



# Student Handbook & Key College Policies

Jan 2021



**Australian  
College**  
of Commerce & Management



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## Summary of Key Points

### Starting Your Course: Webclass

► Webclass is the internet site for ACCM College students.

It allows you to

- access your course materials
- lodge your completed assignments (called assessment tasks)
- see your results
- look at the due dates for assignments, and
- provide the College with needed administration documents.

► You will receive an email when you apply to enrol. It will give you your Webclass Username and Password.



### Required Administrative Items

► Completion of all administrative items is required before your enrolment can proceed.

► All students must meet the identity requirements for enrolment. Follow the **ID Instructions** on Webclass and get copies or photos of your documents. Then lodge them on Webclass.

► **"10 Quick Questions"** is an Initial Skills Assessment questionnaire. It is the next item you may find in Webclass. It requires you to answer questions that help the College to check you are in the best course. It also helps us work out how we can best help you finish your course.

► **Training Plans** will be needed if you are enrolled in a Traineeship course.

### Student Information & Policies

► As a Registered Training Organisation the Australian College must have in place and apply a range of quality practice policies.

This information and Policies are on the College Policies page at <https://accm.edu.au/our-college/policies/>

► Under most government funded or subsidised training programs students are required to be made aware of, and acknowledge, important student information that is contained in these policies and to also be aware of the enrolment process.

Links to these policies are on page 5 of this Handbook. Please ensure that you are familiar with these policies before you enrol.

► Under most government funded or subsidised training programs students are required to be made aware of the government's policy or information sheets. You will find these on the College website under the specific program.



### Worried about the Course or Not Comfortable Using Webclass or Computers

► Please talk straight away to your College Student Adviser.

## How to Complete Your Assessments

- ▶ Assessments can be made up of a variety of tasks including online quick quizzes and written and practical activities.
- ▶ Webclass will list any quizzes and have a downloadable word document for each Subject Module that has instructions of what activities you need to complete.
- ▶ As told in the document - type your answers in the space provided. Include evidence of the practical activities you are required to do. Save the document regularly to a safe place on your computer or network.
- ▶ Always keep a copy on another computer or flash drive ... in case of computer trouble.
- ▶ If you want to – you can print the document and handwrite your answers. Then scan and lodge it on Webclass.



## Requesting Extensions

- ▶ Webclass shows the module due dates and your course completion date.
- ▶ Contact your College Student Adviser if you need more time to complete a module.

## Reporting if Lack of Regular Progress

- ▶ Government funded courses including traineeships require you to submit modules regularly, and to complete the qualification within the course time frame.

- ▶ If limited progress is made the College is required to advise your employer and the Department of Education and can decline extension requests.

## Recognition of Prior Learning

- ▶ If you think you don't need to do a subject because you already have that skill level or have studied it in the past – you may be able to get exemptions.
- ▶ If are considering applying for RPL – please talk straight away to your College Student Adviser.

Refer to the RPL documents for that subject in Webclass to see what we will need you to provide to us to be able to approve your exemption.

## Students to Hand in Their Own Work

- ▶ All assignments completed must be your own work.
- ▶ If you work with other people in study groups, your answers must show your own opinions and be in your own words.
- ▶ If we get 2 assignments handed in that have the same answers – both students could be in trouble.
- ▶ In all Colleges and Universities, submitting work that is not yours is regarded as a serious offence that can result in your disqualification from completing the course, or have an issued qualification revoked.

As a minimum, you and any others involved will be required to re-do a new assessment task.

Your employer will also be notified and provided with a formal letter acknowledging the breach and the repercussions of a further breach.



# 1. Webclass – Quick Guide to Get Started

Webclass is the student online portal. It is the way for students to access their course materials and lodge their assessment tasks, as well as complete the administrative requirements for enrolment.

Your College Student Adviser can talk you through using Webclass if you have problems.

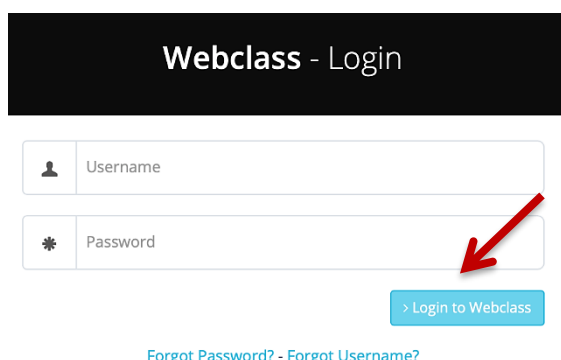
## How to Log On

▶ You will receive an email from the College with your Username and Password.

▶ Navigate to the following website address:  
<https://webclass.austcollege.edu.au/>

A detailed Webclass User Guide is available on that site.

▶ On the left-hand side, you will see this Login menu.



▶ On the left hand side, you will see this Login menu.

▶ Your email from the College will include your Webclass Username and your initial Password to use.

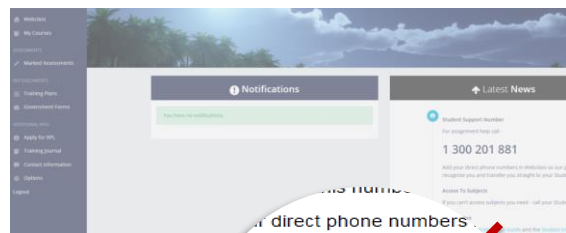
▶ If you have **forgotten** your Username or Password, click the link on the Login screen and follow the prompts to reset your own password.

▶ Use of the College Website and Webclass is subject to the Terms of Use published on the website.



## Webclass User Guide

For more information on how to navigate Webclass see the [Webclass User Guide](#) – there is a link to this in your 'confirmation email' – or you can access a link to it after logging on.





## 2. Student Information and Access to Policies

▶ As a Registered Training Organisation the Australian College must have in place and apply a range of quality practice policies. This information and Policies are on the College Policies page at <https://accm.edu.au/our-college/policies>

▶ Under most government funded or subsidised training programs students are required to be made aware of, and acknowledge, important student information that is contained in these policies and to also be aware of the enrolment process.



Please ensure that you are familiar with these policies before you enrol.

- ▶ [Fees Policy](#)
- ▶ [Fees Chargeable](#)
- ▶ [RPL Policy](#)
- ▶ [Deferrals, Suspensions and Discontinuation](#)
- ▶ [Refunds](#)
- ▶ [Complaints and Consumer Protection](#)
- ▶ [Standard Enrolment Terms and Conditions](#)

▶ Under most government funded or subsidised training programs students are required to be made aware of the government policy or information sheets. You will find these on the College website under the specific program.

### Overview of the Enrolment Process

The following is information to assist you in understanding the enrolment process.

▶ *Employer Authorises Enrolments* (For Employment-Based Enrolments Only)

▶ *Student Applies to Enrol*

This is done on the enrolment page on the College website. That page links to the College Policy page that includes important information that students must be aware of before enrolment such as: Fees, Refund Policy; Privacy policy; USI requirements; Consumer Protection Policy, Support Services and other Student Information.

▶ *Fees will be Quoted – so no surprises*

▶ *Checks performed for Government Subsidised Program Eligibility*

This includes notifying the relevant government Department of your details and your request to enrol in a subsidised program. The Enrolment Terms and Conditions include your consent for the College to do this.

▶ *Student Goes To Webclass to complete Administrative items*

Webclass has instructions to enable you to do key items such as ID Documents; USI and Initial Skills Assessment.

Your enrolment cannot be approved until these administrative items are completed.

▶ *College Assessor Determines Course Suitability and Individual Learning Needs*

You will be allocated a College Student Adviser to assist you with progress. They will call you within the first few days of enrolment to confirm that you meet course entry requirements and to customize the course to suit your needs by selecting suitable subject electives. Before this can be done – you must complete the Administrative items.

▶ *Training Plan Developed*

A Training Plan or Outline will be developed that confirms the content of your course and the dates that assignments are due. Trainees will need to get this signed and returned to the College.

▶ *Enrolment Approved* At this stage your enrolment confirmation is issued.

### 3. About the College

▶ Congratulations on enrolling. You are now on your way to having a Nationally Recognised Qualification delivered by the Australian College of Commerce and Management.

▶ The Australian College of Commerce and Management Pty Ltd (ACN 073 576 315) is a Registered Training Organisation (RTO ID: 1441).

▶ As a Registered Training Organisation the Australian College is authorised to issue nationally recognised training and qualifications across Australia.

▶ As a Registered Training Organisation the Australian College must meet the high standards of the VET Quality Framework and meet all associated compliance and legal obligations.

▶ The College does not outsource training delivery. You deal directly with the College at all times.

### 4. Flexible Online Course Delivery

▶ Your course is by flexible delivery. That means you access your written course materials "online". You have the support of a College Student Adviser whose role is to keep you on track and provide assistance along the way.

▶ You will be emailed your log on details to Webclass. Use Webclass to access your Course materials.

▶ Complete the administrative items shown on Webclass like identification — Agree with your College Student Adviser on the best electives to suit your needs.

▶ Start with the first module that is listed on your timetable. As you complete the first module – lodge it via *Webclass* and start on your second module. Ensure you save are keeping safe back-ups!

▶ When your first module has been marked, the results and your original task (with the marker's comments) will be updated on *Webclass*.

▶ The course content is delivered in separate modules. Each module concentrates on a specific theme and may cover several "units of competency" (these are the "national standards" that apply to your qualification). Each qualification will have some compulsory modules and normally a range of electives for you to select from. This allows the qualification to be contextualized to meet your needs.

▶ The Workbooks and Assessment tasks for future modules are available immediately via *Webclass*. Any required textbooks will be posted to you.

▶ Your Course Timetable will tell you the Due Dates for each module, and the number of modules in your course, including the elective modules from which you can choose.

▶ The College's role is to keep you on track and provide assistance along the way.

▶ If your course is workplace-based, we also liaise with your employer regarding your progress and determine any on-the-job learning activities that would be beneficial to you.

## 5. Choosing Course Electives

▶ The College has designed most courses to allow a range of “elective” modules. This means you can select the content which best suits the goals you wish to achieve from the course.

▶ At the time of enrolment you are asked to select from any elective module options on your Timetable. If you don't tell us your elective choices, we will select the most commonly studied subjects for you. These can be changed at a later date. You can simply contact your Training Manager to request the change. They can advise you in detail about the content and difficulty of each module.

▶ If the type of electives you want aren't available, simply ask the College if your request can be accommodated.



## 6. Module Due Dates

▶ Webclass specifies your individual module due dates and the planned course completion date.

▶ If you have provided the College with email addresses you may receive reminders of modules that are overdue.

▶ For most courses you may request adjustments to Module Due Dates, subject to modules being completed at regular intervals. Contact the College to request an extension.

▶ The maximum course duration is as specified in the terms and conditions at enrolment.

## 7. The Marking Process

▶ At the end of each Module you will be asked to “demonstrate your competency” i.e. show us you have learnt the module content. You demonstrate your competency by completing set tasks we have designed. This process is called the marking or “assessment” stage.

▶ Assessment generally takes place by way of written assignments, course exercises and quizzes that you complete and lodge for marking on Webclass. You may suggest alternative methods of assessment if you believe they will still meet the “national standards”.

### Keeping a Copy of Your Work

▶ Please retain a copy of all work you submit to the College for marking. Regrettably, the College must ask you to re-do any Assessment Tasks that are lost for any reason.

### Your Results

▶ There are two possible final results once we review your Assessment Tasks. They are:

- Competent i.e. you have demonstrated knowledge of all of the criteria; or
- Competency Not Yet Demonstrated.

▶ If you are advised that an Assessment Task is “Not Yet Competent” you will also be given specific feedback on which questions need to be reviewed. Then you can re-do the required questions and resubmit them to us without having to re-enrol in the course.



- ▶ You are allowed up to three re-submissions for each module without penalty.

### Other Result Codes

- ▶ If you receive a code PA - that indicates that you have only submitted part of the task. Your formal result will be Not Yet Competent until the remainder gets submitted.
- ▶ If you receive a code TComp - this indicates competency requires successful completion of another task.
- ▶ If you receive a code SPV - this means we are waiting on your employer evidence.

## 8. Softcopy of Course Materials

- ▶ Check your Timetable on Webclass so that you download the correct module.

## 9. How to Submit Work

- ▶ Download the assessment task (in Word format) from Webclass
- ▶ Save it to your computer.
- ▶ Open it and type your answers.
- ▶ Save it as you go.
- ▶ Once completed login to Webclass and submit that file under that subject.
- ▶ If you prefer to handwrite your answers; scan the completed Task and upload the scan to Webclass.



### TRAINEESHIPS – require Supervisor Signatures

- ▶ It is required that you print any Assessment pages that require Supervisor signatures.
- ▶ Obtain your supervisor's signatures and other listed details and scan that document and lodge it on Webclass.
- ▶ It is best to lodge this at the same time as you lodge your Assessment Task.
- ▶ Supervisors and Trainees must have signed all Workplace Verification Checklists and the Training Plan

### Send Complete Modules

- ▶ Please only send in Parts of modules if requested to do so by your Student Adviser, or if this is the Instruction in a particular Assessment Task.
- ▶ Use only the College issued task which includes the questions and has been printed with your name.

## 10. Student Responsibilities

Students enrolling agree to:

- ▶ Make every possible effort to meet course module due dates.
- ▶ Make regular progress and complete the qualification within the course time frame
- ▶ Participate in any workplace training provided by your employer or the College
- ▶ Attend any training or progress meetings with the College
- ▶ Notify your employer and the College if you are having any difficulties completing the tasks or workbooks
- ▶ Notify the College if you leave your employer during the term of a traineeship.

## 11. Student Participation Standards

Level of Course	Contact the College	Assessment Submission	Estimated Study Time*
Certificate II or III subjects	Contact us approximately every 2 weeks for 20 minutes	Every 4 weeks submit a completed assessment	2 - 4 hrs pw
Certificate IV subjects		Every 6 weeks submit a completed assessment	4 - 5 hrs pw
Diploma subjects	Contact us approximately every 4 weeks for 30 minutes	Every 8 weeks submit a completed assessment	4 - 5 hrs pw
Advanced Diploma subjects		Every 12 weeks submit a completed assessment	5 - 6 hrs pw

### Why are Student Participation Standards necessary?

- a) The Student Participation Standards advise prospective students of the nature and level of interaction involved to successfully undertake their course before they commit to their enrolment.
- b) The standards have been established as experience shows that students who actively interact with the College, and make regular progress on their course, have a greater level of course completion.

We also recognise that one of the dangers in "distance or online" learning is that people can procrastinate and incorrectly feel they can "do it all in one go". This also means they lose motivation.

### What happens if students don't meet the Participation Standards?

- a) The College, at its discretion, may discontinue a student's enrolment at any stage, where they are not meeting the Student Participation Standards.
- b) Employers of students and trainees will also be advised where an employee / trainee is not meeting the Participation Standards.

## 12. Student's Original Work

- ▶ All work must be your own work. In all Colleges and Universities, submitting work that is not yours is regarded as a serious offence that can result in your disqualification from completing the course. As a minimum, you and any others involved will be required to re-do a new assessment task.
- ▶ If you work with others in study groups, ensure that your submissions are your own work, and in your own words.

## 13. College Notification - Trainees

- ▶ To help you reach your educational goals on time the College policy is to notify your employer via letter if you fall behind by 2 modules, which is generally 2 months of no progress.
- ▶ If no progress is made at 3 months the College will advise the Department of Education (this may be earlier in some states).

## 14. Employer Responsibilities

Employers enrolling their employees as students are responsible for:

- ▶ Providing appropriate on-the-job training, support and supervision
- ▶ Ensuring their employees have access to the full range of work that is required on-the-job to complete the assessment tasks
- ▶ Notifying the College if any matters are affecting their ability to complete the qualification due to work-related barriers
- ▶ Complying with Traineeship requirements if applicable.

- ▶ Sign all Workplace Verification Checklists, Assessment Submissions and Training Plans.

## 15. Obtaining Help

- ▶ You will have been allocated a team of qualified College Student Advisers to assist you.

To contact them:

**T:** 02 4225 9881 or 1800 686 883

**E:** [assessments@accm.edu.au](mailto:assessments@accm.edu.au)

In your email use the subject line Request for Assistance and your name. Include the best contact details and times.

- ▶ If your allocated Student Adviser is not available another qualified Adviser will assist you. Assistance is normally available immediately but



no later than 24 hours.

## 16. Assessment Appeal Process

- ▶ Students have the right to appeal an assessment decision.
- ▶ If you are advised that a module result is Not Yet Competent, but you believe you do have the required degree of competency, and you have provided reasonable proof of this to the College, you may appeal that result.

▶ To appeal a decision you should ask your College Student Adviser to have your work remarked by another Trainer/Assessor, or send this request via the Feedback page on the website.

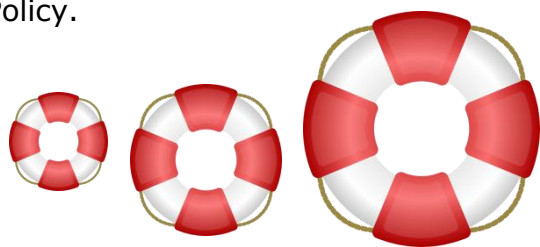
▶ You may be asked to provide a “fresh” copy of your original assessment. The task will be given to another assessor to mark. They will not be told it has already been marked and found to be Not Yet Competent.

▶ The second assessors result will be the official result. For internal development purposes, after this exercise, the two marked assessments will be compared for consistency.

▶ If you are still dissatisfied with the outcome, you may appeal again. You will be asked to explain the reasons for the appeal. In this instance, the College will ask for an independent Assessor to review your assessment.

You will be advised if any costs will be applicable for external review.

▶ Refer to the Academic Appeals Policy.



## 17. Supplementary Assessments

▶ The College will ask students to complete “supplementary” or additional assessments from time to time. For example, we may phone students and arrange a time to ask them some questions about their Assessment Task or set additional questions or activities.

▶ This process is intended to allow the College to validate the assessment methods it uses, be flexible in the way it assesses, and to ensure the authenticity of student work.

A student asked to cooperate in this way, will be regarded as not having completed their Assessment Task until the supplementary assessment is completed to the satisfaction of the College.

## 18. Course Entry Requirements

▶ All College courses are delivered in the English language and require average literacy levels. Specific entry requirements for each course are listed on the Course Brochure.

▶ The Course Brochure will also explain the specific vocational outcomes that each qualification offers, and what qualifications you could progress to on completion.

▶ In some cases you may be required to work in an environment that allows you access to equipment and/or work experience to apply your skills. The College may ask for evidence that you meet the entry requirements.

▶ Refer to the full Student Selection and Admissions Policy on the College website.

## 19. Student Support Services

▶ The College can help by referring you to organisations that can assist you with personal issues that may affect your studies.

▶ Contact details of the external support services available to you are on the Student Support tab on the college website.

- ▶ The College website also links to valuable reference materials to help develop greater awareness of drug, alcohol, gambling and other issues that negatively impact people.

## 20. Health and Safety

- ▶ The College will meet its safety obligations by ensuring the safety of its employees, students and those who visit our workplace.
- ▶ We will ensure our staff and students are aware of and implement the safety procedures in place at their workplace, and any other workplaces that they visit.
- ▶ Students with safety concerns should advise their employer or their College Student Adviser.

## 21. Discrimination and Harassment

- ▶ The College is committed to providing a fair and equitable environment for staff and students; one free of illegal discrimination and harassment.
- ▶ The College does not discriminate based on gender, race, sexual preference, physical or intellectual impairment, age, ethnicity, marital status, pregnancy, religion.
- ▶ Students with concerns in this area should contact the College urgently.
- ▶ Refer to the full Fair Treatment and Anti-Discrimination Policy on the College website.



## 22. Student Disciplinary Procedures

- ▶ If the College has any concerns about the behaviour of a student, including any breach of College Policies, the College will fully and fairly investigate the issue.
- ▶ The student/s involved will be given full details of the College's concerns and the opportunity to address and explain the issue prior to any decision about disciplinary action being taken.
- ▶ The College will then communicate to the student/s the outcome and consequences of its investigations.
- ▶ Where disciplinary action is warranted the College may take action up to and including withdrawing students from their course, without refund or a result being issued. The disciplinary action will reflect the seriousness of the misconduct taken by the student.
- ▶ Appeals are allowed where the student disputes the disciplinary action.

## 23. Privacy Policy Statement

- ▶ Student information will not be provided to anyone else unless the College has permission from the student, or is specifically allowed or required to provide the information by law.

For example, student information is only given to the following bodies where required:

- Federal and State Departments of Education (State Training Authorities)
- Employers where the student is a Trainee
- ASQA the national RTO registering body



- The Student Identifier Registrar (USI)
- Or where the student has signed an Enrolment Form that authorises their employer to be given details.

▶ All employer information obtained will be treated as “commercial in confidence” whether so marked or not. This means it will not be revealed to others without the employer’s permission.

▶ Students may access all their records at any time by simply asking for copies of what they require. Fees may apply on a cost-recovery basis.

▶ The College will contact students by post, phone, fax, email and text. If contact by a specific means is preferred, please contact the College to update your contact details.



▶ Refer to the full Privacy Policy and the USI Policy on the College website.

## 24. Student Complaints

▶ Customer or student complaints are opportunities to obtain feedback on the College’s service performance and to identify ways the College can improve in the future.

▶ If you have any feedback or concerns please let the College know immediately by email or letter to the College Managing Director or on our website Feedback page.

▶ If your concern is private, feel free to contact the College and ask to speak to the Managing Director personally.

▶ After investigation the results of the matter will be conveyed to you in writing, giving full and open disclosure of the reasons. You will also be advised of your right to take the matter further.

▶ Refer to the full [Complaints and Consumer Protection Policy](#) on the College website.

▶ **NSW funded students** can seek further advice and assistance on unresolved complaints through [Smart & Skilled](#). Go to the website [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or call directly on **1300 772 104**



**MAKING IT HAPPEN**

## 25. Training Record Books

▶ Your Training Record book is a way for you to record workplace examples of skills.

It is provided online as the Training Journal section of Webclass.

▶ Each “unit of competency” is included in the Training Journal section of Webclass.

▶ Trainees are required to keep their Training Record Book up to date.

## 26. Course Fees

- ▶ Refer to the Website for current Fee Policy and information.
- ▶ Fees are payable in accordance with your enrolment Terms and Conditions.



## 27. Entitlements to Refunds

- ▶ Refunds are in accordance with the Refunds Policy on the website.
- ▶ In general, Course Fees are not refundable unless specifically allowed under the government-funded program or if offered in writing under a specific course promotion.
- ▶ In line with our values on equity and access, special circumstances will result in this policy being more flexibly applied.
- ▶ Refer to the full Refunds Policy on the College website.

## 28. Language, Literacy and Numeracy Issues

- ▶ LLN requirements are listed in the website course information under entry requirements.
- ▶ Students who have concerns about the level of reading and writing required in the course should contact the College to discuss this issue.

- ▶ As part of the enrolment process the College will identify any specific LLN and other needs that a student may have and agree on available support mechanisms.

- ▶ Where consistent with course requirements students with insufficient language, literacy or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

- ▶ If this is not possible they will be referred to a more suitable course or provider that can better assist them.

- ▶ To apply to enrol in a course, prospective students should first carefully review the Course brochure that includes information on course modules, vocational outcomes and entry requirements. This ensures that you enrol in a suitable course.

## 29. Enrolment Numbers

- ▶ The College allows enrolments throughout the whole year.
- ▶ In courses where a fixed student enrolment number applies, the College will enrol students on a first in basis, subject to students meeting any entry requirements.
- ▶ For specific government-funded programs entry may be restricted to the specific target group specified.

## 30. Forms and Documents

- ▶ All current versions of forms and documents and policies are on the College Website under Forms.
- ▶ If you are unable to access the website, call the College to request any documents needed.



## 31. Copies of Your Records

- ▶ To obtain a copy of your progress records while you are enrolled – go to Webclass and view or print the Progress Report.
- ▶ At the end of your course your Qualification or Statement of Attainment will be issued to you (subject to all invoices for the course having been paid). Copies can be requested for a fee at any time after the course. The Request Form is on the College website. A Fee is payable as indicated on the Form.

## 32. Exemptions or Recognition

- ▶ You may be granted exemptions or credit against particular parts of the course if you have undertaken prior relevant studies or you can demonstrate you already have and use the required competency.

▶ Automatic exemption (Credit Transfer) will be given if you have undertaken a unit of study before and have a Statement of Attainment which details the exact Unit Code. Your course fees include the costs of processing this form of Recognition.

▶ You may request recognition of existing skills and knowledge acquired through your past activities and experiences. In this instance there are very strict guidelines that apply:

- You must be able to provide evidence of your current competency
- Multiple forms of evidence are required against each unit of competency
- Your evidence and skills must be current i.e. up to date and
- The College must be able to validate and verify the authenticity of the evidence.

### To Apply for Recognition

▶ Download the RPL Application in Webclass. Complete it and submit it and supporting evidence to the College under Upload Documents in Webclass.

▶ For requests for exemptions based on past studies you must attach a Certified Copy of the Statement of Attainment listing the unit/s codes OR a College Training Manager must certify that they have sighted and verified the original.

