



## STUDENT HANDBOOK



### Advance College

RTO Code: 45342

Suite 302, Level 3,

4 Railway Parade, Burwood, NSW, 2134

Phone: (02) 9747 3204, 0404 922 641

Email: [info@advancecollege.edu.au](mailto:info@advancecollege.edu.au)

Web: [www.advancecollege.edu.au](http://www.advancecollege.edu.au)

# Welcome to Advance College

Thank you for choosing Advance College as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing about your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

CEO, Advance College

**Puspa Aryal Ghimire**

## TABLE OF CONTENTS

<b>SECTION 1</b>	<b>INTRODUCTION .....</b>	<b>1</b>
	<i>Service Commitment</i> .....	1
	<i>Training Programs</i> .....	1
<b>SECTION 2</b>	<b>STUDENT RIGHTS AND RESPONSIBILITIES .....</b>	<b>2</b>
	ASSESSMENT .....	2
	Assessment malpractice .....	2
	BEHAVIOUR.....	2
	Misconduct includes .....	2
	Respect for others .....	2
	CHANGE OF PERSONAL DETAILS.....	3
	DISCIPLINARY PROCESSES.....	3
	DUTY OF CARE .....	3
	EVALUATION AND FEEDBACK .....	3
	LEARNER SUPPORT SERVICES .....	3
	Mentoring & Guidance .....	3
	Language, Literacy Numeracy.....	4
	LEARNING MATERIALS .....	4
	MAKING THE MOST OF YOUR TRAINING.....	4
<b>SECTION 3</b>	<b>COURSE INFORMATION .....</b>	<b>4</b>
	ACCREDITED TRAINING PROGRAMS.....	4
	Competency .....	4
	Evidence .....	5
	ASSESSMENT .....	5
	Principles of Assessment.....	6
	Rules of Evidence and Assessment.....	6
	Course Assessment .....	7
	Presentation of Assessments/ Assignments.....	7
	<i>Assessment results</i> .....	7
	Reasonable adjustments .....	7
	Extensions for Assessment.....	7
	CERTIFICATES .....	7
	Types of Certification .....	7
	COURSE DELIVERY .....	8
	FLEXIBLE DELIVERY .....	8
	LANGUAGE, LITERACY AND NUMERACY .....	8
	RECOGNITION.....	9
	<i>Recognition Prior Learning (RPL) Process</i> .....	9
	<i>Recognition Decision</i> .....	9
	SPECIAL NEEDS .....	10
	TRAINER AND ASSESSORS .....	10
<b>SECTION 4</b>	<b>POLICIES .....</b>	<b>12</b>
	ACCESS AND EQUITY .....	12
	APPEALS .....	12
	TRANSITION OF SUPERSEDED COURSES.....	13
	STUDENT ENROLMENT.....	13
	Enrolment Confirmation.....	13
	Student Induction.....	13
	STUDENT SELECTION .....	13
	STUDENT RECORDS .....	14
	COMPLAINTS .....	14
	Lodging a Complaint .....	14
	COURSE FEES .....	14
	Flexible payment options .....	15

CANCELLATION & TRANSFERS .....	15
Enrolment cancellation/withdrawal / deferral / amendment.....	15
Student Transfers.....	15
RTO Cancellation of courses.....	15
EQUAL OPPORTUNITY .....	15
Rights and Responsibilities.....	15
Discrimination.....	16
Harassment, Vilification and Bullying .....	16
<i>Harassment</i> .....	16
<i>Vilification</i> .....	17
<i>Bullying</i> .....	17
Sexual harassment .....	17
<i>Forms of sexual harassment</i> .....	17
Complaints.....	17
PRIVACY .....	17
REFUND POLICY .....	18
Commencement dates .....	18
WORKPLACE HEALTH AND SAFETY (WHS).....	19
Duty of Care.....	19
Management:.....	19
Staff, contractors, students, and visitors: .....	19
Accidents, Injuries and Near Misses .....	19
Investigating incidents and accidents .....	20
STUDENT SUPPORT .....	20

## SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles, and responsibilities guiding you through your learning experience with Advance College.

Advance College is a trading name of Australian Newtown College, RTO No. 45342. The college aims to deliver high-quality, innovative, and engaging training that is relevant to students, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

Advance College offers a range of training products and services which include the following:

- CHC33021 Certificate III in Individual Support (Ageing and Disability)
- CHC33021 Certificate III in Individual Support (Ageing)
- CHC43015 Certificate IV in Ageing Support
- CHC33021 Certificate III in Individual Support (Disability)
- CHC43121 Certificate IV in Disability Support

As an RTO, Advance College is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

### Service Commitment

Advance College is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high-quality, innovative, and engaging training.
- Maintain a person-centered approach.
- Foster relationships with our students, supporting them through their careers.
- Provide flexible learning opportunities.
- Provide a supportive, facilitative, and open learning environment.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.
- Produce competent and confident workers that benefit the community and industry.

### Training Programs

Advance College delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and /or Commonwealth Governments.

## SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Advance College conducts training courses at various venues to suite student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

## Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

### Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Advance College regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Advance College has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**  
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion -**  
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism -**  
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.  
You must follow referencing guidelines if you take another person's idea and put it into your own words.

## Behaviour

Students are expected to always behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

### Misconduct includes -

- Any offensive conduct or unlawful activity (e.g., Theft, fraud, violence, assault);
- Interfering with another person's property.
- Removing, damaging or mistreating property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation or victimisation.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

### Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Advance College retains the right at all times to remove disruptive students from the training environment. Thus,

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

## Change of personal details

Students are required to ensure their personal details recorded with are up-to-date at all times. Should your circumstances or details change please update your record through your student login account as soon as you change your information or inform college to change it

## Disciplinary Processes

Advance College may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training access;
- Expulsion from the training access; or
- Expulsion from the Training course.

## Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow educators when they undertake a work placement.

- Should you be involved in an accident that results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition that may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

**You have a duty to:**

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of ;
- Ensure that you are not affected by the consumption of drugs or alcohol.

## Evaluation and Feedback

Advance College values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Advance College has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

## Learner Support services

Advance College understands the importance of the quality of our Trainer Support for your success. The college has identified a number of support services for students who have special needs, or require additional support and assistance to undertake or complete their learning.

## Mentoring & Guidance

Advance College can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Telephone support calls from Trainers can be booked by calling (02) 9747 3204. Any training and assessing queries can be sent directly to trainers and assessors via the email [info@advancecollege.edu.au](mailto:info@advancecollege.edu.au) or in the official email of your nominated trainer which can be accessed 24 hours/7 days. We aim to answer all student messages within 24 hours Monday to Friday however we must respond to student queries within 48 hours maximum Monday to Friday.

Advance College office is closed for Sunday and Public Holidays. The online student portal will remain open. So, students can continue with their coursework and submit assessments. There will be no trainer or admin support available during this time.

## Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

## Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

## Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Complete all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

# SECTION 3 COURSE INFORMATION

## Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

## Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;



- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

## Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Assignments.
- Written activities.
- written / oral questioning.
- workplace performance
- projects
- case studies.

- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

Advance College is required to meet stringent quality requirements in the conduct of all assessments.

The college has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

### Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Valid</b>	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> <li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• Assessment of knowledge and skills is integrated with their practical application;</li> <li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li> </ul>
<b>Reliable</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
<b>Flexible</b>	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> <li>• Reflecting the learner’s needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Fair</b>	The individual learner’s needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

### Rules of Evidence and Assessment

Advance College is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of evidence”.

<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the learner’s own work.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency-based learning.

## Presentation of Assessments/ Assignments

- All assessments should be typed or legibly handwritten.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. The college does not accept responsibility for any lost assignments.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

## Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Assessment results are always confidential and will not be given to any other party unless a written request signed by the student is received in advance.

## Reasonable adjustments

Students with disabilities are encouraged to discuss with a ny 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

## Certificates

### Types of Certifications

In general, Advance College issues four types of certificates. Certificates can only be awarded by in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

## Course Delivery

Advance College ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience.
- Course materials appropriate to the methods of delivery and assessment requirements.
- All necessary copyright authorisations.
- Appropriate equipment and facilities.

Training and assessment methods used by meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods is blended: both online and face- based. Depending upon the units of the qualification, the delivery may include, but are not limited to:

- written answers
- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training.
- case studies

## Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Advance College offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include online face to face, Recognition of Prior Learning (RPL) or a combination of these.

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which Advance College must abide.

Advance College makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. can assist in providing this additional development prior to completing your enrolment into vocational skills.

## Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Advance College believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Advance College aims to always maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our office on [info@advancecollege.edu.au](mailto:info@advancecollege.edu.au). Our office will provide the information you need to complete an application.

### Recognition Prior Learning (RPL) Process

RPL is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

### Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements.
- Authenticity - That it is your own evidence and can be authenticated.
- That you can perform the competency consistently and reliably.
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Advance College is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency.
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see Recognition Policy.

## **Special Needs**

Students intending to enrol for training with the are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the RTO Manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The RTO Manager, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

## **Trainer and Assessors**

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

## SECTION 4 POLICIES

### Access and Equity

Advance College is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Advance College will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Advance College abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Access & Equity Policy.

### Appeals

Advance College ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Advance College may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Advance College strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

### Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;

- Alleged wrong information from the assessor regarding the assessment process.
- Alleged inappropriate assessment process for the particular competency.
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available:
  - The original assessment will be re-assessed, potentially by another assessor.
  - Appropriate recognition will be granted.
  - A new assessment shall be conducted/arranged.
- Appeal is rejected/ not upheld; in accordance with assessment policy the student will be required to:
  - undertake further training or experience prior to further assessment; or
  - re-submit further evidence; or
  - submit/undertake a new assessment

For further information, see Appeals Policy.

### Transition of Superseded Courses

The nationally recognised training courses delivered by Advance College may be replaced by a new qualification under an updated training package. If this occurs, Advance College will apply to include the replacement qualification in its scope as soon as possible practicable, but no later than 12 months from the date of its publication on the national register.

Advance College will ensure the transition of students to the updated course within this time frame, as soon as practicable. There may or may not be a fee required to transition to the updated course.

### Student Enrolment

To enrol in a training program simply do so via our website [www.advancecollege.edu.au](http://www.advancecollege.edu.au) or contact the Administration Office on 02 9747 3204 and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by website email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail.
- Discuss undertaking a training program.
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay.
- Complete a language literacy numeracy test to determine your learning needs.
- Be informed about the requirements of a police/working with children check or other licences.
- Confirm the date of the mandatory orientation session.

### Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

### Student Induction

Induction for all new students includes the provision of this manual. All students must complete and return the *Induction Checklist*, which can be found in *Appendix 1*.

### Student Selection

Advance College conducts recruitment of students always in an ethical, fair and responsible manner using various methods.

The college is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, the selection into a training program is



based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve

list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy and literacy.

Advance College shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

## Student Records

Advance College maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact RTO Manager.

## Complaints

Advance College has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the RTO Manager or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

### Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the RTO Manager.

The student completes a Complaints Form to commence the process.

For further information, see Complaints Policy.

## Course Fees

Advance College has developed a fair and equitable process for determining course fees, refunds and payment options.

The enrolment application and training product are available on the college website – [www.advancecollege.edu.au](http://www.advancecollege.edu.au) within the course information and the Fees and Refunds Policy.

### **Flexible payment options**

Advance College accepts various methods of payment for course fees. Payment for courses can be made in the form of:

- Visa card
- MasterCard
- Direct Deposit
- Payment Plan
- Cash Upfront

Course fees are payable in advance and enrolments are considered tentative until payment is received.

### **Qualification enrolments**

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

The college may review fees for courses from time to time without notice.

## **Cancellation & Transfers**

### **Enrolment cancellation/withdrawal / deferral / amendment**

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

### **Student Transfers**

- a) **Transfer to another “Course date”** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another “Student”** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another student.

### **RTO Cancellation of courses**

Advance College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. The college has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by us.

## **Equal Opportunity**

Advance College is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

### **Rights and Responsibilities**

Advance College has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Advance College is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. The college is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

The college will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.

- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the RTO Manager should be contacted.

As a student at Advance College, you have the responsibility to:

- Act to prevent harassment, discrimination, and victimization against others.
- Respect differences among other staff, students, and contractors, such as cultural and social diversity.
- Treat people fairly, without discrimination, harassment, or victimization.
- Refuse to join in with these behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

### **Discrimination**

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

### **Harassment, Vilification and Bullying**

All employees, contractors and students have an equal opportunity to work and study. Advance College will not tolerate behaviour which is of a harassing, vilifying, or bullying nature.

It is against the law for employees, contractors, and students to be harassed during the course their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors, and students.

### ***Harassment***

In general, harassment is behaviour which is unwanted and that humiliates, offends, or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent, or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

### ***Vilification***

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

### ***Bullying***

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

### **Sexual harassment**

Advance College will not tolerate sexual harassment in the learning or work environment.

The college deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

### ***Forms of sexual harassment***

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

### **Complaints**

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

## **Privacy**

Advance College abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

As an RTO, is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

Advance College collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The college may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Advance College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Privacy Policy.

## Refund Policy

Advance College will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy. Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

- Advance College offers a 5-day cooling-off period during which you can request a refund if you decide not to continue with your course.

### Refund Period:

- The Refund Period is 5 calendar days from the date you enrolled and accepted the terms and conditions.
- If you wish to cancel your enrolment within this period, you must submit a written request to the Advance College email address. [info@advancecollege.edu.au](mailto:info@advancecollege.edu.au).

### Eligibility for Refund:

- To qualify for a refund, you must submit a written request to cancel your enrolment and send it to the Advance College email address. [info@advancecollege.edu.au](mailto:info@advancecollege.edu.au).
- If eligible a refund will be issued, minus a \$100 enrollment fee and a \$150 cancellation fee, if the request is made within the specified time frame.
- Cancellations made after the 5-day Refund Period will not be eligible for a refund.

### Payment Obligations:

- If you have set up a payment plan, you are still responsible for paying any remaining balance, even if you cancel the course.
- Advance College may take legal action to recover any outstanding fees if necessary.

### Refund Processing:

- Refunds will be issued to the original payer and will be processed within four weeks of receiving the request (if eligible).

## Workplace Health and Safety (WHS)

Advance College is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Advance College encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Advance College recognises its responsibility under the Workplace Health and Safety and related regulations. The RTO Manager has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

### Duty of Care

Advance College is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

### Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement, and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Continuous Improvement processes.
- Are responsible for ensuring that a WHS management system is implemented.

### Staff, contractors, students, and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the RTO Manager.

### Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Advance College will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Advance College is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

## Investigating incidents and accidents

The RTO Manager is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the RTO Manager will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the RTO Manager.
- Once action is approved, communicates outcomes and planned action.

## Student Support

Advance College is committed to assisting students to complete their studies through the provision of academic and welfare support. Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- study assistance
- access
- cultural issues
- complaints and appeals
- personal circumstances

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, Advance College identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

Advance College ensures that sufficient support staff are in place to meet the needs of the enrolled students. Advance College nominates specific personnel for student support, the details of whom are provided to students.

A course-appropriate orientation is provided to students to assist them to adjust to prepare for their studies.

Students are provided with information about the support services available in the Student Handbook and as part of their orientation.

Support services provided by Advance College can include:

- Pre-enrolment materials
- one-to-one support from the trainer/assessor
- support with personal issues
- access to additional learning resources
- learning and assessment materials in large-printed format
- reasonable adjustment in assessment



- learning resources centres
- social events
- buddy program
- information about external sources of support.
- Mediation services or referral to these services
- Counselling services or referral to these services
- Any other services that Advance College considers necessary to support learners to achieve competency.

Where Advance College is unable to provide the support service required by the student, Advance College will refer the student to an external provider.

Advance College surveys students about support services provided and uses the feedback to improve services provided.

**Advance College will offer following support and services to students:**

- Advance College will provide the students with Student Handbook, Student Prospectus, policies and procedures, work-placement information (if applicable), facilities and resources available to the students to make them informed decision.
- Where required, Individual Support Plan for each Student or Applicant will be created, and this may include:
  - additional one-on-one session with Trainer and Assessor
  - workplace support such as workplace mentor, additional visits by the Trainer and Assessor etc.
  - reasonable adjustment if necessary for a student with learner support needs and this be recorded in the individual support plan.
  - reasonable adjustment if the student declares any disability and/or health impairment. and this be recorded in the individual support plan.
  - External support or referral, depending on the needs of the student, may be to improve their LLN skills or Foundation Skills or study skills or skills in relevant component of the ICT, formal writing skills etc.
- Advance College may offer few options for eligible students to access financial support to complete their course.
- First Nations students and students from diverse backgrounds will be provided with the following:
  - culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at Advance College.
  - If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they may liaise directly with their trainer or contact the student support team. Outside community services available include (but not limited to):
  - Aboriginal Counselling, Penrith NSW. Phone: 0410 539 905
  - <https://www.aboriginalcounsellingservices.com.au/>
  - 13YARN [Thirteen YARN], Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government. Phone 13 92 76 <https://www.13yarn.org.au/>
- Advance College will organise a quick tour of the campus on the orientation day for the students. It will introduce the facilities to the students to familiarise with the resources that are available to them.
- Advance College may refer a student who requires to access legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided by the lawyers.
- Advance College is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students, and those with whom we interact feel safe, respected and valued for their diversity.
- Student may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. Advance College will endeavour to assist by providing the counselling services in all cases. However, when Advance College is unable to address any of the student concerns, student will be directed to the external professional help and counselling.

### Information about Assessments and Correspondence

The assessment booklets and learning materials are sent to you via system generated email after the confirmation of your enrolment. You will also receive your Student ID. Please use your student number every time you communicate with us. We have few same-name students, so it is hard for us to differentiate.

If you have any query regarding assessments or assignment submission, please email:

[academic@advancecollege.edu.au](mailto:academic@advancecollege.edu.au)

If you have any query regarding placement or placement booking, please email:

[placement@advancecollege.edu.au](mailto:placement@advancecollege.edu.au)

For the assignment submission booking and booking for personal guidance, please email:

[support@advancecollege.edu.au](mailto:support@advancecollege.edu.au)

For the practical class booking and all other inquiries please email:

[info@advancecollege.edu.au](mailto:info@advancecollege.edu.au)

For any complaints about our services, please email:

[complain@advancecollege.edu.au](mailto:complain@advancecollege.edu.au)



Suite 302, Level 3,  
4 Railway Parade, Burwood, NSW, 2134  
Australia  
Phone: 61-2-9747 3204, 0404 922 641