



AUSTRALIAN COLLEGE OF
ENVIRONMENTAL
— STUDIES —

Nationally Recognised Training Organisation Provider No. 21740

STUDENT HANDBOOK

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OUR COMMITMENT

Welcome to the Australian College of Environmental Studies (ACES). To ensure you receive the highest quality education and a positive learning experience, we aim to provide you with a high level of service, support, training delivery and resources.

Our courses will provide the knowledge and the skills required to be a professional consultant and help you see and learn things you have perhaps never considered before. As a result, your perspective about the built environment will change. Never again will you be able to walk into a building without noticing the stale air, chemical smells, furniture placement, its lack of vitality and fatigued-looking occupants. Your work as a consultant will improve the health of families and, as an industry, provide great benefits to the community at large.

ACES is privileged to have teaching staff with excellent qualifications and years of extensive industry experience. They undertake work in their fields of expertise in order to keep up-to-date with industry needs and are well networked.

This handbook introduces you to the college policies, procedures and guidelines and will assist you to get the most benefit from the course and reach a successful outcome. ***It is important that you read and understand the information contained in this handbook before you commence the course*** and download the most current version (available under Student Resources). Failure to follow college procedures and guidelines could mean you do not achieve your goals or may even result in a termination of your enrolment. Feel free to ask our staff any questions regarding the content in this handbook or any other matter relating to enrolment and the course. You will also find further helpful information on our website.

We wish you well in your studies and remember we are here to help you succeed!



Nicole Bijlsma (Principal)
ND, BHScAc(HONS), Dip Building Biology, PhD candidate

STAFF

The staff are here to assist you with any query you have in relation to your training at the college.

Principal: Nicole Bijlsma (nicole@aces.edu.au)

Admin officer: Sandy Lynch (sandy@aces.edu.au)

Trainers: Our trainers and industry specialists are profiled on our website under 'About Us/Meet the Team'. Your trainer's name and contact details will be provided when you enrol in a subject. The trainers belong to a professional association that require them to undergo ongoing professional development. You can be assured of up-to-date methods being utilised by our trainers.

Trainers employed by ACES must meet Australian Government accreditation requirements and have as a minimum:

- TAE40116 Certificate IV in Training and Assessment – a nationally accredited teaching qualification
- The qualification/s or competencies equal or higher to those they are training and assessing
- Demonstrated current industry skills and knowledge directly relevant to the training/assessment they deliver
- Continued professional development of their knowledge and skills of Australian Vocational Education and Training (VET) and the Australian Qualifications Framework (AQF)
- Any special qualification/s and experience relevant to the curriculum they are training and assessing.

COLLEGE CONTACT DETAILS

Students are encouraged to contact the college via one of the following methods:

Telephone: 1300 889 845

E-mail: info@aces.edu.au

Website: www.aces.edu.au

Postal address: PO Box 188, Warrandyte. VIC. 3113

Head office: Unit 4 / 653 Mountain Hwy, Bayswater. VIC. 3153

Our *office hours* are by appointment only and we are closed on public holidays. Live zoom meetings and field training is conducted between 9am and 5.30pm during the week and on weekends. Mould testing students will be required to participate in an evening zoom session one week after the field trip, to discuss the laboratory results. The date will be provided during the field training.

Please send all correspondence to the college postal address.

TIMETABLES

Timetables are published on our website (www.aces.edu.au)

STUDENT CONTACT DETAILS

It is a requirement that we have your correct name and contact details while you are enrolled with us. If you change your contact details, please let us know as soon as possible. ACES cannot accept responsibility for not advising students of changes or latest information if the student has not updated their contact information.

COURSES

Accredited Courses

The courses have been developed to provide the knowledge and the skills to become a competent and professional consultant, and are *not* designed to enable students or graduates to become trainers/educators in this field.

ACES currently offers two nationally accredited courses:

(10189NAT) Certificate IV in Feng Shui
(10194NAT) Advanced Diploma of Building Biology

Accredited courses and the units of competency which make up the course are allocated national codes which are listed on the government's national register website (training.gov.au). They include (10189NAT) Certificate IV in Feng Shui and (10194NAT) Advanced Diploma of Building Biology. Each subject is aligned to a unit of competency (UOC) which has been accredited by the Australian Skills Quality Authority (ASQA).

The nationally accredited **Certificate IV in Feng Shui** course is recognised by the Association of Feng Shui Consultants (AFSC) and the International Feng Shui Association (IFSA). The Feng Shui course consists of six subjects: five core and one elective. Three subjects are held online: Feng Shui Foundations, Healthy Home and the elective subject, either Chinese Astrology Foundations OR Business Smarts. Online subjects can be started at any time of the year. In contrast, the three on-campus subjects: Create a Sacred Space, Geobiology and Advanced Feng Shui involve online zoom sessions PLUS self-directed online learning PLUS field training (held in Perth, Adelaide, Melbourne, Sydney and Gold Coast). Click [HERE](#) for the timetable. Note: students must successfully complete the Feng Shui Foundations subject online before they are eligible to enrol in the Advanced Feng Shui subject.

The nationally accredited **Advanced Diploma of Building Biology** course is recognised by the Australasian Society of Building Biologists (www.asbb.org.au) and consists of eleven subjects: ten core and one elective. Eight subjects are available online and students can enrol in these at any time of the year. The remaining three on-campus subjects: Air Sampling, Electrobiolgy and Mould Testing involve live zoom sessions PLUS self-directed online training PLUS field training (held in various states).

Click [HERE](#) for the timetable. Note students must successfully complete the Air Pollution and Electricity Fundamentals subjects prior to enrolling in the Air Sampling and Electrobiolgy subjects respectively.

This accreditation confirms that these courses are:

- nationally recognised
- meets an established industry, enterprise, educational, legislative or community need
- provides appropriate competency outcomes and a satisfactory basis for assessment
- meets national quality assurance requirements
- aligned appropriately to the AQF where it leads to a qualification.

Non-accredited courses

The College also offers a variety of non-accredited short courses including Electromagnetic Field Testing Technician, Mould Testing Technician, and Building a Healthy Home course. Refer to the [ACES website](#) for further details.

SUBJECT AND UNIT MAPPING GUIDE

ACES courses are made up of several Unit of Competencies delivered under a number of subject headings. The tables below show the mapping between the subject titles and the Units of Competency. All college course resources are reviewed regularly to ensure validity and currency against industry best practice.

(10194NAT) Advanced Diploma of Building Biology

The nationally accredited Building Biology course consists of eleven subjects - ten core and one elective (three elective subjects to choose from):

Subject	Core / Elective	Unit of Competency	
		Unit Code	Title
Air Pollution	Core	BLDBIO601	Conduct an indoor air quality assessment
Air Sampling	Core		
Building Materials	Core	BLDBIO604	Apply building biology principles to assess and recommend building materials
Business Skills	Elective	BSBSMB404	Undertake small business planning
Children's environmental health	Core	BLDBIO606	Create a healthy home for children
Design a healthy home	Core	BLDBIO607	Apply building biology principles to design a healthy home
Electricity Fundamentals	Core	BLDBIO602	Conduct an electromagnetic field assessment
Electrobiolgy	Core		
Feng Shui Foundations	Elective	CFSFCA401	Conduct a form and compass school assessment
Geobiology	Elective	CFSGEO401	Conduct a geobiology assessment
Mould Testing	Core	BLDBIO605	Conduct a mould assessment

Research Methods	Core	BLDBIO608	Apply literature research findings to hazards in the built environment
Water Pollution	Core	BLDBIO603	Conduct a drinking water assessment

For more detail regarding the knowledge and skills taught in each subject in the Advanced Diploma of Building Biology, download the [Learner Guide](#) available on the ACES website.

(10189NAT) CERTIFICATE IV IN FENG SHUI

The nationally accredited Feng Shui course consists of six subjects- five core and one elective (two elective subjects to choose from):

Subject	Core	Unit of Competency	
		Unit Code	Title
Advanced Feng Shui	Core	CFSFSA401	Conduct a flying star school assessment
Chinese Astrology Foundations	Elective	CFSCAR401	Conduct a Chinese astrological reading
Create a Sacred Space	Core	CFSSSA401	Conduct a sacred space assessment
Feng Shui Foundations	Core	CFSFCA401	Conduct a form and compass school assessment
Geobiology	Core	CFSGEO401	Conduct a geobiology assessment
Healthy Home	Core	CFSHHH401	Identify health hazards in the home
Business Smarts	Elective	BSBSMB301	Investigate micro business opportunities
		FNSFLT401	Be money smart through a career in small business

For more detail regarding the knowledge and skills taught in each subject in the Certificate IV in Feng Shui, download the [Learner Guide](#) available on our website.

COURSE DELIVERY DETAILS & DATES

Flexible learning and assessment

Courses are delivered in a range of ways from self-directed online learning, live zoom classes and field training. The ACES online platform uses MOODLE software. In the event a student is unable to undertake the assessment in its normal style/format, the college will attempt to provide assessment 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.

Field trips and live zoom sessions

All field trips and zoom sessions are compulsory. Students are required to have access to a personal computer or digital device with internet connectivity, camera and audio capability when participating in zoom sessions. It is a requirement, that the camera remains on throughout the duration of the session as evidence of the student's participation in the course. Under no circumstances are persons not enrolled in the subject permitted to participate or access the zoom meeting. If evidence comes to light that unenrolled persons had access to the zoom sessions without prior permission from the college, disciplinary action may be taken.

If a student plans to go on holidays or has another commitment whereby they will miss a field trip and/or any of the zoom sessions, they must notify the college and re-enrol in another class. Failure to notify the college *before* the beginning of the zoom class or field trip, will result in being withdrawn from the subject. Dates of zoom sessions and field training are listed on the Timetable on the college website. Field training will not exceed 9 hours in any one day and is normally conducted in an actual client's home. Details of the home will be provided at least one week prior to the assessment.

Any practical fieldwork/excursions that are not part of the timetable or not supervised and authorised by the CEO of the college, are not covered by the College insurance policy. In these cases, the College recommends that each student takes out their own insurance to cover them against any negligence that may arise outside of the college.

CLASS CANCELLATION

Field training and zoom sessions will only go ahead subject to sufficient numbers. A decision to cancel a field trip or zoom session will be determined at least two weeks prior to the start of the session. In this circumstance, the college will offer a full refund or the option to transfer funds to another subject/class. The college will not be responsible for the cost of cancelling flights or accommodation should a class be cancelled due to lack of numbers. Students are strongly encouraged to take out travel insurance.

ACCESS, EQUITY & ANTI-DISCRIMINATION

ACES makes every effort to increase opportunities for student participation in our courses. The college will not discriminate against any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical ability where there is no risk to others. This policy applies to all services and operations of the college, including recruitment, enrolment, training and assessment, and student services.

ACES will attempt to provide services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. 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, the college will provide a refund of the full fee less any costs incurred.

ACES recognises and is aware of its legal obligations under Commonwealth legislation, including the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Australian

Human Rights Commission Act 1986, Disability Discrimination Act 1992, and the Age Discrimination Act 2004, as well as individual State and Territory laws.

The Executive Officer will ensure all information regarding access and equity is effectively and clearly disseminated to all staff and students within the college. All access and equity issues are managed according to college policy and procedures and in accordance with legal and governing body requirements. All staff have a responsibility for the implementation of ACES's access and equity procedures. In the event that current facilities are insufficient to cater for a minority group or individual client/staff, the college will comply with all reasonable requests to ensure adequate alternative arrangements are made until such time as a permanent solution can be implemented.

AUSTUDY

Austudy is not available to Building Biology students. Feng Shui students who plan to undertake a full-time load and complete their training within ten months, may be eligible to apply for Austudy. To determine eligibility, students should contact Centrelink as this will be based on residence requirements and a personal income and assets test. Further information is available from <http://www.humanservices.gov.au/customer/services/centrelink/austudy>

COURSE	FULL TIME LOAD
Feng Shui	Six subjects in ten months

If Centrelink has approved eligibility, the Feng Shui student will need to enrol and pay ACES for at least one or more subjects and obtain a letter from the college to verify enrolment (to be sent to Centrelink). Mandatory reporting requires the college to notify Centrelink twice yearly how the student is progressing through the course (i.e. % of subjects completed). Any change in circumstances that delay completion, should be notified immediately to Centrelink, as failure to do so may result in penalties that require the student to pay back the government.

FREQUENTLY ASKED QUESTIONS

You will find answers to many questions commonly asked by students in this handbook. Here are the most frequently asked questions.

How long do I have to complete the course?

Students enrolled in the **(10189NAT) Certificate IV in Feng Shui** have a maximum of two years to complete all six subjects in the course (ten months if you are receiving Austudy). Once you enrol in a subject, you have a maximum of 12 weeks to complete that subject (extensions of up to four weeks are available).

Students enrolled in the **(10194NAT) Advanced Diploma of Building Biology** have a maximum of four years to complete all subjects in the course. Once you enrol in a subject, you have a maximum of 12 weeks to complete that subject (extensions of up to four weeks are available).

I have not studied for many years. Will I be able to cope?

Most of our students are mature age (30 to 60 year old) females who have no educational or experience in the building or health industries. Some but not all have undergraduate degrees, however we assume no knowledge or skills prior to enrolling in any of our courses. Our learner resources, field training and supportive trainers will assist you in your return to study.

How do I write an essay?

Refer to the *Referencing Guide* for details on writing essays and referencing sources of information. The college has also produced two 30-minute videos on *How to do Research* and *How to Reference* which you will find in the Student Resource section when you go online. Feel free to discuss any concerns you have with your trainer or administrative staff *before* your assessment is due.

Do I need computer skills?

Yes, it is a requirement that you have access to and are able to use a computer that has internet connectivity. You should be able to use *Word* in order to write essays and reports, and be able to *search the internet*. All subjects require you to submit typed assessments and reports. If you are not familiar with how to use a computer, use word software and access the internet, we strongly suggest you undertake a course at TAFE or a Neighbourhood community house before enrolling in the course or at least arrange someone to type the assessments on your behalf.

How much homework is there?

Do not underestimate the time it will take for you to successfully complete each subject. You should set aside around *10 hours of homework time per subject per week over 12 weeks*. Each subject has been broken down into week blocks, to assist you getting through the subject in the required timeframe.

Do I need to buy any books?

You will have access to a comprehensive manual and videos of the lectures, many of which contain a list of useful websites where you can access more relevant information. This significantly reduces the amount of books required in the course.

Feng Shui students are required to purchase the *Healthy Home Healthy Family* book by Nicole Bijlsma (\$39.95) available at www.buildingbiology.com.au.

Building Biology students are required to purchase four books: *Healthy Home Healthy Family* (Nicole Bijlsma) (\$39.95), the *Electrical Principles* (Peter Phillips) (\$110), the *IICRC R520-2015 Reference Guide for Professional Mold Remediation* (3rd ed) and the *IICRC S520-2015 Standard for Professional Mold Remediation* (3rd ed). The remaining resources can be downloaded free on the internet.

Do I need to buy any equipment?

Feng Shui students will need to purchase a compass (\$30), feng shui template (\$70) and radiation finder (\$70). Students will receive a dowsing rod in the Geobiology subject. Building Biology students will need to purchase a combined hygrothermometer (temperature and humidity) as part of the Air Pollution subject at their local electronics store; this is also available as an app for iPhones. The college will provide all the

necessary equipment required to participate in the field training for the electrobiology, air sampling and mould testing subjects.

How will I be assessed?

Assessments are not marked as a Pass or Fail. Assessments will be judged against the performance criteria of the national competency standards. ACES will assess your competency using a range of evidence from reports, checklists, questionnaires, essays, online quiz and practical demonstrations. Assessment tasks for each subject are documented under 'Assessments' when you log online or in the Learner Guide on the ACES website.

Once I have completed a subject, can I still access the course material?

Once you have successfully completed a subject, you will be logged out and the subject will be removed from your file. We encourage students to download the course materials whilst they are enrolled in the subject, but these materials must not be distributed to any third party or delivery of any training for financial gain outside of the college without prior permission from ACES. Failure to do so may breach Copyright laws and legal action will be taken.

PRE-COURSE AND SUBJECT INFORMATION

Pre-course assessment may be used to determine whether applicants have appropriate language, literacy and numeracy skills to enable a successful outcome in their chosen course. If pre-entry criteria apply to your course, including specific knowledge or skills, you will be assessed by appropriately qualified staff.

Students should download the [pre-enrolment information](#) including details of pre-requisite subjects, learning strategies, resources provided and required, assessment requirements, timeframes and attendance commitments from our website under the tab 'Enrol'. Students are required to complete the [online enrolment form](#) prior to starting the course.

Required Language, Literacy and Numeracy (LLN)

Courses are delivered in a range of ways to allow for various adult learning styles to be accommodated and include self-directed online training, live zoom sessions and field training. A range of assessment tasks are used to assess competence, including online quizzes, questionnaires, checklist, reports, essays and practical demonstrations. In the event that a student is unable to meet the assessment criteria, ACES will attempt to provide alternative 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 or continue a student in a course 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 where possible.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning relates to an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through work experience, employment, formal courses and informal training (not accredited) and other life experiences. Prior to completing the RPL form, we encourage you to talk to us about your intention to apply for RPL in order to gain a better understanding of the chances of your success. You should also read the *learning guide* for the subject that you are intending to apply for RPL (available on our website). In the event you assess yourself as meeting the elements, performance criteria and assessment requirements of the subject, you should complete the RPL form and submit it along with a non-refundable fee of \$250 for each subject you wish to apply for, along with any relevant documentation (evidence). This fee is non-refundable regardless of the outcome. All the information will be assessed in accordance with the principles of assessment and the rules of evidence and the student notified of a decision by the college within 21 business days of receipt of the application. Please keep in mind that we are closed over the Christmas season and reopen mid-January.

Evidence may include, but is not restricted to:

- Certified copies of previously acquired academic transcripts
- A description of previously undertaken course content (including aims, objectives and assessments)
- Documentation of the life / work skills obtained together with relevant referees' contact details for verification
- Reports or other work-related documents you have personally completed (please adhere to confidentiality requirements)
- Your personal resume if applicable
- If you are applying for an exemption from the Business Skills or Business Smarts subject, you should submit a personally prepared business plan
- Further information and evidence suggestions are provided in the RPL form.

CREDIT TRANSFER / MUTUAL RECOGNITION

Credit Transfer relates to formal qualifications or units of competence that have been gained from previous study at a recognised training organisation or TAFE (like those documented below). ACES recognises the qualifications and statements of attainment issued by other RTOs. ACES staff may communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment. As evidence, students will need to attach their 'Statement of Attainment' which has been certified by the appropriate authority or provide the original testamur from the RTO and in addition, complete the Credit Transfer Form. Fees do not apply for this application.

Building biology students who have completed the *BSBESB401 Research and develop business plans* unit from a Registered Training Organisation (RTO) or TAFE will be granted a Credit Transfer.

Feng Shui students who have completed any of the following units from a Registered Training Organisation (RTO) or TAFE will be granted a Credit Transfer for this unit.

- BSBSMB301 Investigate micro business opportunities

- FNSFLT401 Be money smart through a career in small business

DEFERRING AND/OR REPEATING A SUBJECT

This applies to students who:

- Wish to postpone their studies to a later date
- Students who are unable to complete the assessments within the time period specified for whatever reason
- Students who were deemed NOT COMPLETE for a subject despite three attempts

Students cannot defer a subject indefinitely due to the time constraints required to qualify for the Certificate IV in Feng Shui (2 years) and Advanced Diploma of Building Biology (4 years). Students who defer a subject or need to repeat a subject, will be charged 50% of the normal full fee cost of that subject regardless of their circumstance for deferring.

FEES, CHARGES & PAYMENT OPTIONS

The nationally accredited Feng Shui and Building Biology courses are GST free. Prices for individual subjects and for the entire course are published on our website.

The college does not accept upfront payment for the entire course. Payments for individual subjects can be made via credit card over the phone (1300 889 845) or direct deposit into the ACES bank account (contact the college for details). Students enrolling in online subjects are required to pay the subject fee before they are provided with their Username and Password. Students with outstanding fees will not be provided with a statement of attainment or qualification until full payment is received.

Full time Feng Shui students may be eligible for Austudy and should refer to Centrelink for more information. Additional costs required for textbooks and equipment for each course are listed on the ACES website. Other charges will apply if for example you require the college to reissue a Statement of Attainment or Certificate.

Payment options (QuickaPay)

We understand not all students have the resources to pay for subjects upfront, so you may want to consider using QuickaPay.

Conditions

- Payment options are only available for the Mould Testing, Electrobiolology and Air Sampling subjects in the Building Biology course.
- This option is not available for online subjects, or subjects in the Feng Shui course
- Repayments are fortnightly, one upfront and five additional over a ten-week term.
- A one off \$25 fee is charged for every subject that uses the QuickaPay system. No other charges apply.
- Failure to pay an instalment by the due date, will result in a reminder and, if this is ignored may result in being withdrawn from the subject.
- Students will not receive an academic transcript, an award or Statement of Attainment until all course fees have been paid in full.
- For more details regarding the QuickaPay system, click [HERE](#).
- If you wish to use the QuickaPay system, contact the college.

REFUNDS AND WITHDRAWALS

Students are required to complete the online enrolment form prior to commencing their first subject. Failure to complete the online enrolment will cause their course login to be suspended and may lead to the course login being cancelled. Refunds are not provided where a course is cancelled due to a student not providing a full enrolment form.

Online subject: Once you have received your login details, you have up to seven (7) days from the date of the email to notify the college in writing (email) why you wish to withdraw from the subject/course. Subject to the withdrawal being in line with Australian Consumer Rights for cancelling a service, you will receive a refund for the subject minus a \$100 enrolment cancellation fee (per subject). Beyond the seven days from the date of the email, no refund will be given.

On-campus subject: If you wish to withdraw from an on-campus subject that you have paid for and notify the college in writing, you will receive a refund under the following conditions providing you have not accessed the online course materials for more than 7 days: if three or more weeks' notice is given before the zoom class begins, a full refund will be given minus the non-refundable deposit of \$100; if less than 3 weeks' notice is given before the zoom class begins, then a 50% refund applies; fees are strictly non-refundable and non-transferable once the zoom class or field trip begins. Transferring the funds to another subject maybe negotiated providing the withdrawal occurs at least seven days prior to the zoom class starting. A \$100 transfer fee applies. Withdrawals must be emailed to: info@aces.edu.au

ATTENDANCE, ABSENTEEISM, DEFERMENT

Field trips and zoom sessions

All field trips and zoom sessions are compulsory. Students be visually present during all online zoom sessions to confirm their attendance and turn up and participate in all field training from start to finish. Trainers maintain a student attendance record for all field trips and online zoom sessions. Please ensure your attendance has been noted. Partial absences will be recorded and may impact on your subject outcome. If a student is late or leaves a course activity early, this will be recorded in the class roll. Records of student attendance may be requested by relevant government bodies (Centrelink, ASQA).

Active participation in learning

This involves your demonstrated commitment to the learning tasks and activities during zoom classes and field training. Examples of this could be responding to online quizzes, participating in client interview, commenting during visual inspections, undertaking EMF and mould mapping, using technical equipment, downloading documents to the student dropbox, completing learning tasks within agreed time frames, conducting research within a report and essay, and the willingness to engage in group field training.

Absenteeism

If you know in advance that you will not be attending or participating in a learning activity, you should inform the college as soon as possible via email or phone. It is imperative that you contact the college in the event that you will be absent from a zoom class or field trip.

If your absence from a learning activity (zoom session / field trip) is unplanned and completely unavoidable, you need to advise the trainer or college as soon as you are able. In the event this occurs, you will need to transfer into another zoom class / field trip which will incur a \$100 admin fee.

Deferment of Studies

Once you have enrolled and commenced in a course, you can generally not defer studies, except on the grounds of compassionate or compelling circumstances, unless you can provide a registered medical practitioner's certificate or documents proving other exceptional circumstances such as bereavement. Please contact Nicole Bijlsma (nicole@aces.edu.au) if such a situation arises.

COPYRIGHT

The college logo and all documentation produced by the college including manuals are covered by copyright laws. As such, no part of these documents, including contents, pictures and layout or the ACES logo maybe reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or to be used for educational purposes or otherwise without prior permission from the College. However, copyright legislation enables students to reproduce copyrighted materials for personal research or study providing the copying is 'fair'.

The Copyright Act deems 'fair' to mean:

- an article in a periodical publication (e.g. a journal article)
- more than one article if on the same subject matter
- a *reasonable portion* which is generally 10% or one chapter if the work is a published edition of 10 pages or more; or 10% of the words if in electronic form.

Copies may also be made under permission from the lawful copyright owner of the material. If permission has been granted by ACES, the copy must always show that it is being used with permission. Students and/or graduates who provide training or courses using the college resources are in breach of their contract (signed on enrolment) and may result in legal action.

ASSESSMENT REQUIREMENTS

Students must comply with all assessment requirements as specified by the college. Details of assessments are provided with each subject and are also found on the Learner Guide available online.

Competency based assessment

As a government registered training organisation, we are required to ensure that you are competent to perform the tasks required to work in the field of Building Biology and/or Feng Shui. Competency Standards are used throughout Australian industry and vocational education. They describe what an industry sector expects as effective performance in the workplace. *Competency based assessments* focus on the skills and knowledge required to perform the task to the standard expected. Competence can be demonstrated through satisfactory completion of all of the assessments for each subject.

Due dates

Assessment due dates for online subjects are provided with the introductory email sent from the college on the day of enrolment. Students who are unable to submit the assessments within 12 weeks from the day of enrolment, must submit an online Extension form *before* the due date (available under Student Resources), otherwise it will be assumed that you have withdrawn from the subject.

Assessment format and submission

Assessments must be *typed* and, where required, *referenced using the Harvard Referencing System*. The font size should be 11 or 12, and the style should be easily readable such as Times New Roman, Tahoma, Arial, Verdana or Comic Sans. Paragraphs should be single (not double) spaced. All pages must be numbered and it is recommended that your name and subject code or title is included in either the header or footer on every page of your submitted work.

The college is required to keep electronic copies of all students' work for the purpose of demonstrating quality assessments, detecting plagiarism and for audit purposes. As a result, you will be required to *upload your assessments online* (through your student portal). You must keep your own personal electronic or hard copy of all of your assessments as a backup of your work.

Students are required to upload the original assessment and, if it is not satisfactory *will be entitled to resubmit up to two more times*. If the third submission is not satisfactory, the student will be withdrawn and will need to re-enrol in the subject (cost involved) and undertake further learning before submitting assessments.

Missed or late assessments

Students who do not submit an assessment on time AND who do not submit an online Extension form will be withdrawn from the subject and will need to re-enrol at an additional cost (half the cost of the subject).

Online Quizzes

Online quizzes do not have to be completed in one attempt (multiple attempts permitted). We therefore recommend that you read the questions and find the answers as you progress through the course materials. Once you have commenced the quiz, you can save your responses and resume the quiz at a later time, continuing where you left off by selecting the "Finish attempt..." option, which is displayed at the top right of the quiz page immediately underneath the numbered question boxes which indicate which questions you have responded to. The clock will stop when you exit the quiz, and resume when you re-enter to resume the quiz.

All responses are automatically saved when you select the "Next" button at the end of a section. However, if you exit the quiz before reaching a "Next" button and without selecting the "Finish attempt ..." button, all your responses entered since the previous "Next" button will be lost upon exiting. Furthermore, if you commence answering quiz questions, and then leave the computer for an extended period of time (30 minutes or more), your session may "Time Out", meaning that your previous unsaved responses will be lost when you return. Therefore, always save your responses using the "Finish attempt ..." button before vacating your computer for any long period of time.

Online Quiz/Test (Advanced Feng Shui subject)

We recommend that you attempt the online test only after you have submitted and successfully completed the Feng Shui report. This must be done within four weeks of completing the report otherwise an additional \$100 fee may apply. The online test will assess competency in the Form, Compass and the Flying star school and is an open book quiz so you may use all of your notes. Once logged on, you have a maximum of 3 hours to complete it after which it will automatically shut down. Whilst this is an open book test, be mindful that if you don't know your work, you risk not finishing the exam in the required 3 hour time limit. If you log off before you answer all the questions, you will not be provided with another go and an additional fee (of \$100) will be charged to redo the online test at a later date. A student must achieve 60% in this test for satisfactory completion of the Advanced Feng Shui subject. We strongly suggest that you do the test during business hours (Eastern Standard Daylight Time) so that you can ring the college in the event you need assistance. Your trainer is available to discuss your results in person or over the phone.

Our staff are not trained in providing technical or computer support and the college *will not be held responsible for any computer, internet, technical and electrical failures at your end*. In the event this occurs whilst undertaking the test, you will be provided with another opportunity to sit another exam at an additional cost of \$100.

Students who fail the online test, will be required to sit a supplementary exam providing their mark for the original exam is not below 50%. Students who do not achieve at least 50% for their first attempt are not permitted to sit a supplementary exam and will be required to repeat the subject. To organise a supplementary exam, contact the college to arrange a time along with the \$100 fee. Dates and times for completion of the supplementary exam should be negotiated directly with *student services* (not your trainer) following approval of the application. The day and time for the test will ultimately be determined by student services.

ASSESSMENT OUTCOMES AND RESULTS

Once you have submitted your assessments, your assessor (trainer) will determine if you demonstrate competence. Where a '**not yet complete**' judgement is made, you will be given feedback on how to improve your knowledge and skills and provided with an opportunity to resubmit the assessment to demonstrate competence. Make sure that you read and understand the *assessment guidelines* described in the subject as this will provide the guidance required to increase the chances of a satisfactory result in your assessments.

Resubmitted assessments *must be uploaded online within 14 days* from the feedback provided by your trainer. Once a '**complete**' judgment has been made on all assessments for that subject, you will have successfully completed the subject.

In order to be deemed competent in a subject/unit you will need to satisfactorily complete all assessments for that subject. ACES does not award marks or grades for assessments. Students are provided with a Competent or Not Yet Competent award against each Unit of Competence.

C = Competent

NYC = Not Yet Complete

Students who have completed the entire course will be provided with a Testamur (official Certificate issued under the Australian Qualifications Framework guidelines.). Students who complete one or more Units of Competence, but not the entire course, will receive a *Statement of Attainment* for the Units in which they have demonstrated competence.

If you withdraw prior to completing the full course your Statement of Attainment will show the Units in which you were deemed competent.

To receive a Statement of Attainment, please contact the college and request this be sent to you. Qualifications (certificate and diplomas) will automatically be sent after completion of the full course. Please ensure your email and postal address is up to date.

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 they have successfully completed. In addition, a *Record of Results* will be provided at the end of each academic year. Please contact the college if you wish to obtain a copy of your results at any time.

ASSESSMENT EXTENSIONS

Students who are unable to meet a submission deadline must complete an online "Extension Form" available under Student Resources. This needs to be received by the college *before* the assessment due date. Supporting evidence such as a medical or natural therapy certificate, due to ill health or other relevant document from an employer will NOT be required for extensions of up to 30 days, and all extensions of up to 30 days will be granted. Assessment extensions will not be given for applications received after the original due date as the student is assumed to have withdrawn from the subject. A student who feels that their failure to meet the original submission deadline was due to serious and extenuating circumstances will need to discuss these reasons directly with the college.

Reasons for deferring an assessment beyond the 30 days, must be supported with appropriate evidence such as a medical certificate (general practitioner, health practitioner, psychologist) or letter from an employer or Statutory Declaration if requested. Grounds that may be considered include:

- medical grounds verified by an acceptable medical certificate or letter from a bona fide natural medicine practitioner, or general practitioner
- compassionate grounds arising for example, from the death of a member of the student's immediate family, a close relative or friend
- employment requirements superseding attendance at an examination where verified by the employer (only applicable to students who are employed full-time)
- where a student's religious convictions preclude attendance at an assessment in accordance with the official timetable
- other grounds which are considered sufficiently exceptional or extenuating.

ASSESSMENT GUIDELINES

Essay Writing

An **essay** is a piece of writing that methodically analyses and evaluates a topic or issue and is designed to get your academic opinion on a particular matter. Essays are non-fiction compositions that describe, clarify, argue, or analyze a subject. For information on how to prepare your essay assessments refer to the **Essay, Report and Referencing Guide** (available online under Student Resources).

Report preparation

Reports are documents that would be professional enough to give to the public. The most important rule to remember when writing up reports is to follow the format and instructions provided by your trainer and assessment guide and to make sure you reference everything that comes from another source!

Referencing Guide

Referencing is an acknowledgment of another person's intellectual work which rightfully belongs to that person. When you write an essay, or report and include someone else's ideas, you need to acknowledge this original source. This is called referencing (or citing) and the detailed description you need to provide is called a reference (or a citation). A reference is required whenever you quote or summarise someone else's opinions, theories or data. A *Referencing Guide* and *How to Reference* video is provided online under Student Resources (when you log on). Please read the guide and watch the video.

Plagiarism

The act of using and **not** referencing another person's work is called **plagiarism**, an offence carrying penalties at this college. The consequences of plagiarising or cheating may include: repeating the entire subject, suspension from the subject or course and possible cancellation of your course without refund.

To avoid plagiarism, you must give credit whenever you:

- quote from someone's actual spoken or written words
- use another person's ideas, opinions, or theories in any assessment
- make use of pieces of information, such as statistics, graphs, drawings, that are not common knowledge
- paraphrase another person's spoken or written words

To avoid unintentional plagiarism, you should:

- Use quotation marks around everything that comes directly from a text or article
- Try to summarise ideas and arguments in your own words - don't just rearrange a few words here and there
- Check that you have correctly paraphrased and acknowledged the original ideas
- Check your summary against the original text

The Harvard Referencing System

There are two types of referencing systems that are generally used:

1. The Harvard system
2. The Numbering (numerical) system

Given the simplicity of the numbering system (which uses footnotes), and its lack of respect amongst academic circles, students in ACES courses must use the Harvard system. The Harvard System is also referred to as the "name and date" system, and is used by academics and scientists worldwide. This system avoids the use of footnotes and cites references in the text by giving the *surname of the author OR organization and the year of publication*. Please refer to the **Referencing Guide** and **How to Reference Video** available online under Student Resources before commencing work on your Assessments.

STUDENT RECORDS

Students can access their personal and study progress records at any time. Students are given access to their online portal where they can see their personal learning and assessment progress records. Access to personal details or other information held by ACES will be provided upon a signed written request from the student. 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 paragraphs on privacy and confidentiality rules below.

- Allow students full access to their own personal records upon request (proof of identification may be required)
- Provide the Government Registering Authority and other relevant government bodies with compliant record data as necessary under national reporting requirements relating to Australian Vocational Education and Training Management Information Statistical Standards [AVETMISS]
- Gain access to student educational records via their Unique Student Identifier (USI) with permission from the student
- Provide access to records for legal bodies as requested under the conditions of the Privacy Act
- Maintain confidentiality of all staff and student's records in accordance with requirements under the Privacy Act.

CONFIDENTIALITY

ACES 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.

COMPLAINTS AND APPEALS

Any person with a grievance pertaining to the college 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 e.g. our marketing or pre-enrolment information; communications with staff, training or assessment related; safety or health related; or dissatisfaction regarding our policies, procedures or services in general. The college has a documented process for lodging a formal complaint/appeal which is available on our website. If you

have a need to make a complaint, please contact the college in the first instance to discuss the matter before lodging a formal written complaint. All formal written complaints lodged will be brought to the attention of the CEO and will be acknowledged by the CEO within five (5) business days of being received. The complaint will be investigated and the complainant notified in writing of the outcomes/decision within fifteen (15) business days. ACES will ensure that as far and as fairly as possible, the individual making the complaint is satisfied with the investigation and outcomes. Complainants have the right of appeal within 20 business days of the receipt of the decision. Where ACES considers more than 60 calendar days are required to process and finalise the complaint or appeal, the CEO will inform the complainant in writing, including the reasons why more than 60 calendar days are required and regularly update the complainant on the progress of the matter.

DRESS CODE

Given the number of field trips in the Feng Shui and Building Biology course, it is recommended that students wear comfortable walking shoes and bring appropriate clothing suited to the predicted weather conditions, including wet weather gear, to the field trips. High heels are not recommended. Students enrolled in the Mould Testing course are responsible for bringing their own full face respirator (preferably one that has been fit tested) to the field training.

DUTY OF CARE

The primary duty of care of the principal, trainers, and students is to ensure the safety of all students and staff members. Staff and students will act at all times with honesty, integrity and responsibility towards students and members of staff. Under no circumstances will staff or students knowingly undertake any action or treatment that would adversely affect the health, safety or wellbeing of any student, member of staff or client alike. Please feel free to ask any questions you may have and we will gladly clarify them for you.

STUDENT WELFARE

ACES 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 and vocational counseling services
- Guidance and support with financial commitments related to your course fees and costs
- Information relating to health and safety, equal employment opportunity and anti-discrimination policies as appropriate to your studies

In the event that your required support extends beyond the college's capabilities, the college will source/give referral information for relevant organisation/s that may be able to assist you.

OCCUPATIONAL HEALTH AND SAFETY

The college seeks to provide a safe workplace and facility for all staff, contracted personnel and students as per Commonwealth legislation - Work, Health & Safety Act 2011. If an accident and/or incident arises (an unusual occurrence that poses a risk to any person), staff and students are required to fill in an **"Incident report"** available from our office. In this way, the issue can be immediately addressed to prevent any occurrences in future. An *incident* is an unusual occurrence that potentially poses a risk to students, clients, staff members, visitors or premises.

FIRST AID / MEDICAL CONDITIONS

A first aid kit is available at head office. Should you require first aid treatment, please advise your trainer or student services staff. If you have a medical condition that may impact your ability to successfully undertake all aspects of your course and/or assessments, please inform student services staff prior to your course commencement. You may be required to obtain a clearance from your doctor. Medical information should be in writing (Doctor's Certificate) and submitted to the college with a medical clearance. Any personal medical information passed on to our staff is treated as private and confidential.

FIRE AND EVACUATION

In case of a FIRE OR MEDICAL emergency, contact emergency services immediately on 000. In the event of an emergency, your trainer or other staff person will inform all persons to vacate the building through the safe exits. The attendance list will be taken and a head count will be conducted as soon as everybody is assembled at the designated assembly point which will be explained on the first day of class.

MOBILE PHONES

Mobile phones are to be switched off in all classes at all times. Apart from the distraction created when a mobile phone rings in class, many of our students are electrically sensitive. Students are reminded that in case of emergency, the mobile phone is to be left on the *vibratory mode* (not ringing). A student with a mobile phone "on" during class will be given a warning on the first occasion and further action may be taken for subsequent offences.

PRIVACY AND SECURITY

ACES follows strict privacy policies in accordance with Privacy Laws. All forms, files, results and records of any student are deemed confidential under Privacy laws. Records are accessible to relevant staff members of ACES only for relevant and appropriate use. Refer to the full ACES Privacy Policy available on our website.

Information Accuracy

We endeavour to ensure information held by the college about you is accurate and up to date. Please notify us of any inaccuracies or changes in your personal or contact information so that it remains up-to-date.

Access to Data

Students can access their personal and study progress records at any time. Students are given access to their online portal where they can see their personal learning and assessment progress records. Access to personal details or other information held by ACES will be provided upon a signed written request from the student. However please keep in mind that records that have been securely archived may take longer to access. Students may review their personal data and records held by the college by contacting 1300 889 845.

Security of Data

The college only collects and retains student data for authorised educational and government reporting purposes. Student personal data and information is only made available to staff and trainers on a need-to-know basis, and is not passed on or sold to third parties, either in Australia or overseas. Information and data is stored in the College secure electronic student management system or securely locked head office. Electronic information no longer required is either de-identified or deleted. Hard copy information is completely shredded or disposed through 'secure' disposal services.

Unique Student Identifier (USI)

The college uses student numbers in its student management system designed to provide accuracy and security of your information. The Student Identifiers Act 2014, will allow all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. Students will need to have a USI before ACES can process their Statement of Attainment or Qualification. Under Australian Law, ACES is not permitted to use or disclose a Student's USI without the authority of the student. The college will provide you with information and assistance if you do not already have your USI. Detailed information is also available on <http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/default.aspx>

Anonymity

ACES respects your right to anonymity except in circumstances where it is necessary for you to provide us with your identity.

Breaches of the Australian Privacy Principles

The Principal Nicole Bijlsma holds responsibility to ensure that the Australian Privacy Principles are adhered with throughout the college. For alleged breaches or complaints please submit these in writing to:

ACES, Att: Nicole Bijlsma, PO Box 188, Warrandyte. VIC. 3113.

PROFESSIONALISM AND MISCONDUCT

The college adheres to the principles of adult learning, including a learning environment that facilitates the learning of all students without interference or disturbance from others. Students are to respect and protect the rights of others at all times, and uphold the standards of the college when they are engaged in all college activities. This includes all communications with staff and other students, behaviour online, workshops and field trips.

The college premises and venues where field training is conducted are strictly no-smoking zones. This implies that smoking is not permitted in the building, its entrance or car park area. Students who wish to smoke will need to find an alternative area, such as a nearby park or outdoor area where smoking is permitted.

Misconduct

Misconduct means any conduct that is prejudicial to the good order and good name 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, infringing copyright of college material or logo, allowing others not enrolled in the course to participate in zoom sessions, and consistently attending classes late. Trainers and college staff have the authority to ask a student to leave field training where their conduct is not appropriate for an adult learning environment. Students not adhering to college behaviour guidelines will face disciplinary action* which could result in them being withdrawn from the course.

False representation

Students are not permitted in any way, shape or form to charge for any services and/or market themselves as a Building Biologist, Healthy Home Consultant or Feng Shui consultant whilst studying at the college, until they have successfully graduated. For assessments involving field training, students must inform the clients that they are students of the college who have not yet qualified. ACES has a duty of care to protect the industry and the public from persons whose actions may adversely impact the community and/or harm the industry or the college by falsely claiming to have knowledge and/or skills they have yet to obtain or have not yet been assessed. Students must successfully complete ALL subjects required to attain a nationally recognized qualification before they are permitted to charge for consulting services. Students who charge the public for consultations or teach courses for which they are currently studying, may face disciplinary action and risk being expelled from the college. In addition, students and graduates are not permitted to use college resources to offer training or education for monetary purposes without prior permission from the college. In the event copyright laws are violated, legal action will be taken.

*Disciplinary action will be handled promptly, confidentially, and in the spirit of conciliation and negotiation where possible. This may involve:

- Reprimanding the student with a warning
- Excluding the student from classes for a period of time
- Expelling the student from the course

BULLYING

Bullying is repeated unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. Examples include:

- Verbal abuse and yelling
- Humiliating someone through sarcasm, criticism, or insults
- Constant criticism
- Intimidation
- Practical jokes
- Exclusion of a person from normal activities
- Giving someone the majority of unpleasant tasks
- Pushing, jostling, physically threatening someone

Violence is defined as any incident where an individual is physically attacked or threatened in their study or workplace environment.

Threat means a statement or behaviour that causes a person to believe they are in danger of being physically attacked and *Physical Attack* means the direct or indirect application of force by a person to the body of, or to clothing or equipment worn by, another person where that application creates a risk to the health and safety.

ACES is committed to providing students with a safe and harmonious study environment. ACES staff recognise that bullying and violence demeans and infringes the rights of an individual and has negative consequences for both the individual and the college. All students are required and encouraged to treat each other with dignity and respect.

Any acts of bullying or violence by staff or students will be treated as serious and will be addressed by the CEO, and where found to have substance, the perpetrator will be subject to discipline that may or may not include exclusion from ACES courses.

The principal is responsible for ensuring that the work and study environment is free of violence or bullying actions and behaviour by:

- Ensuring that students understand that these types of actions and behaviour will not be tolerated in the work/study environment
- Requesting that any behaviour which could be considered inappropriate is reported immediately
- Investigating all allegations of bullying and violence
- Applying consistent consequences for unacceptable behaviour

If you feel harassed or bullied you should report it to your trainer immediately. All complaints of bullying or violence will be treated seriously and investigated promptly, confidentially and impartially.

CHEATING AND PLAGIARISM

ACES will not tolerate plagiarism or cheating and will strictly enforce penalties for any student who is found to have engaged in cheating or plagiarism during any of their submitted assessments.

Cheating is copying someone else's work whether you have their consent or not; sharing or copying an assessment, or exam; doing someone else's assessment, or exam; submitting another author's work as your own without proper acknowledgement of the author; to allow someone else to submit your own work as

theirs; or to use any part of someone else's work without the proper acknowledgment.

Plagiarism is a form of cheating where you try to pass someone else's work off as your own. Where-ever you obtain information from another source (book, website, journal, internet or use someone else's ideas, opinions, or theories), you must reference them. Refer to the *Referencing Guide* available online under Student Resources. Trainers who identify a suspect case of plagiarism and cheating will notify the Principal for a second opinion who will then provide the student with the chance to defend their actions. If it is determined that the offence is minor or unintentional, the student will be asked to resubmit their work. If however it is determined that the offence committed is of a serious and intentional nature, the student will be withdrawn from the subject and will need to re-enrol at an additional cost. The result for that subject will be initially recorded as *Not Yet Complete* and a cheating/plagiarism note will be recorded in the student's file. Notification of any such decision will be made in writing by the Principal. If a student disagrees with the decision or the penalty imposed, they are entitled to lodge an appeal. This appeal should be addressed to the Principal and outline reasons for appeal and why the decision is considered to be unjust. The Principal will investigate the appeal and respond in writing within ten days.

EQUAL OPPORTUNITY

The college adheres to the principles of equal opportunity. This means that the best person for a job or a promotion is the person who earns that position based on qualifications, experience and knowledge. ACES also supports the principle of equal opportunity in education and supports all applicants to have the same opportunity to engage in our courses and achieve a successful outcome.

STUDENT CARDS

Student cards are available through administration (sandy@aces.edu.au). In order to receive a student card, students will need to provide a passport sized photograph (colour or black and white are acceptable). Allow up to two weeks for processing.

STUDENT FEEDBACK

We value the feedback given by our students. You will be encouraged to complete an online feedback form when you complete a subject and will, in no way jeopardise your progress within the course. This feedback provides ACES with important information so we can improve our services for current and future students.

THEFT & LOST PROPERTY

Please keep your personal belongings with you at all times during field training. The college will not be held responsible for loss of your personal property.

LEGISLATIVE REQUIREMENTS

As an RTO we are subject to specific legislation related to training and assessment as well as general business practice. This governs our obligations to you as our client, 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>. ACES operates under the Australian Skills Quality Authority and is subject to the Standards for Registered Training Organisations (RTOs) 2015.