



## **Academy Handbook**

Academy of Career Training  
National Provider Number 30657  
Suite 10, 58 – 62 Water Street  
PO Box 976  
Toowoomba QLD 4350

Phone: 07 4659 5062  
Email: [admin@actnow.qld.edu.au](mailto:admin@actnow.qld.edu.au)  
[www.actnow.qld.edu.au](http://www.actnow.qld.edu.au)



# Welcome!

Welcome to the Academy of Career Training. Education opens the door to new jobs and new careers. Here at the Academy of Career Training, we are dedicated to offering you the best education to increase your opportunities.

## About the Academy

The Academy of Career Training (ACT) is a nationally registered training organisation (RTO). The Academy was established in May of 2001. We specialise in accredited courses to assist you to turn your skills into a new career. We deliver the Certificate IV and Diploma courses for Leadership and Management and Work Health and Safety. We also deliver the Certificate IV in Business Administration and all certificate levels for Drilling Oil/Gas (On Shore) and Well-Servicing.

The staff members at the Academy offer you years of experience combined with a fresh outlook. As an organisation, we are committed to providing the best in quality education. As a relatively small Registered Training Organisation (RTO), we can offer highly customised programs and deliver exceptional customer satisfaction. Our teachers and staff members are leaders in their fields of expertise and we are keen to assist you to achieve your goals.

We can customise short courses for your organisation in topics such as leadership, management, computer skills, communication, time management, customer service, report writing, and risk management. Please contact us to discuss our range of services.

## **Quality Management Focus**

The Academy has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. We follow the Standards for Registered Training Organisations 2015 as our quality assurance system. As a Registered Training Organisation, we offer the highest quality training to issue Australian Qualification Framework (AQF) qualifications.

## **Access and Equity**

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum and the standards of the relevant Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

To this end we will provide training programs and services that are accessible to all people in an environment that is free from harassment. We will seek to provide opportunities for all people to achieve outcomes that meet their personal goals. The Academy operates on the basis of mutual respect.

## **Marketing and Advertising**

The Academy of Career Training markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. The Academy will endeavour to provide all information needed by students prior to their making their decision to enrol in specific courses through the Student Information Sheet for each course.

## Enrolment Procedure

1. Choose the course you would like to study. Information on courses is available on our website, by email or by phoning the Academy.
2. One of our experienced trainers will ring you to discuss your goals and the course requirements.
3. Enrol online, email or fax your enrolment form or visit our administration centre at Level 2, 516 Ruthven Street.
4. You will need to pay a deposit before commencing class.
5. We will then send you a 'Confirmation of Enrolment Letter' and a receipt for payment.

## Credit Transfer

The Academy recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Learners are not required to repeat any current unit of competency in which they have been assessed as competent, unless a license requires this. You may need to provide evidence that your skills are current. Please see your course coordinator upon enrolment regarding Credit Transfer.

## Fees

The total cost for each course is provided to you prior to enrolment. Information sheets for each course detail what is included. Fees are to be paid to the Academy as you progress through your course, and total fees for each course are to be paid by the conclusion of the course in order for you to receive your certificate.

## Refunds

All fees and charges will be outlined to students before enrolment for courses offered by the Academy of Career Training. Should the Academy cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

The terms and conditions of payment for the delivery of training are as follows:

1. A deposit of \$500.00 is required for enrolment. Payment can be made immediately by cash, cheque or credit card otherwise bank details will be provided by Academy of Career Training in the event that the student wishes to pay via Direct Deposit.
2. The entire course fee includes textbooks and other learning resources and does not incur GST. Fees are applied as you study, and you pay as you progress per unit cluster.
3. Confirmation of enrolment will be given upon receipt of the enrolment form and deposit as an indication of entering into a contract with the Academy.
4. Because you pay as you progress, no refund is available to participants who leave before finalising the course or unit of competency unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis at the discretion of the Director.

All monies received are entered into the Academy accounting system and are not accessed until the course commences. The Academy has a comprehensive record keeping system to track payments and ensure pro-rata refunds for eligible students.

## **Cooling off period**

You have 10 business days to change your mind and cancel your course or services with the Academy. During the cooling off period, the Academy does not provide any services. The exception is if you have started course work, attended class, or if you have begun your online course. In this case, your withdrawal from the course will be noted and a pro-rata refund will be provided.

After the cooling off period, no refund will be returned unless you can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis at the discretion of the Director.

## **Our commitment to you**

The Academy endeavours to stay up-to-date with government training requirements. If the national Training Package changes while you are enrolled in the course, the Academy will notify you and negotiate an amendment to your individual training plan so that you can have the most up-to-date qualification. When you complete all the course work and assessments, you will be awarded the Certificate or Statement of Attainment for the work completed.

Should the Academy cease to operate, we will endeavour to find another RTO to assist you to complete your training course. The Academy will forward all records to the appropriate government office within 14 days so that you can access your records. We will issue you with Certificates or Statements of Attainment and include a list of the competencies you have achieved.

## **International Students**

International Students at the Academy will be treated with respect and assisted to obtain their academic goals in Australia. The Academy will be bound to the Education Services for Overseas Students Act 2000.

## **Support Services**

Our quality focus includes a commitment to the success of each participant. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs and student welfare and guidance services. The Academy is committed to flexible learning, customised courses and reasonable adjustment in assessment. In some instances, these services may incur an additional fee. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

## **Assessment in Competency Based Training**

Assessment means collecting evidence about your knowledge and skills and comparing it to a set of competency standards. This comparison will result in a “competent” or “not yet competent” result. If you are deemed “not yet competent”, your assessor will talk to you about what you can do. You may need to participate in more training, gain experience or undertake additional assessment tasks.

It is your responsibility to either complete any written assessments such as exams and projects within the time specified by the trainer or to make alternative arrangements. You must keep copies and resubmit any assignment if a re-evaluation is required.



# Academy of Career Training

---

The Academy is under no obligation to accept or process any assessment item if training and student fees are not fully paid. If this occurs, we will discuss the situation with you. It is Academy policy to allow each student two attempts only at each assessment item. The repeat assessment item will usually be similar but not the same as the initial assessment. You should keep track of your progress by communicating regularly with your trainer.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of your current skills and knowledge obtained through life experience, education, work experience, or previous training. You can apply for RPL for a whole unit of competency or you may be able to negotiate with your instructor to gain recognition for part of a unit.

Recognition of Prior Learning is one form of assessment. This may involve providing a “hard copy” portfolio of evidence. But it may also take the form of examining available workplace documents, discussing work experience, and demonstrating skills and knowledge in the workplace. If you have previous experience but no formal qualification, you may demonstrate competency in the field to gain credit towards a unit of competency.

A flowchart outlining the steps for RPL follows on page 23. You will be required to meet every learning outcome for every performance criteria for each unit of competency. You have the responsibility for gathering your materials together and providing evidence. Please attach certified copies and provide your most recent examples. If you satisfy only some of the criteria, then you may enrol in the course and discuss accelerated progression within the program of learning with your instructors. Please enquire for further assistance in this area and an application form.

## **Sexual Harassment, Workplace Bullying**

The Academy of Career Training is committed to promoting courtesy, trust and respect and to a working environment that is free from workplace bullying and sexual harassment. This organisation finds harassment of any kind unacceptable and will not tolerate it under any circumstance. Should you find yourself harassed in any way, please contact a Senior Staff member or the Director of the Academy.

## **Discipline**

The Academy of Career Training expects participants to abide by Academy policies and to maintain a level of behaviour that displays an appropriate level of respect for other participants, Academy staff and any others involved in the training and assessment process. The Academy will initiate disciplinary measures against participants who engage in any activity that could be determined as illegal, immoral, dishonourable or disruptive to the training environment. Participants must also adhere to scheduled training and assessment times unless otherwise agreed upon by Academy staff.

Where participant behaviour is determined to be inappropriate, the Academy will issue the perpetrator a single warning. If the behaviour reoccurs or persists, the Academy will request the participant to leave the course immediately and cancel the enrolment without a refund.

## Plagiarism

**Plagiarism** is imitating another's ideas and passing them off as your own. Unless acknowledged, the following are forms of plagiarism:

- Copying or using the work of another person, in whole or in part
- Copying an assignment or the work of another student
- Summarising or paraphrasing the work of any other person
- Paying for someone else to complete your work.

Plagiarism is easily detectable and is classified as cheating.

Any student found plagiarising risks receiving no marks for the work completed. Anyone offering their work to another is also participating in cheating. Plagiarism may lead to exclusion from further training upon the discretion of the Academy director. No refund will be offered to someone excluded from training because of plagiarism or copying the work of another.

## Appeals and Complaints

You are encouraged to highlight any issues that cause you concern in dealing with the Academy. Any complaint about any assessment or violation of the Code of Practice will be treated seriously and investigated thoroughly.

Organisational procedures ensure that:

- each complaint or appeal and outcome is documented in writing;
- each appeal is heard by an independent person or panel;
- each appellant –
  - a) has an opportunity to formally present their case, and
  - b) is given a written statement of the appeal outcomes, including reasons for the decision.

Any complaint about any aspect of the Academy will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

### How to Appeal the Results of Assessment

Candidates may seek to formally appeal the results of assessment on any grounds. The appeal must include details of the unit / course and clearly state grounds for appeal.

Notify trainer / assessor within 21 days. Initially the staff member(s) responsible for assessing and issuing results will initially review appeals. Other staff or Academy management may be required to have input into the initial appeals process. Negotiate for re-assessment. You may be required to undertake further assessment tasks or submit further assessment evidence.

All appeals will be handled as quickly as possible. The Academy will provide a written statement of outcome within a further 21 days. Should you believe the appeal is not addressed appropriately, you may formally request to have the appeal

# Academy of Career Training

---

heard by a third party or panel acceptable to all parties to the appeal.

If the appeal is still unresolved, the candidate will be advised of external organisations. The Academy of Career Training has nominated an independent assessor or RTO to act as intermediary in providing independent expert advice in appeal cases. The Academy will make all records available to the independent review body and cooperate in any way as required.

## **Customer Complaints**

Should you have a complaint concerning any matter in relation to the training or the organisation, you may speak to a staff member or the Director of the Academy within 7 days. A verbal or written complaint will be documented and formally viewed by the Director. A response in writing will be forwarded to you within a fortnight notifying you of the result of the complaint and any further action required to resolve the complaint. If the complaint is unresolved the complainant will be given the opportunity to speak formally with the Academy Director or an independent person or panel.

The Training Ombudsman is an independent office that provides Queenslanders with a dedicated support service to resolve training issues or make complaints.

More information on the Queensland Training Ombudsman is available at [www.trainingombudsman.qld.gov.au/](http://www.trainingombudsman.qld.gov.au/)

## Legislative Requirements

### Work Health and Safety Legislation 2011

The Work Health and Safety Act provides a nationally consistent framework for managing health and safety risks across Australia. Nationally uniform laws ensure all workers in Australia have the same standard of health and safety protection, regardless of the work they do. The objective of the Academy of Career Training is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this legislation, regardless of the types of services and/or products they provide or sell.

The Academy of Career Training has systems in place for managing and minimising risk for the accredited courses and services we provide. Visit the Queensland Government's Workplace Health and Safety Website for more information on this legislation [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) or <http://www.safework.nsw.gov.au/> or [www.worksafe.act.gov.au](http://www.worksafe.act.gov.au)

### The Vocational Education and Training (Commonwealth Powers) Bill 2012

The registration of Queensland registered training organisations and the accreditation of vocational education and training courses comes under the jurisdiction of the national VET regulator, the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA's vision is that students, employers and governments have full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organisations. [www.asqa.gov.au](http://www.asqa.gov.au)

## **National Vocational Education and Training Regulator Act 2011**

This legislation aims to provide national consistency in regulation of the VET sector and to this end the legislation enables a national body to regulate RTOs called ASQA, the Australian Skills Quality Authority. This legislation sets the standards for assessments, training, client services, management systems, and governance for RTOs. It also authorises a system of national standards for all RTOs.

### **The Standards for Registered Training Organisations 2015**

The Standards for Registered Training Organisations (RTOs) are the nationally agreed quality arrangements under which all Registered Training Organisations (RTOs) are accredited. These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Academy has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of all participants.

Staff members at the Academy believe in continuous improvement and all staff members adhere to the requirements for trainers and assessors outlined in the Standards for Registered Training Organisations 2015.

[www.asqa.gov.au/standards](http://www.asqa.gov.au/standards)

## **Student Identifier Act 2014**

The Student Identifiers Bill 2014 is an initiative of the Council of Australian Governments (COAG) that provides for the introduction of a student identifier for individuals undertaking a VET course. From 1 January, 2015, all learners will need to have a Unique Student Identifier (USI) to allow the Commonwealth to keep a register of learners completing training. Learners can request a transcript of all their training undertaken after 1 January 2015 from the one website. Learners will have to have a USI in order to receive their certificates.

All RTOs will need to access and verify this number for their students before a Statement of Attainment or Certificate can be issued.

To create your USI online, visit the USI website  
[www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi)

## **Anti-Discrimination Act 1991**

The Anti-Discrimination Act aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by the Academy, including our administrative practices and assessment processes, must take into account the principles established by this legislation. [www.humanrights.gov.au](http://www.humanrights.gov.au)



## **The Further Education and Training (FET) Act 2014**

The [FET Act 2014](#) was introduced by the Queensland Government to provide a legislative foundation for flexible, high-quality training to support an innovative Australian workforce. The legislation regulates the apprenticeship and traineeship system and provides a structure for providing advice on vocational education, training and employment matters to the Government. The Academy is familiar with the Act and abides by this legislation in regard to traineeships and Vocational Education.

The Academy has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

You may read the legislation on the following website:

[www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTmgA14.pdf](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTmgA14.pdf)

For further information on the impact of this legislation, visit the Queensland Department of Education and Training website and the policies and procedures around traineeships:

<http://training.qld.gov.au/about/vet-policies-procedures/apprenticeships-traineeships/procedures/index.html>

[www.qld.gov.au/education/apprenticeships](http://www.qld.gov.au/education/apprenticeships)

[www.training.qld.gov.au/apprenticeshipsinfo](http://www.training.qld.gov.au/apprenticeshipsinfo)

## **Privacy Act 1988**

The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. The Privacy Act was updated in March 2014 and includes 13 Privacy Principles that apply to the handling of personal information.

<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

We at the Academy of Career Training have earned our client's respect and trust. You have our assurance that your personal, financial and health information will remain confidential.

The Academy collects information on Enrolment forms and Student folders that is required by the Australian Skills Quality Authority (ASQA) and is provided to the government for statistical information only. Any information collected is stored safely and securely and is not released to anyone at any time without your permission. The only exception is for government auditing purposes. Information on enrolment forms is information that RTOs are required to gather by the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

Academy clients can apply to access their files. These are available upon request under the Australian Privacy Principles.

Formal complaints regarding release of private information must be in writing and follow the complaints procedures outlined above.

Further information can be obtained from the Office of the Australian Information Commissioner:

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

## **Data Provision Requirements Act 2012**

Under the *Data Provision Requirements 2012*, Academy of Career Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Academy of Career Training for statistical, regulatory and research purposes. Academy of Career Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

# Academy of Career Training

---

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

## **Workplace Relations, Fair Work Act 2009**

Australia's workplace relations system, Fair Work, officially came into effect for employers and employees across Australia from 1 July 2009.

The system is designed to balance the needs of employees, employers and unions and will allow workplaces to become more productive and competitive without taking away workplace rights and basic conditions. Fair Work comprises the national tribunal, Fair Work Australia, and the Office of the Fair Work Ombudsman.

Information on Workplace Relations can be found on the Fair Work website [www.fairwork.gov.au](http://www.fairwork.gov.au)

Entitlements, wages, and information on apprenticeships and trainees for each state can also be found on this website.

## **Copyright Act**

The Copyright Act relates to copyright and the protection of certain material and performances. Generally, one chapter or ten percent of a work can be copied for educational purposes. Specific rules apply to creative works such as music and poetry. This is overseen by CAL (Copyright Agency Limited). If someone wants to use copyrighted material beyond the usual allowance, then permission must be obtained from the copyright owner.

[www.copyright.org.au](http://www.copyright.org.au)

## **The Australian Consumer Law (ACL) 2011**

The Australian Consumer Law (ACL) came into effect 1 January, 2011, and replaces the Fair Trading Act. There is now one consumer law across all of Australia so that consumers and businesses have the same rights and obligations wherever they are located.

Businesses have clear obligations under the Australian Consumer Law. Businesses must not make false, misleading or deceptive claims about a product or service. No product can be advertised if it cannot be supplied. Clients have the right not to be harassed or coerced into purchasing goods. Clients are entitled to see the total price and to be told clearly what that total price includes.

The Academy abides by the Australian Consumer Law in the marketing and advertising of our goods and services. To this extent we strive to provide information that is clear to our clients and provide a service that meets or exceeds expectations.

[www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

## **Working With Children Check – the Blue Card system**

A Working With Children Check is a prerequisite for anyone in child-related work. It involves a national criminal history check and review of findings of workplace misconduct. These checks aim to minimise the risks of harm to children and young people by contributing to the creation of safe and supportive environments. All managers, supervisors, trainers and assessors working with trainees under 18 years old should comply with this legislation. Each state has its own procedures. For further information, check your state agency.

In New South Wales:

[www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check](http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check)

In Queensland:

[www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au)

In Victoria:

[www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au)

# Overview of the recognition process

This process will assist you to streamline the application for recognition of prior learning

