quality Framework, and are looking for additional skills in managing an Early Childhood service such as leadership, legislation, compliance, risk and finance. It is ideal for anyone already working as, or eligible to work as a Nominated Supervisor, Director, Coordinator or Manager.

FIRST AID

ACCCO delivers first aid training for all industries, however specialises in courses for Education and Care industries such as early childhood, school age care, family day care and schools.

- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting

CORE AND ELECTIVE UNITS

Each program comprises of core units and elective units. The number of core units and allocated electives vary with each program.

- CORE UNITS

Core units are compulsory units which you must complete as part of your chosen course of study.

- ELECTIVE UNITS

Elective units are option units that ACCCO incorporates into a program. Each qualification has a specific number of electives that are to be incorporated into a course. Elective units are listed in the course outline on the ACCCO website.

ACCCO in consultation with industry consultation, selects the most relevant and up to date elective units to form part of the qualification. This occurs through consultation with key industry bodies and employers regarding the regulatory framework. Through our close connection with industry, we identify the industry trends and future requirements.

Industry instructs ACCCO as to the units they believe should be incorporated that best reflects industry requirements.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

9 | P a g e

FEES

ACCCO will charge the learner for the enrolment application and training product as per the fee schedules available on the ACCCO website – www.accco.com.au within the course information; and the Fees and Refunds Policy.

WEB LINKS FOR FEE INFORMATION ON THE ACCCO WEBSITE:	
Course information:	http://www.accco.com.au/courses/
Fees and Refunds Policy:	http://www.accco.com.au/students/policies-and-procedures/DOMESTIC_Fees_And_Refunds_Policy_v1-2.pdf

The learner upon submitting the enrolment application will agree to pay the published costs as advertised on the ACCCO website. All ACCCO fees and charges are listed GST exempt, except where expressly stated in the relevant Fee Schedule for the product or service

ACCCO may review prices for learning programs; courses; and/or services from time to time without notice. Subject to this policy, ACCCO will not increase the amount payable by a learner for the relevant courses; products and/or services once the learner's enrolment has been accepted and confirmed. Learners who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full fee under (but not limited to) the following subsidised training programs:

- State or Territory User Choice contracts for Traineeships and Apprenticeships
- Certificate 3 Guarantee (QLD)
- Higher Level Skills (QLD)
- Smart and Skilled (NSW)
- Financial Hardship Fee Waiver (WA)
- Future Skills (WA PITT)
- Skilled Capital (ACT)
- Work Ready (SA)

Where payment is required, an invoice will be issued, detailing:

- the fees to be paid:
- how to make payment; and
- the time period in which the payment is required to be made

PAYMENT METHODS
The standard payment methods preferred by ACCCO include:

- Visa
- MasterCard
- EFTPOS
- Electronic Bank Transfer (EFT)
- Cheque
- Payment plan Pay Way

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

10 | P a g e

PREPAID FEES

'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrols.

ACCCO will not:
- accept more than $1000 *prior* to the commencement of a qualification; or
- collect more than $1500 in advance from a learner, *following commencement of enrolment*

Students will pay work off a 'pay as you go' system.

ACCCO requires the learner to pay for each unit of study before commencing that unit. A learner may pay for a maximum of 3 upcoming units, at the one time. When an enrolment fee is charged for a course, it is to be paid before commencing the first unit.

> *Example 01: The Certificate II in Community Services is priced at $1,580 which consists of $140 enrolment fee and 9 units at $160 per unit. The student is required to pay $300 before commencement for the enrolment fee and the first unit. The student then pays for each upcoming unit as they progress.*

> *Example 02: The Diploma of Early Childhood Education and Care is priced at $4,620, which consists of $140 enrolment fee and 28 units at $160 per unit. The student is required to pay $300 before commencement for the enrolment fee and the first unit. The student then pays for each upcoming unit as they progress.*

SUNDRY COSTS

Where applicable a student may incur additional sundry levies, in the following instances:

Reprint/Re-issue of a Qualification or Statement of Attainment	$50
Progression evidence reports for current students – to demonstrate to an industry employer or agency, active participation of working towards a qualification	First two progression evidence reports are free of charge. A third progression evidence report, ACCCO will incur a cost of $25
Additional letters to departmental agencies, over and above the standard Confirmation of Enrolment	$25
Issuance of an ACCCO student identification card	$10
Issuance of an ACCCO access key, for classroom based students	$20

* ACCCO may review prices for sundry expenses. Subject to this policy, ACCCO will not increase the amount payable by a learner for the relevant courses; products and/or services once the learner's enrolment has been accepted and confirmed.
**Sundry costs may not be applicable under some funded study contracts. Please contact the administration team via the contact details on page 6 of the Student Handbook.

CANCELLATIONS AND REFUNDS

ACCCO allows for a standard cooling off period of 14 calendar days from the date of commencement of an enrolment. New students may receive a refund or partial refund of their fees as outlined in the Refunds section of the Fees and Refunds policy *(available on the website: www.accco.com.au)*

For existing students, ACCCO allows for a standard cooling off period of 5 calendar days which applies for new units/Units commenced. Students may receive a refund or partial refund of their Units fees as outlined in the Refunds section of the Fees and Refunds policy. The standard cooling off periods apply to all training products and services, except where alternate cooling off period periods (census dates)

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

11 | P a g e

apply for relevant state and federal government subsidised training contracts. These cooling off periods apply to enrolments with ACCCO and do not take into consideration Traineeship or Apprenticeship probationary periods nominated at a Traineeship or Apprenticeship sign up.

When a student has withdrawn or cancelled their enrolment within the cooling off period, for new enrolments as outlined in this policy, the learner will receive a full refund of tuition fees paid, less the Enrolment Fee. Where the learner has only paid the Enrolment Fee, no refund will be granted with the exception of learners under State or Federal subsidised training. Under State or Federal subsidised training, learners may receive a full or partial refund of their co-contribution fees.

If you cancel your training and you are under a funding contract, ACCCO has an obligation to inform the Department issuing the contract.

Please refer to the Fees and Refunds Policy available on our website, for subsidised contractual requirements pertaining to withdrawing without penalty: http://www.accco.com.au/students/policies-and-procedures/DOMESTIC_Fees_And_Refunds_Policy_v1-2.pdf

FINANCIAL APPEALS

If you are unhappy with the decision relating to your application for a refund, you can appeal the decision. Please refer to the Complaints and Appeals Policy, available on our website: http://www.accco.com.au/students/policies-and-procedures/Complaints_Appeals_POLICY_v4.0.pdf

This section outlines the process to follow when lodging a financial appeal.

1. ACCCO prefers for a student to contact the Student Administration team for clarification on any financial invoices.
2. If the student is dissatisfied with the information provided by the Student Administration department, the student is entitled to formally lodge an appeal for their financial account to be reconsidered.
3. Once a financial appeal has been lodged, the Financial Manager in consultation with the ACCCO Principal will undergo a review of the financial account.
4. The outcome of the financial appeal will be communicated to the student by the Financial Manager; or ACCCO Principal. The appellant will be provided with contact details of an external party in the event they are not satisfied with the outcome of their appeal.

TRAINING OMBUDSMAN:

Website: https://www.qld.gov.au/education/training/training-ombudsman/

The Training Ombudsman provides a free, confidential, and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the VET system.

LODGING A FINANCIAL APPEAL:

- via the 'contact us' option on the ACCCO website: http://www.accco.com.au/contact-us/
- In writing: P.O. Box 1108, FORTITUDE VALLEY, QLD 4006
- By emailing: info@accco.com.au
- By telephoning ACCCO: 1300 139 406

please note that in the event that we receive a verbal complaint and we consider it appropriate, we may ask you to put your complaint in writing.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

RESPONSIBILITIES WITHIN AN APPEAL PROCESS

- All appeal requests are received by the ACCCO Principal.
- Where applicable, the ACCCO Principal will consult with the relevant Senior Manager throughout the review phase of the appeal process.
- The relevant ACCCO Senior Manager or the ACCCO Principal will communicate the outcome to the appellant.

DEFERRING YOUR STUDIES

If you wish to defer your studies you may do so within the first six months of your study. The permission to defer a course cannot be granted for more than 6 months and is granted at the discretion of the Training Manager.

In you wish to defer your studies and you are under a funding contract, ACCCO has an obligation to inform the Department issuing the contract. A traineeship or apprenticeship is work based training which requires a Trainee or Apprentice to maintain active employment and progression of study.

CONSUMER PROTECTION

ACCCO maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair training in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

To read more about ACCCO's consumer protection guarantee, access our Consumer Protection policy available via the ACCCO website: www.accco.com.au

PRIVACY & CONFIDENTIALITY

ACCCO is committed to safeguarding your privacy. The Privacy Act 1998, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information.

COLLECTION OF PERSONAL INFORMATION

In order to process your enrolment, ACCCO is required to collect personal information from you such as: your name; Unique Student Identifier; date of birth; contact details; training outcomes and performance; sensitive personal information (*including my ethnicity or health information*).

SHARING OF PERSONAL INFORMATION

ACCCO ensures that, except as required under the Standards of the National VET Regulator 2011 or any other relevant legislation or by law, information about a client is not disclosed to a third party without the written consent of the client.

Upon enrolment, you will be required to complete a privacy consent declaration enabling ACCCO to disclose your personal information to Commonwealth, State and Territory regulatory agencies; and other government agencies. Your privacy declaration will consent for the relevant government agencies to use your personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training; the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions. Your personal information may also be disclosed to other third parties if required by law.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

13 | P a g e

ACCCO will also seek your consent to contact relevant Training Providers to authenticate the issuance of a qualification/Statement of Attainment you submit for recognition purposes.

Under a traineeship or apprenticeship, ACCCO will be able to share information regarding progression of your study with your employer, as per the terms of the contract.

STORAGE AND SECURITY OF PERSONAL INFORMATION

ACCCO takes all reasonable steps to maintain the privacy and security of your personal information.

- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.
- Reasonable steps will be taken to destroy or permanently dis-identify personal information when it is no longer required for any purpose. Student information will be kept electronically for 30 years.

SUCCESSFUL PARTICIPATION

Your successful participation is very important for us at ACCCO. We are committed to providing optimal participation and successful outcomes with your study.

RECRUITMENT OF STUDENTS

Recruitment of students is conducted at all times in an ethical and responsible manner, consistent with the requirements of the courses on offer. ACCCO ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Industry experts at all times guide us.

All potential students are provided with sufficient information to enable you to make informed decisions at to their enrolment with ACCCO. All enrolments are granted a standard cooling off period of 14 calendar days from the date of commencement of an enrolment.

ACCESS AND EQUITY

ACCCO has an access and equity policy, which reflects a total diverse philosophy and anti-bias approach. Enrolment is solely based on the ability to complete the course requirements (as included on the Course Outlines on the ACCCO website), and does not *in any way* consider students backgrounds, genders, religions, abilities, cultures, sexuality or similar.

If you feel you need assistance to participate in the course, then please contact ACCCO to discuss your circumstances before enrolling. On most occasions, adjustments can be made to course structure, requirements and/or additional funding/support provided to support your full participation within the course. ACCCO endeavours to support all people of all abilities to complete the courses though Competency Based Training and Assessment

LANGUAGE, LITERACY AND NUMERACY

Before commencing each course you will be required to complete a Language Literacy and Numeracy (LLN) diagnostic assessment to determine an LLN indicator against skills required to complete the course. This diagnostic assessment is based on the Australian Core Skills Framework (ACSF). The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy. It provides a consistent

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

14 | P a g e

national approach to identifying and developing the core skills in three diverse contexts; personal and community; workplace and employment; and education and training.

ACCCO recognises that people with language, literacy and numeracy challenges often have qualities and skills well suited to working with children and families. ACCCO has access and arrangements for language, literacy and numeracy assistance for trainees/apprentices who may need additional assistance in these areas. If you are not on a contract and need assistance, please talk to the enrolments team to discuss options for completing the course successfully.

If you're completing a contracted course, we will assess your literacy and numeracy skills, via a diagnostic assessment, in a very informal and non-threatening manner during the development of your training plan. If together we identify any areas that will hinder your ability to complete your qualification we will suggest strategies for literacy/numeracy development. We can provide one-on-one assistance to help you develop these skills. The Language, Literacy and Numeracy diagnostic tool will assist the Trainer Assessor in adjusting assessments, where applicable, to provide you with optimum participation.

WORKING WITH CHILDREN CHECKS

Working with children checks are mandatory in most States and Territories in Australia. These checks provide a safer environment for children.

If you are enrolling in a course which involves working with children under 18 years, you must ensure you are eligible to obtain the relevant card/document.

If you are employed in a service, your employer is responsible for checking that you hold the proper suitability to work with children. If you are a volunteer on a Vocational Placement Agreement, ACCCO will ensure you hold the correct approval or card before you are approved to participate in practical placement.

You will NOT be able to commence Vocational Placement unless you hold this card/document.

If you are unsure if you meet the requirements for working with children, please contact the relevant state/territory department in your region.

> To read more about the relevant legislation and state and territory screening programs, click on the following link or type the web link into an internet web browser:
> https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks/part-overview
>
> Please contact ACCCO if you are unable to access the information in the link provided above.

STUDY AND TRAINING SCHEDULES

Once your enrolment has been confirmed, your nominated Trainer Assessor in consultation with you, will negotiate a personalised training schedule. This schedule will outline the requirements for completing your course based on your training needs and previous study. You will receive a copy of the training schedule.

If you are a contracted Trainee/Apprentice you will be issued with a Training Plan which will include a training schedule. Your employer will also receive a copy of the Training Plan, which will reviewed on a monthly basis, to monitor your progression.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

15 | P a g e

Your nominated Trainer Assessor will update your training schedule/Training Plan to reflect your achieved competencies as units are completed. This document will be evidence of you 'actively working towards' your qualification.

If you have any questions about your study or training plan, please see your Trainer Assessor.

Both Training Plans and training schedules have a nominated start date and expected end date allocated for each unit. These become the stepping stones towards completing your qualification within the nominated timeframes. Your progression will be monitored against these dates and schedules negotiated where required.

TRAINING SCHEDULE/TRAINING PLAN (EXAMPLE)

MAINTAINING ACTIVE ENROLMENT

Where students meet the requirements to be actively enrolled, they may request a letter of enrolment at any time by phoning or emailing our admin team on reception@accco.com.au.

- Met all the requirements for a new enrolment as above and adhere to all requitements within the agreement
- Completed a unit of competency (both in theory and practice) within the required time frame within your state
- Be currently enrolled in a qualification

Early Education and Care Services and/or relevant Government Departments often request that students obtain a letter of enrolment. If you require a letter, please telephone ACCCO to organise one. ACCCO is happy to provide letters when the student is considered actively enrolled as per the definition outlined

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

16 | P a g e

in satisfactory progress requirements. Please refer to page 11 of the Student Handbook for associated costs pertaining to a progression report (as per the Fees and Refunds Policy).

INACTIVE ENROLMENT
Where you have not met the ongoing active enrolment requirements above, you are not considered actively studying. If a request is made to provide evidence of active progress, this will be denied until you can meet the *ongoing active enrolment* conditions above. ACCCO may be compelled to notify the funding contract administrator and/or your employer where your active enrolment is conditional for contract or employment purposes. The following applies:

- Where your enrolment lapses beyond three months and there is no valid explanation for this occurring, your file will be inactive and returned to ACCCO Head Office for archiving.
- No completed assignments submitted within a 3 month period.
- If no contact can be made with you at any stage of the course e.g. your Trainer Assessor contacts you, and the message is not returned on more than 3 consecutive occasions, then your file will be returned to head office for archiving.

To reactivate your enrolment you will need to re-enrol in the course unless there are extenuating circumstances for your inactivity, unto which you will be able to submit a financial appeal.

MEETING TIMEFRAMES
If you are studying under a Traineeship or Apprenticeship (or any funding contract), you are obligated to meet the progress requirements and timeframes listed within that contract as stipulated on your Training Plan/Training Schedule.

Your Trainer Assessor will provide ongoing support to enable you to meet the contract requirements and timeframes. At all times, it is your responsibility to abide by timeframes as set as a result of agreeing to the contract.

If you are claiming an entitlement or benefit from **Centrelink**, you are reminded to abide by the agreements you made. Centrelink regularly obtains progress information from ACCCO and may make determination of previous or current payments or contracts should you not meet your obligations. ACCCO Trainer Assessors will provide support to you to meet your agreement with Centrelink, however it is ultimately your responsibility to meet any conditions you agreed to, for example to finish the course in 24 weeks for the Certificate III.

Students are also reminded they are bound by any legislative requirements for holding their employment positions. ACCCO does not regulate this nor is responsible for students meeting these timelines. However, Trainer Assessors will support the student's progress to meet these or their own timeframes within reasonable limits.

Please remember that all students are important to ACCCO and will be treated equitably. Therefore, Trainer Assessors may not be able to move appointments or mark your assessment out of order received just to meet your unexpected or last minute deadline or requirement.

Please plan all assessment items and completions in advance, and ensure you have arranged the on the job assessments to meet both yours and your ACCCO Trainer Assessor's availability. In addition, always leave a month between submitting your final assessment items and meeting your contract/ employment deadline.

PREGNANT STUDENTS
The following diseases pose a risk to pregnant student who work with children:

- Chickenpox (varicella)
- Cytomegalovirus (CMV)
- Parvovirus B19

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

17 | P a g e

- Rubella (German Measles)

If you are pregnant or suspect you are pregnant, and you are on Vocational Placement within your course, you must not complete any on the job work until you have contacted ACCCO or your ACCCO Trainer Assessor and have permission to continue. You should also inform your treating medical practitioner of your work role, and seek advice on the diseases relevant to their pregnancy, their immunity status and precaution for infection control. Depending upon the advice given by the medical practitioner, you may have to be relocated to a more suitable work environment.

Pregnant students on a Vocational Placement Agreement in Early Childhood Education and Care services will be excluded from working with children who are not toilet trained as per Work Health and Safety guide lines. If a student is required to be trained/assessed in a service with an age group catering for children under three years then alternative assessment arrangements will need to be organised and this may include delaying workplace assessment until after the birth of the child. For students employed in services, responsibility relies between the employer and the employee relating to the tasks completed by the pregnant worker.

If you are completing a Vocational Placement and you are pregnant, we require a letter from your General Practitioner stating it is safe for you to continue with the Vocational Placement.

STUDENT IMMUNISATION
ACCCO aims to ensure our students are well cared for both on and off the job. Where a student is employed in the service or school (including apprentices and trainees), it is the service's responsibility to check the student's immunisation status and recommends that 'at-risk' staff, students and others be immunised according to the National Health and Medical Research Council's (NHMRC) Recommended Immunisation Schedules.

Where the student is placed in a service or school under a vocational placement agreement, ACCCO has a responsibility to ensure that students are not exposed to risks to their health and safety as a result of exposure to vaccine- preventable diseases under *Work Health and Safety Act*. For these students, ACCCO is required to ensure each student completes a Student Immunisation Record. It is important for ACCCO and service to be aware of your status so you are protected from infectious illnesses. Students who cannot confirm or refuse to confirm their immunity will be regarded as non-immune and will be excluded from the service or school environment during the outbreak of a vaccine preventable disease. This is to prevent the spread of infection and to protect the student. It is the student's responsibility confirm the existence of an outbreak of a vaccine preventable disease with the Director.

Please refer to the National Health and Medical Research Council's (NHMRC) Recommended Immunisation Schedules: www.nhmrc.gov.au

For people working with children (including preschool, primary and secondary school settings) the following occupational requirements have been identified, but is not limited to Measles, Mumps and Rubella (MMR); Pertussis (Whooping Cough); Chickenpox (Varicella) and Hepatitis A.

CHANGE OF DETAILS
If your personal details change from what is included on your enrolment form, please notify ACCCO as soon as practicably possible, so we can ensure your file is updated to reflect your current contact details. During monthly monitoring contact visits with your Trainer Assessor, you will be asked to confirm your contact details.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

18 | P a g e

STUDENT CARDS

If you require a student card, please contact ACCCO and we will arrange one for you. You will need a current passport photo. Cost for a student card is $10.00. Please note, unless you are a full time student (NOT full time trainee/Apprentice) the student card is not valid for public transport use.

STUDENT CODE OF CONDUCT

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

BE PUNCTUAL
Punctuality shows that you are committed and displays a mutual regard for the other professionals you work and study with.

ABSENTEEISM
If you are going to be away from Class and/or Vocational Placement you will need to contact the Trainer Assessor or Head office and/or the Placement.

ASSESSMENT DUE DATES
All Assignments MUST be completed by the due completion date unless extension had been granted from your Trainer Assessor. Incomplete assessments will result in a Not Yet Satisfactory result.

FAMILIARISE YOURSELF WITH ACCCO REQUIREMENTS AND SERVICE ROUTINES QUICKLY.
This shows that you are willing to be responsible for yourself and others and that you acknowledge those around you as being leaders in their field.

FOLLOW SAFETY REQUIREMENTS.
As a student and worker you have a duty of care to behave in a safe manner at all times. By doing this, you are not only fulfilling your duty of care, but also showing a willingness to take responsibilities for yourself and others.

FOLLOW ALL REASONABLE AND LAWFUL DIRECTIONS OF ACCCO AND SERVICE STAFF
An ability to follow directions engenders mutual trust and professional regard. If you feel the direction is unreasonable or unlawful, contact your ACCCO Trainer Assessor.

FAMILIARISE YOURSELF WITH RESOURCES AVAILABLE TO YOU AT ACCCO AND THE SERVICE.
This includes access and maintenance of resources. And remember if you have used it, you are responsible for its return.

BECOME PART OF THE SERVICE TEAM.
By participating in available activities, you are demonstrating a willingness to work with others, and an interest in what could be learnt from each situation.

BE AWARE OF APPROPRIATE STANDARDS OF DRESS AT ALL TIMES.
You are a representative of ACCCO, and the profession you have entered into. The way you dress and present yourself contributes to how those around you engage and respond to you.

UNDERSTAND THAT YOU ARE BOUND BY PROFESSIONAL AND ETHICAL STANDARDS OF CONFIDENTIALITY.
Confidentiality is one of the most important responsibilities you will be given.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

LEARN AS MUCH ABOUT THE CHILDREN AS YOU CAN.

This includes learning their names, their skills, their needs and the special things about them that make them unique.

INAPPROPRIATE BEHAVIOUR.

Inappropriate aggressive language and behaviour by yourself or your representative, towards an ACCCO staff member, children or in a service/school will lead to immediate cancelation of the course and the appropriate authority will be notified.

AT ALL TIMES, MAINTAIN YOUR SENSE OF HUMOUR.

Sometimes the ability to laugh at yourself or the situation is the best way to deal with it.

TRAINING & ASSESSMENT

Your training will depend on your study mode and whether you are class based, external or service based or a trainee/apprentice. These are outlined under the 'Student' section of ACCCO website and include:

- **Classroom**: This requires students to attend a class either part time or full time. The Trainer Assessor leads students through the course or unit. Students wanting to complete some units only though classroom study should contact ACCCO. Classes are subject to timetables and availability.

- **External**: Students receive a Learning Guide which includes readings, activities and assessment. Students are able to study at a time and place convenient to them. All external students have a Trainer Assessor who provides regular support, on the job training and assessment.

- **Traineeship/Apprenticeship**: Traineeships and apprenticeships offer the ability to 'learn and earn' from day one. They combine training and paid employment. Training will be provided at the centre or facility where the trainee is employed. Our Trainer Assessor visits the trainee or apprentice on a monthly basis and providing individualised training in a quiet, uninterrupted area as well as providing on the job training. Under a traineeship or apprenticeship, your employer MUST provide non-contact time with ACCCO for training and assessment according to the requirements of the Training Plan.

- **Recognition of Prior Learning** (RPL): ACCCO recognises prior experience and learning. Students work through a booklet which allows them to demonstrate their knowledge and skills without completing additional learning. Students are assessed on these skills and knowledge through the Recognition process. RPL is an assessment process, where the student collates evidence of work skills and knowledge of industry. The Trainer Assessor will assess the evidence provided by the student to make a judgement.

COMPETENCY BASED TRAINING AND ASSESSMENT

Assessment activities are an important part of any training program. They provide participants the opportunity to confirm their knowledge via written responses, by presenting information gathered from the workplace and by demonstrating their practical skills to their Assessor. They also provide valuable feedback that participants can discuss further with their Trainer Assessor.

Competency Based Training and Assessment (CBTA) is a method of training and assessment where an Assessor will make an overall judgement of **Competent** or **Not Competent** from the evidence that is provided by the learner. There is no graded assessment beyond these two categories. CBTA reinforces the idea that learning happens at different rates for different students and allows students to focus on their own strengths and ways to learn. Assessment occurs as a natural finalisation of the student's

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

20 | P a g e

learning journey.

You will have three (3) attempts to be deemed as Competent on each assessment item. Prior to a third attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps. Where competency isn't achieved, you will be advised what is needed to make it competent and provided with training to allow competency to be achieved. Time is given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, re-enrolment in the unit may be required.

EVIDENCE OF COMPETENCE (*ASSESSMENT*)

Each unit and RPL (Recognition of Prior Learning) will outline the requirements for Evidence of Competence. This is generally a four phase assessment process that must be followed to achieve competence. Assessment will include:

1. **Theoretical Assessment -** Completing a theoretical component of assessment to ensure there is a satisfactory understanding of the skills and knowledge relating to the unit. This may include submission of answers to questions, case studies and/or workplace evidence

2. **Supervisor Report -** A supervisor verifies the skills and knowledge required for the unit are in place in the Approved Service by completing the *Third Party Report*.

3. **On the Job Assessment -** Trainer Assessor completes the On the Job assessment in an Approved Service at a time convenient to both the student and the service. Where completion of hours is required for the unit, then assessment must be conducted within the last 4 hours of the time frame, or after the time frame has lapsed.

When both on the job and off the job assessment is deemed sufficient, competency in the unit will be awarded.

THEORY ASSESSMENT

Assessment of theory is the first stage in the assessment phase. After you complete all the learning for the unit, you should commence the theory assessment. We recommend you read the whole assessment task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what the question means, contact your Trainer Assessor.

Before you submit an assessment, you must ensure:

- Your assessment items clearly state your NAME, and the UNIT you are completing.

- Every part of the theory assessment is complete. If you submit an incomplete assessment, it will be considered Not Competent.

- You have completed the declaration on the 'Evidence of Competence Marking Guide and Feedback Sheet' found in each unit.

- You are only submitting your own work.

- Ensure you have kept *copies* of everything you submit, you MUST keep this until you graduate from the course.

- Submit the assessment by the due date as agreed with your Trainer Assessor.

- You will also need to ensure assessments are to be written neatly in permanent ink or typed in size 11 or 12 font with single spacing. Assessments not meeting this requirement will be returned.

PRACTICAL ASSESSMENT

Students are required to demonstrate the skills and knowledge they learn in each unit of competency. Most units need to be completed at an appropriate workplace, which is a requirement of the training

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

21 | P a g e

package. Appropriate workplaces are defined the course information available via our website: www.accco.com.au or refer to the links on page 8 of this Student Handbook.

For example:

- Early Childhood Education and Care – a service approved by ACECQA

- School Aged Education and Care – a service approved by ACECQA

- Education Support - A registered school

The student must be assessed working with children in the correct range of age in order to meet the requirements of the unit or qualification.

- early childhood qualifications must be assessed with children under 5

- the babies and toddlers unit must be assessed with children under 2

The student must be working with children displaying the developmental level or characteristics required for holistic development units. The ASD unit must be completed with a child with ASD. This is outlined on the Observable Checklist.

VOCATIONAL PLACEMENT AGREEMENT

Students who are not currently in paid employment at a service or in a school will need to complete a Vocational Placement Agreement. Vocational placement is unpaid work however you will be considered an additional staff member. ACCCO holds the necessary insurances to cover unpaid students. Students MUST hold the "Working with Children's check" before commencing.

Students not undergoing/holding a successful working with children's check will not be able to engage in vocational placement.

Some units will have specific requirements for number of hours required for you to work in an industry regulated workplace. Where possible, ACCCO will aim to encompass the integration of skills across the qualification, providing a contextualised holistic learning environment. Your course outline will stipulate specific work placement requirements.

ON THE JOB ASSESSMENT

Through a practical assessment, your assessor determines your ability to perform the required skills. Evidence will be collated by a Supervisor Report an Observation Report.

- **Supervisor Report**

The nominated workplace supervisor will verify the skills of the student in the workplace via the *Supervisor Report*. ACCCO requires that the supervisor must hold qualification equal to or higher than the qualification the student is enrolled in who is willing to provide support and verify competency. Additionally, the nominated workplace supervisor, must work alongside the student.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

22 | P a g e

Part C of Assessment – Supervisor Report

To be completed by the workplace supervisor

Name of Student			
Approved Workplace:			
Name of Supervisor:		Supervisor's qualifications	
Details of how supervision occurred:	Number of supervised hours per week:	Number of weeks supervised:	

Instructions for the Supervisor
- This Report assesses how the student implements the skills, knowledge and behaviour in the workplace.
- Assessment is to be carried out in the workplace under normal working conditions over a period of time.
- Students are required to perform each of the tasks described below according to the National Quality Framework criteria.
- Should the student be unable to perform the below tasks in the workplace or you require assistance, please notify the ACCCO Trainer/Assessor

During the demonstration or observation of skills, did the student demonstrate the following to industry standards?		Yes	No	Notes
1	Does the student consistently respond to the children in a caring, positive and respectful manner?	☐	☐	
2	Does the student engage in sustained conversations with the children about their interests?	☐	☐	
3	Does the student sit and talk with the children during meal times, and assist to create a relaxed and unhurried routine?	☐	☐	
	Does the student support children who are in distress or need of	☐	☐	

Once the Supervisor Report has been completed by the nominated workplace supervisor, the student will be assessed by the Trainer Assessor in the workplace (On the Job Assessment) via the *Observation Checklist.*

- **Observation Report**

An assessor will complete the Observation Report, whilst observing your work practices, in the workplace. Skills observed by the assessor will be recorded on an Observation Report.

Part D of Assessment - Observation Report

To be completed by ACCCO Trainer/Assessor

Name of Student:			
Name of ACCCO Trainer/Assessor:			
Approved Workplace:		Date of assessment	

Instructions for the ACCCO Trainer/Assessor
Please use observation of student in practice at an Approved Workplace, as well as Part B and Part C of this assessment as evidence for determining competence.

Performance evidence

Through assessment task B and observation there is evidence following the has been demonstrated with three children:	Child 1	Child 2	Child 3	ACCCO Trainer/Assessor Comments
Active listening	☐	☐	☐	
Consideration of a child's age, activities, interests, culture, needs	☐	☐	☐	
Interpreting non-verbal cues of children	☐	☐	☐	
Responding to distress in ways that meets the child's need	☐	☐	☐	
Communication of care and respect through all interactions	☐	☐	☐	

Demonstrated skills

The student communicates positively with children	Y	N	ACCCO Trainer/Assessor Comments
The student demonstrates the ability to complete the following to industry standards:			
Responding sensitively and appropriately to children's efforts to communicate	☐	☐	
Engaging in sustained conversations with children	☐	☐	
Consistently responds positively to children who require attention	☐	☐	

RECOGNISED PRIOR LEARNING (RPL)

Recognition of Prior Learning is where a student possesses the necessary skills and knowledge gained through avenues other than formal training such as work experience, life experience, informal training and formal training. RPL assesses and acknowledges the skills and knowledge students may possess, matching evidenced knowledge, skills, and experience to the components of a qualification/unit of competency.

RPL is not a quick process. RPL is an assessment process that will often require a number of interactions with the student and Trainer Assessor.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

During the RPL process, the student will be required to provide evidence of and samples of work experience/work practices; perform tasks; talk about and explain how they perform and have performed specific tasks (competency conversation); have employers verify work experience and work evidence.

With RPL, a student's evidence of prior learning is systematically assessed for recognition purposes in alignment with the *rules of evidence* as determined by the Vocational Education Training (VET) industry regulatory body, the Australian Skills Quality Authority (ASQA).

For more information on the RPL process, please access the RPL procedure available via the ACCCO website: http://www.accco.com.au/students/policies-and-procedures/RPL_Procedure_v1.0.pdf

CREDIT TRANSFER

ACCCO does not require a student to repeat any unit in which they have previously been assessed as competent, unless a regulatory requirement or license condition requires this. Where a student provides suitable evidence of having successfully completed a unit at another Registered Training Organisation, ACCCO will award a credit transfer. Prior to awarding a credit transfer on the basis of a qualification, statement of attainment or record of results, ACCCO authenticates the evidence provided by the student.

For further information, please refer to the Credit Transfer procedure available via the ACCCO website: http://www.accco.com.au/students/policies-and-procedures/CreditTransfer_Procedure_April2016.pdf

CANCELLATION OF APPOINTMENTS

We understand that sometimes you are unable to make your scheduled training or assessment appointment; however, the visits from your Trainer Assessor make up a critical component of your course.

If you need to cancel a training appointment, please provide your Trainer Assessor at least 24 hours' notice. If you are unable to contact your Trainer Assessor, please contact ACCCO head office on 07 3257 1972 or email us at info@accco.com.au so that we can notify your ACCCO Trainer Assessor.

MENTORING AND SUPPORT SERVICES

Ongoing mentoring and support is provided by ACCCO for students who have training included in their mode of delivery (all apart from RPL). **RPL is assessment only**.

ACCCO Trainer Assessors arrange to contact all students on a regular basis either in the workplace to support the development of skills, assessment and to support progress or via Teleconference or SKYPE when a Trainer Assessor is unable to see the student regularly due to distance. Where the student has not begun practical placement, arrangements to meet in a public place such as a café or library can occur. Please note that ACCCO Trainer Assessors will not visit your home unless you are working at a registered Family Day Care service.

If you need to see us before your next scheduled visit, please ring or email your Trainer Assessor. If you can't reach your Trainer Assessor please call the National Training Manager by contacting Head Office on 07 3257 1972 or 1300 139 406.

If you are having difficulties in meeting the course requirements at any stage, it is important to talk with your Trainer Assessor. We can help you overcome difficulties early before the problem escalates.

If you need additional assistance to complete your course, we can also help you access support services from other agencies on a fee for service basis. These services include interpreting services, tutoring, adaptive technology and counselling.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

24 | P a g e

COPYRIGHT AND PLAGIARISM

Plagiarism is the reproduction without acknowledgement of another person's/students words, work or thoughts from any source. This also covers diagrams, drawings, sketches, pictures, objects, text, artistic works and other such expressions of ideas. Internet downloading and using it uncredited into one's own work is plagiarism. Additionally, copying the work of another student or work colleague and submitting it as your own work, is considered plagiarism.

ACCCO takes copyright matters seriously. When you submit an assignment, you will be asked to sign it is your own work. ACCCO will not mark any part of the assessment submitted without this signed declaration of authenticity.

In the event, evidence of plagiarism is identified, you will be contacted for further information. If plagiarism is confirmed, the student's enrolment in that unit will be cancelled and re-enrolment (at the associated cost) will be required. Your employer is also notified if your enrolment is bound by a contract such as an apprenticeship, employer based contract or the employer has a vested interest in your enrolment. Where the student is on a funded program, the organisation/person responsible for the funding will be notified.

To avoid this, when using another person's work or ideas, please ensure appropriate referencing is used and abide by copyright legislation. ACCCO supports the use of the Harvard referencing system.

ASSESSMENT RESULTS

You will have three (3) attempts to be deemed as 'Satisfactory' on each assessment item. Prior to a third attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps. Where an individual assessment outcome of 'Satisfactory' isn't achieved, you will be advised what is needed to make it 'Satisfactory' and provided with training to allow a satisfactory outcome to be achieved. Time is given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, re-enrolment in the unit may be required.

Upon successful completion of an assessment task, a Trainer Assessor will award an outcome of 'Satisfactory'. All assessment tasks must be deemed 'Satisfactory' for the student to be eligible for an award of competency.

APPEALING RESULTS

A student is entitled to lodge an appeal when they are dissatisfied with an assessment result awarded by a Trainer Assessor. This section outlines the process to follow when lodging an academic appeal.

1. ACCCO prefers for a student to approach their nominated Trainer Assessor in the first instance when they are questioning an assessment result.
2. If the student is dissatisfied with the outcome of the initial discussion with the Trainer Assessor, the student is entitled to formally lodge an appeal for their assessment to be reassessed.
3. Once an assessment appeal has been lodged, the assessment tasks in question will undergo a reassessment by an alternate Trainer Assessor, nominated by the ACCCO Principal in consultation with the National Training Manager.
4. The outcome of the reassessment will be communicated to the student by the National Training Manager; or ACCCO Principal.

The appellant will be provided with contact details of an external party in the event they are not satisfied with the outcome of their appeal.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

25 | P a g e

In the event that you are not satisfied with the outcome of your appeal, you will be able to consult the Training Ombudsman, to escalate your concerns.

Training Ombudsman
Website: https://www.qld.gov.au/education/training/training-ombudsman/

Please refer to the Complaints and Appeals Policy available on the ACCCO website for more information on the process regarding complaints and appeals.

ISSUING OF QUALIFICATIONS

In alignment to the ASQA Standards for Registered Training Organisations (RTOs) 2015, qualifications and Statement of Attainments are issued by ACCCO within 30 calendar days of a student being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Timeframes for issuing qualifications/Statement of Attainments may vary pending contractual requirements under funded training contracts. For example: under a Smart and Skilled contract, ACCCO is required to issue a Statement of Attainment (partial completion of a qualification) within 21 days of notification of a discontinuation of enrolment.

FULL QUALIFICATION

A formal testamur is awarded to a student who successfully complete the full requirements of the qualification in which they are enrolled. Successful completion means that all nominated units have been deemed 'competent'.

STATEMENT OF ATTAINMENT

The issuance of a statement of attainment recognises that students do not always study a whole qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of qualification.

ELIGIBILITY FOR QUALIFICATIONS

- To receive a full Qualification – you must successfully complete all qualification requirements (core units and required electives).

- Statement of Attainment – you must be assessed as competent in one or more units of competency within a qualification.

TO AVOID DELAYS

- Any documents requested by your Trainer Assessor or our Administration team need to be provided in a timely manner. This may include certified copies of previous qualifications or statements, a certified/current First Aid/CPR certificate or similar. Where these documents are not provided, your Testamur cannot be processed until these are received.

- Your course costs paid in full. Where an account is not paid in full, a Letter of Completion may be issued if special circumstances apply. The Qualification will be issued but held by ACCCO until a time when payment of fees has been finalised.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

26 | P a g e

- Your personal details (address, telephone number etc.) are correct. If these have changed since you enrolled, please phone ACCCO to advise them of your details.

TRAINEES AND APPRENTICE'S

If you are a Trainee or Apprentice and you complete the qualification, the employer and the trainee/apprentice need to complete a *Completion Agreement* form. These forms are sent to ACCCO administration within 10 working days. An *Issue of Qualification* is also forwarded to DET as well a confirmation to the Employer. DET may issue a final certificate of your Traineeship/ Apprenticeship and send a letter of completion to the Employer which they attach to their final incentive form which will have been issued by their Australian Apprenticeship Support Network (AASN) Provider.

Timeframes for issuing qualifications/Statement of Attainments may vary pending contractual requirements under funded training contracts. For example: under a Smart and Skilled contract, ACCCO is required to issue a Statement of Attainment (partial completion of a qualification) within 21 days of notification of a discontinuation of enrolment.

QUALIFICATION VALIDATION

ACCCO provides a qualification validation service to prevent the forgery of Qualifications. Under this scheme, if a person provides the details of an already issued ACCCO qualification including the name on the qualification, the person listed on the qualification, the date it was issued and unique identifier number, ACCCO will provide a 'yes' or 'no' answer to confirm the validity of the qualification. No further information about the qualification will be provided beyond a 'yes' or 'no' answer.

REFERENCES

Please note it is a policy of ACCCO not to provide students with references, testimonials or similar. This also includes our Trainer Assessors providing verbal and/or written references of student's performance.

GRADUATION CEREMONIES

ACCCO hosts annual graduation ceremonies, celebrating with students, families and friends achievements. Invitations to these are posted to students who graduated since the last ceremony approximately 6-8 weeks before the ceremony takes place (therefore please notify us of a change of address if you have competed your qualification). Students are welcome to bring family and friends to these events to help celebrate your achievements. If you missed a graduation ceremony and would like to attend the next one, please let us know

ONGOING SUPPORT

ACCCO takes pride in the ongoing support we offer our students, before, during and *after* your time with ACCCO.

After you have completed or withdrawn from your training activity we will continue to assist you:
- Helping you identify pathways to further training
- With career advice
- Further professional development opportunities

Please feel free to talk to us at any time, either while you are in the course or after you have completed your studies. If we can't assist you directly, we will certainly be able to put you in contact with an appropriate organisation that can help.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

27 | P a g e

COMPLAINTS

ACCCO believes that complaints and appeals handling is a fundamental component contributing to the provision of a quality service. ACCCO is committed to providing access to a fair and impartial complaint and appeal resolution process.

All complaints are received directly by the ACCCO Principal. Where applicable, the ACCCO Principal will coordinate the investigation, consulting with the relevant Senior Manager throughout the investigation phase of the process. The relevant ACCCO Senior Manager or the ACCCO Principal will communicate the outcome to the complainant.

As per the ACCCO Complaints and Appeals Policy (*refer to the ACCCO website for a full copy of the policy*), all formal complaints will be acknowledge by email within three business days of receipt of the complaint. Once a complaint or appeal has been received, the resolution process will commence within 5 working days. The complainant or appellant will be notified of a complaint or appeal outcome, in writing.

In summary, the process for managing formal complaints is as follows:
1. Acknowledgement of the complaint (within 3 business days)
2. Initial review to determine resources/information required for investigation
3. Planned investigations within 5 business days of receipt of the complaint.
4. Outcome determined, and communicated with the complainant.
5. Complaint listed on Complaint Registers and where applicable improvement actions implemented as a continuous improvement process

In the event that you are not satisfied with the outcome of your complaint, you will be able to consult the Training Ombudsman, to escalate your concerns.

Training Ombudsman
Website: https://www.qld.gov.au/education/training/training-ombudsman/

PROCEDURES FOR DISCIPLINARY ISSUES

Students who are studying with ACCCO are treated as adults who are learning in a supportive and motivational environment. Trainer Assessors approach the learning on an individual basis, recognising that not all participants will learn in the same manner.

Every effort is taken to make sure that the Trainer Assessors and administration team at ACCCO are responsive to the needs of students. All of our students and clients are treated with respect and professionalism. In return, we expect our team members to be treated with respect and professionalism as well. These are the strategies which we use to manage disciplinary issues if they arise. If the student is under 18 years, a parent or guardian will be involved**.**

On occasion, disciplinary actions may be required when a student is not meeting the terms and conditions of their enrolment. Upon receipt of information of student misconduct, the ACCCO Principal may temporarily suspend any student until final determination of complaints against the student, when the physical or emotional wellbeing of the student; children; industry employers; other students; ACCCO employees.

Please see below a list of examples of issues (but not limited to) and the disciplinary that ACCCO will take.

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager

28 | P a g e

Issue	Action
Inadequate progress	Discuss with trainee/student/employer, set shorter timelines See if smaller tasks can be completed Monitor on a weekly basis
Ongoing Failure to submit successful assessments	Counsel the trainee/student Discuss the deficiencies with the assessment activity. Consult with the employer and get their feedback. Suggest alternative strategies for assessment and gathering of evidence Set a time frame for the assessment to be submitted, at which time a Not Yet Competent will be issued if the candidate has not successfully completed the unit. If the trainee continues to make no progress through the course, DET regional office will need to be notified.
Student not attending Vocational Placement.	This is a contractual obligation and students should be reminded of such All avenues will be explored to resolve situation. If a student completes all theory components, they must complete their Vocational Placement during the period of their enrolment.
Student repeatedly cancels training/progress visits with ACCCO Trainer Assessor	Discuss the issue with student and/or school (if applicable) If situation is not resolved ACCCO Trainer Assessor visits will cease If no work is submitted after three months (and no reason given), a letter may be sent and student may be asked to re-enrol.
Inappropriate behaviour or misconduct	Trainees issue will be raised with the trainee and the employer and the parent/guardian if necessary. ACCCO will notify DET regional office for assistance. Student issues will be raised with student and school (if applicable) and parent/guardian if necessary. If issues remain unresolved student may be asked to withdraw from the course.
Student is not making adequate progress in line with the training/study plan:	Discuss with trainee/student/employer, set shorter timelines See if smaller tasks can be completed Monitor on a weekly basis

In the event that a student is not happy with the suspension or disciplinary action, they are invited to formally lodge a complaint as per the Complaints and Appeals Policy, available on the ACCCO website: www.accco.com.au

ACCCO WEBSITE

The ACCCO website is designed to be the most current and up to date information about ACCCO, its operation and services. Students are advised to consult this when looking for information.

WW.ACCCO.COM.AU

Document Title	Version	Date	Author
Student Handbook	v10.1	28/09/2016	Compliance Manager