

ENROLMENT INFORMATION

Welcome to the Australian College of Environmental Studies. In order to ensure you receive the highest level of training possible, you will be provided with the best level of service, support and training available. The Australian College of Environmental Studies is privileged to have teaching staff with excellent qualifications and extensive current industry experience. They are well networked and can provide students with excellent resources and contacts. Please familiarise yourself with the following, prior to enrolling in a course.

CONTACT: Suite 2 / 25 Prospect St, Box Hill. VIC. 3128
Phone: 03) 9898 9005
www.aces.edu.au

You can get to our office and training centre using public transport by taking:

- *Tram Services:* Tram stop located on the corner of Nelson Street and Maroondah Highway, Box Hill.
- *Train Services:* You can get off at Box Hill Central Train Station located approximately 350 meters from our location.
- *Bus terminal:* is located at the top of Box Hill Central shopping centre. This is approximately 400 metres from the college.

HOURS OF OPERATION: Our *office hours* are from 9.30am to 5pm Monday to Thursdays, and Friday by appointment.
Our *training and assessment hours* are conducted between 9.30am and 5pm during the week and on weekends. The occasional Friday night class will operate between 6 and 9.30pm. Students will not be required to attend classes outside of these hours.

PREREQUISITES: Students must be at least 18 years of age when starting our courses. Whilst there are no prerequisites for any of our courses, we expect students to be motivated and willing to make the effort to get through their studies.

ENROLMENT: To enrol, students need to submit the completed enrolment form (available in our course guide, our website OR this can be done over the phone), and send it in along with payment for a subject. Feng Shui and Building Biology students will be interviewed (on site or via phone). You will be sent a *Student Acceptance Agreement* for you to sign once we have processed your enrolment. Once enrolled you will be provided with a student handbook and course materials. Feel free to ask our staff any questions you may have and they will be delighted to help.

FEES: Students will be required to pay for a subject that they wish to enrol in (pay as you go). The college is unable to accept upfront payment for the course. The college will not accept nor request fees more than six weeks in advance. To complete the course, Feng Shui students will be required to purchase a compass, volt stick and radiation finder. Building biology students will be required to purchase a combined hygrometer/thermometer, volt stick and FW Bell 4180 gauss meter. For costs, contact the college or refer to www.shop.aces.edu.au If you are required to redo an exam, an additional fee of \$55 is required. The cost to reissue a Certificate is \$55.

REFUNDS & WITHDRAWALS: *On campus students:* Refunds and withdrawals must be provided in writing to the college. The following conditions apply:

- If three or more weeks notice is given before the subject begins, a full refund will be given minus the non-refundable deposit of \$100.
- If less than 3 weeks notice is given, a 50% refund applies (this cannot be less than the \$100 non-refundable deposit)
- Fees are strictly non-refundable and non-transferable once the subject begins.

Correspondence (distance) students: If you wish to withdraw from a subject, you have a maximum of 14 days from the date of enrolment (stated on your covering letter) to return the goods back to the college. The entire student pack must be returned unmarked, undamaged and in its original condition. You will receive a refund for the subject minus the \$100 non-refundable deposit.

ACES reserves the right to cancel or postpone programs. Enrolled students will be given at least 7 days notice in the event of a course being postponed or cancelled. Where cancellation of a course is approved, a full refund will be issued.

RECOGNITION OF PRIOR LEARNING (RPL), RECOGNITION OF CURRENT COMPETENCY (RCC) & CREDIT TRANSFER (CT):

Students who have completed other government-recognised training or who, through prior learning and experience have gained the same skills/competencies stipulated for the modules of the course, may be granted credit upon substantiation of that claim (evidence). A student must present requests for RPL, RCC, CT to Nicole Bijlsma prior to enrolment or during the admission period. The college will abide by the mutual agreements formed between all states of Australia, in the recognition of other RTO's training and certification therein awarded. ACES Training will:

- Provide information to clients/students in all appropriate company materials;
- Recognise accredited training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF)
- Communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

RECOGNITION OF AQF QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS:

The college will at all times abide by the mutual recognition agreements formed between all states/territory of Australia, in the recognition of other RTO's training and certification therein awarded. ACES Training will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

LANGUAGE, LITERACY & NUMERACY:

The college is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and demonstrate mastery of the program competencies. Where possible, the learning activities

maybe modified to compensate for trainees with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be made upon enrolment in a course where it is deemed necessary.

**LEARNING AND
SUPPORT
SERVICES:**

The college has the following services for students. To take advantage of these services please contact Nicole Bijlsma (03) 9898 9005 and she will outline the process for getting assistance with the following services:

- Disability assistance; and
- Language, Literacy and Numeracy assistance

SECURITY:

We conduct all our training and assessment activities within our operating hours. You will be inducted into these procedures including emergency procedures on your first day. Please feel free to ask any questions you may have and we will gladly clarify them for you. To maximise your safety, the venues (Box Hill and Crows Nest) have been specifically chosen due to their close proximity to car parking and public transport. For Friday evening classes, we strongly recommend that students walk to the car park in groups; this will be discussed during class time.

**STUDENT &
GUIDANCE
SERVICES:**

The Australian College of Environmental Studies recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, the college is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counseling services
- Guidance and support with financial requirements specifically related to training and education at the college
- Information relating to occupational health and safety, equal employment opportunity and anti-discrimination policies as is appropriate and relevant and
- In the event that required support extends beyond the college's capabilities, the college will source/give referral information for relevant organisation/s that supply required support service/s

**COMPLAINTS &
APPEALS:**

Any student with a grievance pertaining to training with & the Australian College of Environmental Studies, may exercise their right to raise that grievance and expect that every effort will be made by the College to resolve it promptly, objectively and without prejudice or fear of reprisal or victimisation. This can be service related i.e. communications with administrative staff, training related, safety related or purely dissatisfaction regarding ACES Training or a staff member in general. The college has a documented process for lodging a formal complaint/appeal if such a situation arises. Please contact Katina Benis in the first instance, if you wish to take your concerns further. You will be required to complete a Complaints/Appeals Form. We will act on any complaint found to be substantiated. All formal written complaints lodged will be brought to the attention of the director within 24 hours of being received. The complaint will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required. ACES training will ensure that as far and as fairly as possible, the individual making the complaint is satisfied with the remedial action. The person making the complaint will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working

days of lodging their complaint/appeal. ACES Training will always endeavour to resolve any issues the students may have.

DISCIPLINARY PROCEDURES:

The college adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others. Students will uphold the standards of the college when they are engaged in field trips. Misconduct means any conduct that is prejudicial to the good order and discipline of the college. The following forms of misconduct will not be accepted: wilful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, eating and drinking in class rooms, infringing copyright and consistently attending classes late. Students who are caught cheating, plagiarism, stealing and/ or will face disciplinary action.

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES:

Courses are delivered in a range of ways from face to face lectures distance, facilitated small group activities and/or blended delivery. A range of assessment tasks are used to assess competence from assignments, tutorials, questionnaires, reports and checklists to demonstrations and tests. In the event that a student is unable to meet the assessment criteria, the college will attempt to provide flexible learning and assessments options based on each individual's needs. Whilst the college will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances the college will assist the student in choosing a suitable alternative.

RESULTS:

At the end of the course, students will receive a *Statement of Attainment*. Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full the fee related to the units of competency you have successfully completed. Please contact the college if you wish us to send this to you.

ACCESS, EQUITY & ANTIDISCRIMINATION

The college will not engage in discrimination towards any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of the company, including recruitment, assessment, and customer services. ACES Training will attempt to provide particular service to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However although ACES Training will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

In those circumstances the college will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met. If it becomes apparent that the student will not be able to successfully complete a course due to a special learning need after the student has commenced a course of study, then the college will provide a refund of the full fee less any costs incurred.

GAINING ACCESS TO YOUR RECORDS: You can access your own records at any time provided that you forward a signed written request. However please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraph on privacy and confidentiality rules below.

PRIVACY POLICY: The college follows strict privacy policies in conjunction with Privacy Laws. All forms, files, results and records of any student are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of ACES training and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy Amendment Act 2000 prevents the college from providing any student details to any person other than the student. All matters in relation to enrolment, results, fees or any other issue, can only be discussed with the student unless the enrolment form is signed by a third party, or a letter of permission from the student is provided allowing access to the student's information. Similarly, the Act prevents us from providing any Training Consultant details to any student or other persons regardless of the situation. It is entirely your decision whether or not you agree to a request for access to your records and/or personal information.

CONFIDENTIALITY: The college follows strict confidentiality policies and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participants consent.

LEGISLATIVE REQUIREMENTS: We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for. This legislation is continually being updated and all staff are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au> and <http://www.dms.dpc.vic.gov.au/> The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services to Overseas Students (ESOS) Act 2000

- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2001

State Based Legislation

- Victorian Registration and Qualifications Authority Act 2007
- Vocational Education and Training Act 1990
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Children and Young Persons Act 1989
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulation 2001

ANY QUESTIONS?

If you have any questions regarding any aspect of our training please call us and we will be happy to help you with your queries.