



# Student Guide to Policies and Procedures

**Acacia Education & Training & Universal Care Training**  
are initiatives of Acacia Group Pty. Ltd. (hereafter Acacia).  
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## **COURSE DELIVERY**

Acacia will:

1. provide all training and assessments and practical activities once the student has commenced study in their chosen qualification or course of study, unless the student submits written notification of their decision to withdraw;
2. ensure, if applicable, that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;
3. ensure that training and assessment occur, where applicable, in accordance with the requirements of the accredited course/endorsed Training Package and, where appropriate, the State or National guidelines for customising courses;
4. ensure all accredited courses are within its Scope of Registration;
5. provide a Student Evaluation Report at mid-way (if applicable) and at completion of courses.

### **Workplace Delivery**

Workplace delivery is 'on the job' with the assistance and support of your employer. Your trainer/assessor will work with your employer to prepare a training plan to help achieve your learning outcomes and goals.

As a workplace student you are required to take responsibility to:

- a. read and maintain training materials as they are issued to you;
- b. self-assess your skills against the competency standards in your training plan;
- c. advise your trainer/assessor if you have previous skills and knowledge you believe are relevant to the current traineeship/course to enable recognition of your prior learning or credit transfer where relevant;
- d. gather a range of documents and other workplace project-based evidence and place them into a portfolio of evidence as you progress through your traineeship/course;
- e. seek feedback from your employer on your progress;
- f. discuss any concerns with your employer or trainer/assessor early so they may assist you to work through your concerns.

### Trainer/Assessor visits

Your designated trainer/assessor will make scheduled visits during which they will:

- a. develop a training plan with you and your employer;
- b. help to identify and assess your current skills and knowledge;
- c. help your employer to develop training strategies;
- d. look at workplace documents which help demonstrate your skills and knowledge required;
- e. discuss any workplace projects that have resulted from the traineeship/course;
- f. ask questions seeking information about your work practices;
- g. seek to source any training resources and equipment required;
- h. observe you at your workplace
- i. help arrange any off-the-job training if this is required;
- j. review your progress to examine whether the on-the-job training is leading towards the level of skill required in the traineeship/course;
- k. monitor your progress throughout the training plan;
- l. confirm any workplace assessments your employer has carried out;
- m. assess the skills during the term of the training program and ask you and your employer to sign off when assessments are undertaken
- n. record the progress on file and store this information confidentially;
- o. ensure that a qualification is issued on completion of the training program.

### **ASSESSMENT**

The assessments you will be undertaking for Nationally Recognised Training are normally competency-based, meaning you are not assessed or compared to anyone else and there is no grading such as a percentage, a mark, a grade, or pass/fail. You will be deemed 'Competent' or 'Not Yet Competent' and you will have the entire duration of the course to demonstrate competency.

The competencies required and assessments for your course are to be clearly stated to you at the beginning of the course.

All trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course. More than one competency may be assessed at any given time.

The following types of assessment methods may be utilised:

- a. Presentation/demonstration
- b. Case study
- c. Essays or written reports

- d. Projects
- e. Questioning (verbal/written)
- f. Workplace observations
- g. Third party reports

Do not regard your assessments as examinations. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice, and the trainer/assessor will be flexible in the assessment methods used.

### **Workplace-based Assessments**

Assessments will be flexible and centred on your daily work tasks. Assessment is used to give you feedback on your progress and measure your skills and knowledge against the qualification requirements and the requirements of your industry.

Your trainer/assessor works in partnership with your employer to perform the assessment responsibilities. Assessments will normally take place with your employer while the trainer/assessor observes your progress. During the process, you may be asked questions and have a chance to show evidence of your achievements.

It is the trainer's/assessor's responsibility to ensure you receive the full scope of information and knowledge required to complete your assessments.

### **Classroom-based Assessments**

Assessments will take place in the training area, or simulated workplace. During the process you may be asked questions and have a chance to show evidence of your achievements.

It is your trainer's/assessor's responsibility to ensure that all students receive the full scope of information and knowledge required to complete your assessments.

### **Assessment Feedback**

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from those assessments. This feedback will be constructive and, if you are found to be 'Not Yet Competent', your assessor will explain to you why, and what you need to do to gain competency.

## **TRAINING ENVIRONMENT**

Acacia will:

1. comply with all laws relevant to the operation of training premises including workplace health and safety and fire safety regulations.
2. ensure any training premises used are of adequate size and have adequate heating, cooling, lighting and ventilation.
3. ensure that training facilities, equipment and other resource materials are adequate for the course or module and are maintained in good order and repair.

### **For study by Correspondence:**

1. A student must have access to an email account to review correspondence from a trainer.
2. A student must be able to communicate with a trainer by one or more of the following methods:
  - a. Phone
  - b. Viber
  - c. Messenger
  - d. Facetime
  - e. Skype
3. A student will be deemed inactive if they fail to respond to two consecutive attempts to contact them during designated contact times by Acacia and its trainers.
4. An action plan regarding the timetable for submission of completed assessments will be negotiated between you and your trainer upon enrolment.
5. Failure to meet these pre-arranged submission dates will deem the student inactive.
6. Inactive students will be withdrawn in accordance with Acacia's standard Policy regarding withdrawing students.

Students have a right to have access to a trainer during pre-arranged training sessions. Their trainer must provide adequate notice if unable to attend.

A student has the right to contact Acacia or their trainer for assistance at any time during business hours and, if they are unable to contact the relevant person immediately, a scheduled return call/contact is to be made by Acacia staff.

### **For study by E-Learning**

1. All students must have reliable access to the internet.
2. All students must have a valid email address.

3. Each user is entirely responsible for maintaining the confidentiality of their account and password.
4. Logins are specific to each individual user and can, at no time, be shared among users.
5. It is the sole responsibility of the user to keep login details secure and confidential. Acacia will not be held liable for any loss or damage arising from your failure to comply with these obligations.
6. All students are required to complete their units in the allocated time period (normally 12 months), otherwise additional charges may be incurred.

## **RECRUITMENT AND SELECTION OF STUDENTS**

Acacia will:

1. advise prospective students of:
  - a. its Scope of Registration;
  - b. application processes and selection criteria;
  - c. fees and costs involved in undertaking the training;
  - d. qualifications to be issued on completion or partial completion of courses;
  - e. competencies to be achieved during training;
  - f. assessment procedures including Recognition of Prior Learning;
  - g. grievance procedure;
  - h. equipment provided and required;
  - i. student support services.
2. recruit students in an ethical and responsible manner consistent with the requirements of courses.
3. ensure that application and selection processes are explicit and defensible, and equity and access principles are observed.

## **COMPLAINTS AND APPEALS**

Acacia recognises the need for students, staff and other clients to have confidence that Acacia will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

**Complaints** can generally be directed at the general performance of Acacia or its staff in the delivery of our services.

**Appeals** may be lodged against an assessment decision or complaint outcome. For assessment appeals refer to the section below.

In the first instance complaints or appeals should be discussed informally with the staff or trainers/assessors involved. Where possible, disputes are managed and resolved informally. However, if the complaint or appeal cannot be resolved informally the student can submit a formal complaint / appeal form. If you require a form, please contact Acacia.

The complaint or appeal will be dealt with promptly. All formal complaints and appeals are to be directed to, and will be dealt with by, the CEO of Acacia Group Pty. Ltd. Contact will be made within 10 working days to arrange a time to discuss your complaint or appeal. You are welcome to bring a friend or advocate to this meeting if that is your choice. Internal complaints and appeal services are free of charge.

### **Assessment Appeal**

If you do not agree with an assessment outcome you should first discuss the matter with the trainer/assessor concerned. If the issue cannot be resolved at this point, then you may lodge a Complaint / Appeal Form with the CEO as above.

### **Resolution**

You will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed, actions will be implemented, and the complaint or appeal will be closed.

### **External Complaints and Appeals**

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process facilitated by bodies such as:

#### **Australian Council for Private Education & Training (ACPET)**

<http://acpet.edu.au/students/student-support>.

There may be a cost involved for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Acacia and you to request applicable documentation.

#### **NSW Fair Trading**

[www.fairtrading.nsw.gov.au/](http://www.fairtrading.nsw.gov.au/)

This NSW government department provides information and assistance for consumer issues.

#### **Training Services NSW**

For programs funded by the NSW Government (such as Smart and Skilled Programs), students may wish to contact Training Services NSW's Customer Support Centre regarding any unresolved complaints or appeals on Ph: 13 28 11 to be directed to your nearest office, or use the enquiry form at

[https://www.training.nsw.gov.au/build/online\\_forms/general\\_enquiry\\_form.html](https://www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)



## **Australian Skills Quality Authority**

ASQA accepts complaints about training providers from all members of the community. ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, all complaints are used to inform regulatory activities. Ph: 1300 701 801 Email: enquiries@asqa.gov.au

### **Record Keeping**

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the student's file and cannot be accessed without a written request to the CEO.

## **STUDENT CODE OF CONDUCT**

All Acacia students are required to act in a courteous and professional manner. We ask that you participate positively in discussions and activities with your trainer and your fellow participants.

If you are ill for longer than a 2-week period, you are to advise your trainer in writing of your upcoming absence. Where applicable, a doctor's certificate is to be sighted by your trainer.

You are to follow the instructions of your teacher/trainer and other Acacia staff, act in accordance with any signage at any training facility and follow any directions of Acacia staff members, as long as they are lawful. You are to complete any reading, assessments and other learning tasks as directed by your teacher/trainer, as long as they are lawful.

We ask that you do not bring drinks or food into training rooms, however bottled water is accepted.

## **STUDENT SUPPORT SERVICES**

Acacia supports students to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course by attempting to:

- a. provide the opportunity for students to participate in services designed to assist them in meeting course requirements.
- b. provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress requirements.

If you feel you need additional support to successfully complete your course, contact your trainer/assessor who will attempt to arrange the support services required.

## **WORKPLACE HEALTH & SAFETY (WH&S)**

All students are to ensure they act in accordance with applicable WHS requirements. You must not act in a way that endangers yourself, other participants, visitors to Acacia or visitors to any training premises being used by Acacia, or Acacia staff. You must also advise an Acacia staff member if you observe any potential WHS risks, and of any incidents where a person has been injured or could have been injured.

### **Drugs, Alcohol and Smoking**

Students must not bring onto any premises where Acacia conducts training and assessment, any illegal drugs, nor consume, or be under the influence, of any such drugs whilst participating in any Acacia class or learning activity.

Students must not consume, or be under the influence of, alcohol whilst on any Acacia premises or premises being used by Acacia, when on work placement, or while participating in any Acacia class or activity. Students under the age of eighteen are not to bring any alcohol onto Acacia premises.

Where a student is, or is suspected to be, under the influence of drugs or alcohol, the trainer/assessor will ask the student to leave the training premises and the student will be issued with a written misconduct warning. In the event of a recurrence, the student will be immediately withdrawn from the course.

Acacia premises, and any other training premises used by Acacia Education & Training, including amenities and grounds surrounding the premises, are strictly non-smoking areas. You are not to smoke anywhere in these premises nor within 10 metres of the building perimeter.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

### **Introduction**

There are different terms used to refer to the recognition of an individual's learning and skills. These include Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer.

*Recognition of Prior Learning (RPL)* is a form of assessment used to determine whether a person has achieved, through formal or informal learning and experience, the required learning outcomes of a module or modules.

*Recognition of Current Competencies (RCC)* is the recognition of competencies acquired and held through prior learning, work experience or life experience. It is the equivalent to assessment against a unit of competency.

*Credit Transfer (CT)* means gaining credit for units completed in another course or qualification, either with Acacia or another RTO (Registered Training Organisation). The student will have been issued a Statement of Attainment or Certificate which contains the unit and which are to be provided to Acacia to apply for Credit Transfer.

Acacia will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other RTO (Registered Training Organisation) as part of an RPL, RCC or Credit Transfer application.

### **Policy**

1. Skills recognition assessment (including RPL) shall be available to all prospective candidates.
2. Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise.
3. Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient, current and authentic.
4. Acacia will ensure that recognition of an individual's learning and skills are considered in any RPL, RCC or CT application, irrespective of how or where they have been acquired. Candidates may apply for recognition of their learning and skills by supplying evidence of:
  - a. Previous recognised training undertaken;
  - b. Work and life experiences;
  - c. Non-formally recognised training undertaken.
5. Skills recognition assessments and outcomes will be recorded, and relevant qualifications/Statements of Attainment will be issued where applicable.

### **Procedure**

1. Information and advice on making application for skills recognition assessment can be obtained from your trainer/assessor or from Acacia Administration on (02) 4751 2300 or email: [info@acaciaeducation.com](mailto:info@acaciaeducation.com) or [info@uctraining.com.au](mailto:info@uctraining.com.au)

2. No additional fees are charged for RPL, RCC or CT assessments.
3. Candidates should lodge their application with Acacia by mail, email or by lodging in person with an Acacia staff member.
4. Applications should include a completed "RPL Application Form". Please contact Acacia should you require a form.
5. Candidates may be invited to attend an interview to discuss the application. Further information/documentation may be requested.
6. An assessment and verification of the application will be undertaken.
7. Applicants will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and qualifications/Statements of Attainment issued.
8. Candidates may appeal a decision. Please refer to the section "Complaints and Appeals".
9. Candidates seeking Credit Transfer must produce the original documentation. By applying for Credit Transfer, the student authorises Acacia to contact the issuing RTO to verify the authenticity of the qualifications or Statements of Attainment. Acacia reserves the right to do so by contacting the issuing RTO and/or referral to [training.gov.au](http://training.gov.au)

## **ACCESS TO RECORDS**

All student records, such as personal details and records of participation and progress are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years; this record is secure and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. To access their records students are required to forward a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

## **COURSE FEES**

Course fees are payable upon enrolment and payment must be cleared prior to the commencement of training. In certain circumstances, where pre-arranged, payments may be made by instalments.

There is no additional fee for the issue of original Certificates and Statements of Attainment except, in some instances, issue of qualifications such as Food Safety Supervisor Certificate or RSA/RCG cards where an additional fee may apply.

Fees do apply, however, for the re-issue of Certificates and Statements of Attainment in the event of loss, or if Certificates or Statements of Attainment have not been received due to a student not having notified Acacia of a change of address prior to the qualification being posted.

## **REFUND POLICY**

Course fees are generally non-refundable once a student has commenced a course, however, fees will be refunded in the following cases:

1. In the event of courses not commencing or continuing due to provider default, e.g:
  - a. The course does not start on the agreed day
  - b. The course ceases to be provided at any time after it starts but before it is completed.
2. If a student cancels their enrolment prior to course commencement and prior to the issue of any course resources or materials.

In the event of refunds issued for student cancellation (item 2 above), Acacia reserves the right to deduct from such refund any administration or enrolment fees, or the reasonable cost of administration or other costs incurred in processing the enrolment.

In exceptional circumstances such as serious illness of the student, matters of a compassionate nature such as the death or serious illness of an immediate family member, students who wish to withdraw from a course after commencing the course may apply for a partial, pro-rata refund of course fees. Acacia reserves the right to retain, in addition to the pro-rata portion of the course fees per the amount of the course completed or attended by the student, that portion of any fees required to recover costs such as for administration or learning resources created or issued, or costs of assessments already performed.

All refund requests must be in writing, together with any supporting documentation if applicable, and will be subject to the consideration of Acacia.

Refunds will be made via Electronic Funds Transfer, and sufficient time should be allowed for inter-bank processing of such transfers.

This policy does not remove or infringe upon the right to take further action under Australia's consumer protection laws.

## **PRIVACY STATEMENT**

Acacia is committed to respecting the privacy of its clients. The following policy discusses how personal information received by Acacia will be dealt with.

Acacia is required by law to comply with the provisions of the *Privacy Act 1988* (also sometimes referred to as the *Privacy Principles Act* or the *Personal Information Privacy Principles Act*) in dealing with its customers.

### **Information Protection Principles**

Acacia must not do anything, or engage in any practice, that contravenes any information protection principles contained in the Privacy Act. In particular, Acacia declares that it will:

1. not collect personal information unless:
  - a. the information is collected for a lawful purpose that is directly related to a function or activity of Acacia, AND
  - b. the collection of the information is reasonably necessary for that purpose;
2. not collect personal information by any unlawful means;
3. collect the information directly from the individual;
4. make the individual to whom the information relates aware of:
  - a. the fact that the information is being collected, AND
  - b. the purposes for which the information is being collected, AND
  - c. the intended recipients of the information, AND
  - d. whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual if the information (or any part of it) is not provided, AND
  - e. the existence of any right of access to, and correction of, the information, AND
  - f. the name and address of Acacia where the information is collected and held.
5. ensure that any information collected is relevant to purpose and is not excessive;
6. ensure that the information is kept for no longer than is necessary, that the information is disposed of securely and that the information is

protected against loss, unauthorised access, use, modification or disclosure, etc;

7. ensure that reasonable steps are taken to prevent unauthorised use or disclosure of the information;
8. help an individual to ascertain whether Acacia holds personal information relating to them, and, if so, the nature of that information, its purpose, and their entitlement to gain access to the information;
9. provide the individual with access to the information;
10. make appropriate amendments (whether by way of corrections, deletions or additions) to ensure that the personal information is accurate, relevant, up-to-date, complete and not misleading;
11. attach to the information, in such a manner as is capable of being read with the information, any statement provided by that individual of any amendment sought;
12. notify recipients of that information of the amendments made;
13. not use the information without ensuring that the information is relevant, accurate, up-to-date, complete and not misleading;
14. not use the information for a purpose other than that for which it was collected unless:
  - a. the individual to whom the information relates has consented to the use of the information for another purpose, OR
  - b. the other purpose for which the information is used is directly related to the purpose for which the information was collected, OR
  - c. the use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual to whom the information relates or of another person;
15. not disclose the information to a third party unless the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person, or the individual to whom the information relates has consented to the disclosure of the information to a third party;
16. ensure that, if personal information is disclosed to a person or body that is a public-sector agency, that agency does not use or disclose the information for a purpose other than the purpose for which the information was given to it;

17. not disclose personal information relating to:
  - a. an individual's ethnic or racial origin; OR
  - b. political opinions; OR
  - c. religious or philosophical beliefs; OR
  - d. trade union membership; OR
  - e. health or sexual activities.

## **QUALITY ASSURANCE AND IMPROVEMENT**

Acacia will:

1. utilise their quality assurance and improvement system, which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.
2. evaluate courses on an on-going basis according to feedback from the Evaluation Report completed by students at the end of each training course.
3. review training programs to ensure that the training is relevant to the industry sector according to our mission and values, and also complies with the requirements of ASQA and other regulatory bodies.