



AUSTRALIAN CELEBRATIONS
TRAINING PTY LTD

Student Information

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Australian Celebrations Training Pty Ltd ©

AUSTRALIAN CELEBRATIONS TRAINING Pty Ltd

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Welcome to Australian Celebrations Training. We hope the time you spend completing courses with us will be productive and enjoyable.

To avoid misunderstandings, we would like to let you know about our courses, what you might expect and the procedures you will be required to follow.

1. ENROLMENT AND SELECTION PROCEDURES**1.1 Enrolment**

Complete the Enrolment Form for the course you wish to enrol in. You can either post your enrolment form to the above address or fax. Check that you have included payment of fees or forwarded payment if faxing (please attach a copy of your enrolment form when posting payment separately). When your fee is paid you will be issued with a receipt and confirmation of enrolment.

1.2 Changes to Enrolment/Personal Details

Australian Celebrations Training needs to keep all student records up to date. Should you cancel a course, change your name, address, competencies/electives or other information during the period of your training; please contact our office (contact details above).

1.3 Selection

All students are selected for enrolment in training in an ethical and responsible manner, based on the date of receipt of enrolment and payment. Australian Celebrations Training guarantees all decisions concerning the enrolment of students in the course will comply with equal opportunity legislation and occupational health and safety legislation.

Professional and suitably qualified staff will be involved in the process of enrolling students for training. The special training needs of students will be identified during enrolment and support services organised to ensure they can participate safely and fairly in the course.

2. STUDENT ORIENTATION**Classroom**

On the first day of your course, you will be provided with information on the course delivery and assessment strategies, including an overview of the types of assessment you will be required to complete (eg. observation of performance, assignments and theory tests) and vocational outcomes of the course.

You will also be provided with information on the emergency evacuation plan, behavioural standards, punctuality and dress standards. Support services, welfare and guidance information for all students is available, and will be discussed at this time.

Distance mode

Upon commencement you will be provided with information on the course delivery and assessment strategies, including an overview of the types of assessment you will be required to complete (eg. observation of performance, assignments and theory tests) and vocational outcomes of the course. Also included will be details about your personal tutor. Support services, welfare and guidance information for all students is available, will also be provided.

3. LANGUAGE, LITERACY AND NUMERACY ASSESSMENT

All students will complete a generic skills test. The test is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a student has been identified with potential support needs, the trainer will discuss how best we can provide support to the student to ensure success.

4. SUPPORT SERVICES INFORMATION

Support services, welfare and guidance information for all students is available, please see attached Support Services Reference Guide.

5. STUDENT PARTICIPATION INFORMATION

5.1 Punctuality

Students are required to be punctual. Trainers will ask students to sign a roll daily for attendance.

5.2 Absences

If you are absent from a training session, you are expected to telephone and advise the reason for your absence and follow up on any notes missed. Students who wish to leave a training session must inform the trainer who will record the time of your departure.

5.3 Consideration of Others

Please behave in a manner appropriate to a learning environment. This means:

- * Chewing gum is not appropriate
- * Smoking is not permitted
- * Swearing or abuse will not be tolerated
- * Voices should be kept at a level that will not disturb others
- * Other students and trainers/assessors are to be treated with respect at all times
- * Each person is responsible for maintaining a clean and tidy environment

5.4 Disciplinary Procedures

Students are expected to participate in the course in a manner which does not have any negative impact on other students. Where a student is disruptive, does not follow directions or places themselves, the trainer or other students in a situation which is unsafe, the student may be asked to leave the course. A student must at all times maintain a high standard of behaviour.

Misconduct by a student is any behaviour which:

1. disrupts the learning of others
2. prevents staff members from performing their duties
3. endangers the health and safety of staff or students and includes, verbal abuse, physical abuse, alcohol, drugs, weapons, decency, vandalism, theft, safety, hygiene, failure to comply with directions, cheating.

Misconduct should be initially dealt with by Trainer/Assessor and if necessary an incident form recorded. Should a satisfactory solution to the problem not be reached the matter should be reported to the Director of Australian Celebrations Training. Should the matter require termination of tuition the student will be given notice in writing giving formal reason.

6. DELIVERY AND FLEXIBLE LEARNING

Competency-based training places emphasis on how a person “performs” the competency as a result of completing a training program. It includes either course requirements (which are comprised of units of competency or modules) or National Training Package Qualifications (which are comprised of units of competency) at a specific Australian Qualification Framework level (eg. Certificate I, II, III, IV, Diploma or Advanced Diploma).

Each student will be assigned a course Trainer/Assessor who will conduct both the practical and theory components of the course and assess students against the required performance criteria for each unit of competence.

At the completion of a course you will be awarded a Statement of Attainment or a Certificate (with a Transcript of the units of competency completed). For students who do not complete all of the units of competency required for a qualification, a Statement of Attainment will be issued listing the units of competency achieved.

7. ASSESSMENT INFORMATION

Competency-based assessment is designed to ensure that each student has achieved all elements of units of a competency standard. Assessment is based on gathering sufficient evidence which is valid, reliable and fair, to make a judgment against the required performance criteria.

Should you not achieve competency in an assessment, you will be given the opportunity to be assessed again. Please see your Trainer/Assessor for further information about this.

Appeals

Should you be assessed as *Not Yet Competent* in a unit of competency and you do not agree with the judgment, you may appeal against the judgment within 21 working days of the return of your assessment. In the first instance, you may ask to be reassessed by the Trainer/Assessor. If you still do not agree with the result you should complete a Complaint and Appeals Form and lodge the form with the Course Coordinator at the above address (see Complaint and Appeals Procedure).

8. CONTINUOUS IMPROVEMENT

Feedback from students, positive and negative, is highly valued and assists Australian Celebrations Training to strive for excellence through constant evaluation and continuous improvement.

You will be required to complete a feedback questionnaire after your training and assessment is complete. Information is considered and acted upon to improve delivery of training to students. Feedback is used only for this purpose and your privacy will be protected.

9. COMPLAINTS AND APPEALS PROCEDURE

The following Complaints and Appeals Procedure may be used for feedback, any complaint or to appeal an assessment result. Any person (such as a student, trainer/assessor or, employer) may lodge a complaint or provide feedback using this procedure.

All complaints and appeals to follow the following process (see attached Flowchart):

- Discuss the complaint or appeal with the Trainer/Assessor
- If the complaint or appeal is not addressed (for example following re-assessment) to the satisfaction of the student, the student or the Trainer/Assessor is advised to complete a Complaint and Appeals Statement (attached).
- The Course Coordinator or Management is to evaluate the Complaint and Appeals Statement, conduct enquiry where necessary and address the complaint or appeal.
- Feedback is to be provided to complainant/appellant in writing on the outcomes of the enquiry.
- If the complaint or appeal is not addressed to the satisfaction of the student, it is to be referred to an external source.

10. COURSE COSTS

For course costs refer to our webpage or our office staff. Enrolment forms also include this material.

11. REFUND POLICY

PROCEDURE:

- Australian Celebrations Training will make a full refund of all fees paid should a course be discontinued. Should the student desire to take an alternative course with Australian Celebrations Training, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.

- Should a student cancel an enrolment with Australian Celebrations Training, the following conditions will apply regarding a refund of fees:

Classroom Student

- Enrolment fee of \$50 is non refundable.
- Cancellation up to two weeks prior to the commencement of the course, a full refund (less the student administration/enrolment fee) will be given. This will be provisional upon the return of all issued student materials.
- Cancellation between two weeks prior to the commencement of the course and course commencement date, 80% of fees will be refunded, less the student administration/enrolment fee.
- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail*
- All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary.
- Normal processing time for a refund request is up to four weeks.
- Confidentiality of student information will be ensured (see PRO 1.6 Student Information Management Policy)
- Refunds will be paid within one (1) week of the decision being made.

Distance Education

- Enrolment fee of \$50 is non refundable
- After two weeks of receipt of training materials the refund will be only 50% of the initial fee (less the student administration/enrolment fee), this will be provisional upon the return of all issued student materials. After one calendar month the time will have expired for refunds to be considered.
- All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary.
- The student manual must be returned with the Fees Charges Refund Request Form.
- Normal processing time for a refund request is up to two weeks.
- Confidentiality of student information will be ensured (see PRO 1.6 Student Information Management Policy)
- Refunds will be paid within one (1) week of the decision being made

* Extenuating circumstances:

Should a student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less the student administration/enrolment fee.

12. ACCESS AND EQUITY POLICY

At Australian Celebrations Training we have an open access policy and encourage participation in our courses from the whole of the community. All trainers and staff are responsible for ensuring the Access and Equity Policy is implemented.

We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and

successfully achieve their outcomes. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Australian Celebrations Training prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Relationship status
- Sexual orientation
- Age

Principles of social justice must be appropriately addressed in all aspects of a course's implementation. In rare cases workplace health and safety legislation may impinge on social justice considerations.

Social justice outcomes may be achieved through such considerations as:

- Using learning resources which are gender and culturally inclusive;
- Using language which is both appropriate to the abilities of the learners and the training requirements;
- Taking into account individual learning styles and needs;
- Ensuring equitable access for all learners to facilities, resources and support services.

13. COMPLIANCE WITH LEGISLATION

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it.

The legislation applies to you both at work in your workplace and in all aspects of your training. Some important legislation is outlined below.

For general information on your part in the VET system, and matters that affect you, go to www.training.qld.gov.au or phone the Department of Employment and Training on phone 1800 210 210.

The Copyright Act 1968 (Commonwealth)

This legislation makes it illegal to photocopy or otherwise reproduce (eg. scan, facsimile, record or store) another person's work without that person's express written permission, except in the limited circumstances set out in the Act. The Act applies to all written materials (books, magazines, reports), pictorial representations (photographs, drawings, graphs), electronic materials (websites, computer programs) and sound recordings (tapes, CDs). The Act does allow copying of materials in certain situations, if the copying is for the purpose of research or study.

For research or study purposes, it is legal to copy:

- 10% of a written work, or one chapter if the work is divided into chapters;
- one whole article from a newspaper, magazine or journal, or more than one article if they are about the same subject matter.

For copying more than this amount, and copying other types of materials, the Act sets out guidelines for working out whether the copying is legal. You should consider whether your use of materials at work or for your training and assessment may breach copyright.

For detailed information and advice on copyright go to www.copyright.org.au or contact the Australian Copyright Council on ph (02) 9318 1788.

Anti-Discrimination Act 1991 (Queensland)
Racial Discrimination Act 1975 (Commonwealth)
Sex Discrimination Act 1984 (Commonwealth)
Disability Discrimination Act 1992 (Commonwealth)

This legislation prohibits discrimination, sexual harassment and victimisation at the workplace in respect to any aspect of work, and both at work and in training, in respect to any aspect of your training or assessment.

Workplace Health & Safety Act 1995 (Queensland)
Workcover Queensland Act 1996 (Queensland)

This legislation imposes certain obligations on employers to ensure the health and safety of their workers, and on employees to do certain things to safeguard their own safety, and allows a worker to claim for an injury or illness caused by their work. Australian Celebrations Training will also provide a safe environment for you to study, ensure safe access to the venue and ensure anything you use is safe when operated properly.

As a person in training, you have an obligation to ensure your own health and safety and the health and safety of others. You must:

- obey any instructions you are given for workplace health and safety; and
- use any protective equipment provided

You must not:

- deliberately misuse or interfere with anything provided for workplace health and safety; or
- deliberately endanger the workplace health and safety of any person; or
- deliberately injure yourself.

Industry specific legislation

The Marriage Act 1961 (Commonwealth)
 Coroners Act 2003
 Cremation Act 2003
 Electoral Act
 Registrar of Births, Deaths and Marriages Act (each State and Territory)

14. RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER/ RECOGNITION

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning means that you may be able to receive recognition for specific skills you have acquired through on-the-job training or even through some hobbies or community work in which you have been engaged.

What is Recognition?

Recognition means that you will be able to receive recognition for nationally recognised training outcomes you have received from other institutions (eg. TAFE, University or Private Registered Training Organisations).

What is Credit Transfer?

Credit Transfer refers to recognition of training outcomes you have received from other institutions which may not be exactly the same as the current module or competency standards, but they have been mapped and deemed equivalent when a new course or set of competency standards have been developed.

How can RPL /Recognition/Credit Transfer benefit me?

You may be able to shorten your course, or substitute the learning of new or more advanced skills for those skills you have already mastered. It also means that you do not have to waste time by repeating the learning of skills that you already have.

What kind of information can be used for Recognition/Credit Transfer?

- 1 you can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.

What kind of information can be used for RPL?

This can be done in several ways:

- 1 you can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.
- 2 you can submit a portfolio that you have compiled, reports you have written, samples of your previous work or references detailing your previous skills or experience.
- 3 Even if you are unable to supply any of this information, you may undertake testing to assess your skills.

What steps are involved in Credit Transfer/RPL?

There are three main stages in the process:

- 1 the first stage is for you to complete an RPL/Credit Transfer Application.
2. upon receipt of your Application, you will be contacted to meet with a nominated Trainer/Assessor to discuss gathering any evidence that you may have or to complete any assessments which may assist to provide evidence (assessments may be practical demonstrations or theory tests). All evidence is to be forwarded to the nominated Trainer/Assessor.
- 2 your application will be assessed against the requirements of the unit of competency and a decision will be made as to whether recognition will be granted to you. You will be advised of the outcome, and be provided with information about further action that you may take if you are unhappy with the decision (see Complaint and Appeals).

FORM 3.1 COMPLAINTS AND APPEALS STATEMENT

Feedback from students, positive and negative, is highly valued and assists Australian Celebrations Training to strive for excellence through constant evaluation and continuous improvement.

To address a complaint or appeal an assessment, RPL or Credit Transfer decision, students or clients are advised to refer to the following Complaint and Appeals Process:

Complaint and Appeals Process

- discuss the complaint or appeal with the Trainer or Assessor
- appeals must be received within 3 calendar months from the date feedback on assessment provided to student
- If the complaint or appeal is not addressed to the satisfaction of the student, the client or student is advised to complete a Complaint and Appeals Statement (below)
- the Course Coordinator or Management is to evaluate the Complaint and Appeals Statement, conduct enquiry where necessary and address the complaint or appeal
- If the complaint or appeal is not addressed to the satisfaction of the student, it is to be referred to an external source

Complaint and Appeals Statement *(please complete and submit to the Course Coordinator)*

Type of complaint or request for appeal *(please tick)*

- Appeal of assessment decision
 Appeal of RPL decision
 Appeal of Credit Transfer Decision
 Complaint Other

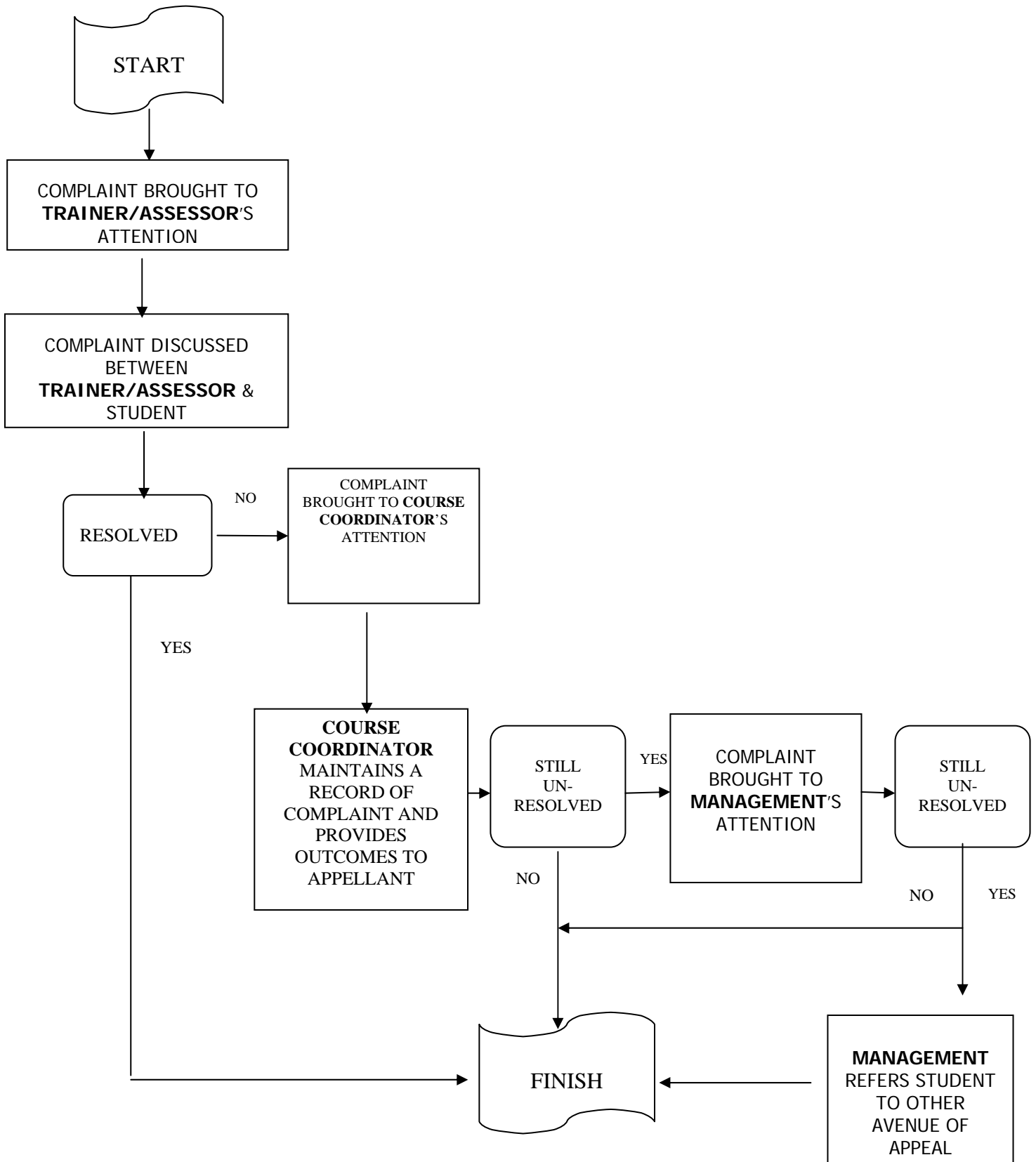
_____ (signature) _____ (name, please print) ____ / ____ / 20 ____ (date)

Office Use Only
(must be responded to within 5 working days)

Statement received ____ / ____ / 20 ____ Action taken/outcome and reason for decision: _____

Feedback provided to client/student on ____ / ____ / 20 ____

FLOWCHART FOR COMPLAINT & APPEAL POLICY



FORM 2.1
Version 3/January 2006

STUDENT FEES AND CHARGES REFUND REQUEST



Course Name: _____ **Date:** / / 20 ...

Student Name: _____ **Contact Details:** _____

Details of Training Completed, if applicable:

I, (name), request a refund of payment provided to Australian Celebrations Training, and provide the following reason/s with reference to the Australian Celebrations Training Refund Policy (below):

..... (Student Signature) Date: / / 20

Australian Celebrations Training Refund Policy:

Australian Celebrations Training **Will** make a full refund of all fees paid should a course be discontinued. Should the student desire to take an alternative course with Australian Celebrations Training, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course be available, fees are fully refunded.

Should a student cancel an enrolment with Australian Celebrations Training, the following conditions will apply regarding a refund of fees:

- o The enrolment fee is non-refundable (\$50)
- o **Classroom:** Cancellation up to two weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given. This will be provisional upon the receipt of all issued student materials..
- o Cancellation between two weeks prior to the commencement of the course and course commencement date, 80% of fees will be refunded, less the enrolment fee.
- o No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail*
- o **Distance Education:** the student enrolment fee is non-refundable (\$50), after two weeks of receipt of training materials the refund will be only 50% of the initial fee, after one calendar month the time will have expired for refunds to be considered.
- o All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary.
- o Normal processing time for a refund request is up to two weeks
- o Confidentiality of student information will be ensured (see PRO 1.6 Student Information Management Policy)
- o Refunds will be paid within one (1) week of the decision being made.

* Extenuating circumstances:

Should a student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

Office Use Only

Refund Agreed Y/N Refund Processed / / 20.... Cheque Number _____

_____ (CC Signature) Date: / / 20 ... Refund Posted / / 20....

Australian Celebrations Training Pty Ltd
P O Box 5332, Victoria Point , Qld, 4165 Phone (07) 3207 9515 Fax (07) 3207 0270

Language Literacy and Numeracy

Should a student or potential student be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Learning Support

Should a student or potential student be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Disability Support

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, Providers are unable to accommodate the needs of the student, Australian Celebrations Training will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

Social Support

Where social or personal circumstances may affect a student's learning experience, the Australian Celebrations Training will support the student where possible, including referral to the following organisations:

Centrelink	131 021
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	1300 363 622
Life Line	131 114
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Alcoholics Anonymous	(see local yellow pages)
Alcohol and Drug Information Service	1800 811 944
Pregnancy Helpline	1300 139 313
Drug-Arm	1300 656 800
Interpreting Service	131 450
Statewide Sexual Assault Helpline	1800 010 120