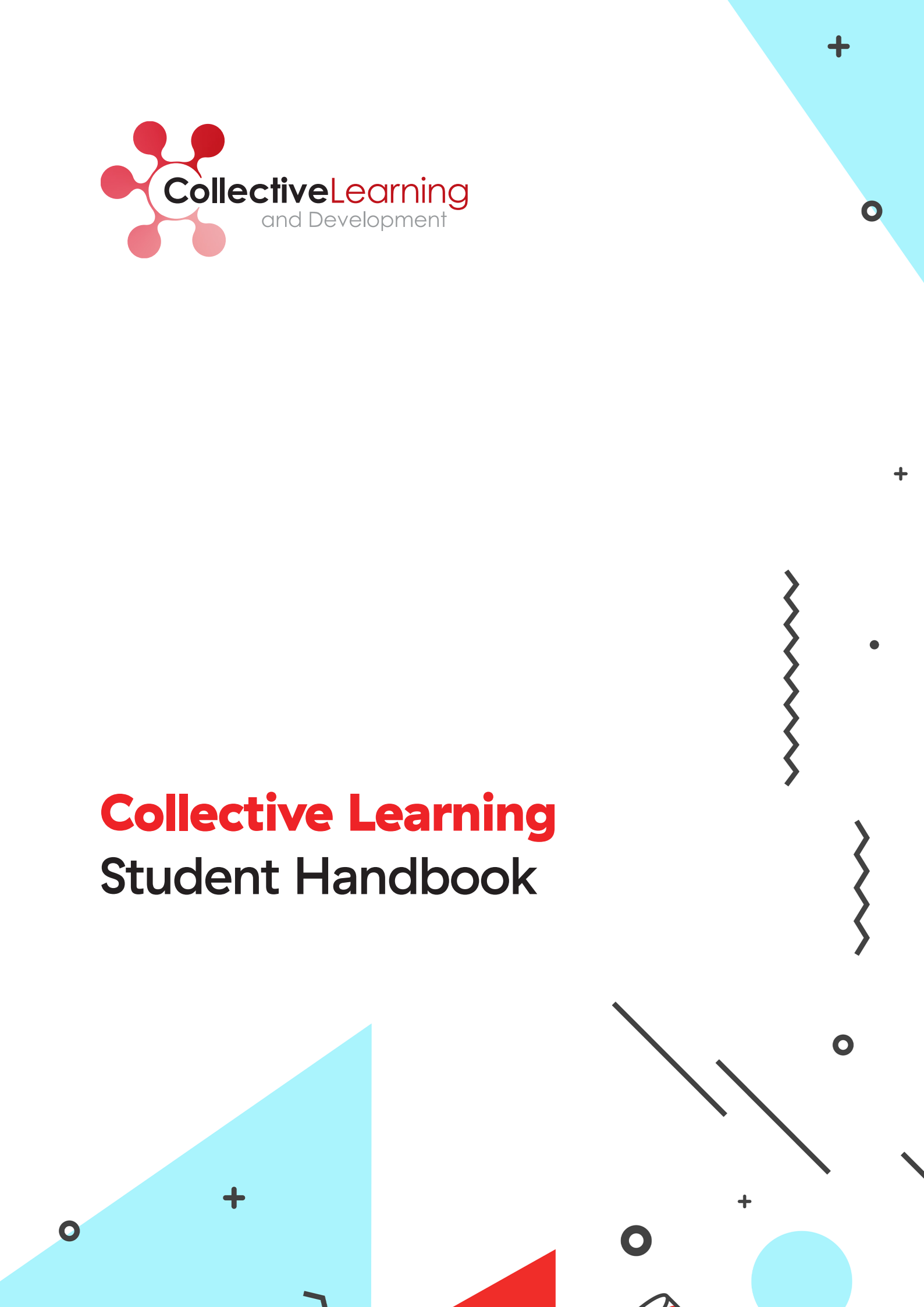




Collective Learning Student Handbook



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Collective Learning** policy may impact on the currency of information included. **Collective Learning** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Collective Learning**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Collective Learning**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Address

Collective Learning and Development Pty Ltd
12/100 Skyring Terrace
Newstead, Brisbane, QLD 4006

Phone

1300 367 367

Email

enquiries@collectivelearning.com.au

Web

www.collectivelearning.com.au

Important Details

Registered Training Organisation (RTO) Details:

Head Office

Collective Learning and Development Pty Ltd
RTO: 31566
12/100 Skyring Terrace
Newstead, Brisbane, QLD 4006

Phone

1300 367 367

Email

enquiries@collectivelearning.com.au

Learning Support

support@collectivelearning.com.au

Assessment

assessment@collectivelearning.com.au

Complaints

complaints@collectivelearning.com.au

Web

www.collectivelearning.com.au

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Welcome

Congratulations on your choice to undertake a qualification with Collective Learning.



“Welcome and congratulations on commencing your learning journey with Collective Learning and Development. Our Registered Training Organisation has been operating Australia-wide for over 10 years and has seen more than 1000 students attain a nationally recognised qualification.

As you are completing your qualification through Collective Learning, you are supported by our Student Services and our skilled Trainer and Assessor teams. Thank you for choosing Collective Learning as your provider.”

Doug McAlpine

CEO, Collection House

About Collective Learning



Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions through:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration
- A combination of the above

Contacting Us

Our contact details are listed in the ‘Important Details’ section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Collective Learning.

Laura Herman

Manager, Collective Learning

Legislation

As an RTO, Collective Learning is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Collective Learning abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work (including harassment and bullying)*
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Collective Learning is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Practice

As a responsible member of the VET community, Collective Learning follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. Similarly, Collective Learning has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Collective Learning's Code of Practice states that:

Collective Learning implements policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

A copy of the Code of Practice can be obtained by contacting Collective Learning on: 1300 367 370

Other Policies and Procedures

The following Policies and Procedures underpin Collective Learning's operations. Please contact support@collectivelearning.com.au for more information:

- *Access and Equity Policy*
- *Appeals Policy*
- *Assessments Policy and Procedure*
- *Grievance Policy and Procedure*
- *Marketing Policy*
- *Policy for Student Conduct*
- *Privacy Policy*
- *Workplace Health and Safety Policy*

Privacy

Collective Learning strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Under the *Data Provision Requirements 2012*, **Collective Learning Pty Ltd** 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 **Collective Learning Pty Ltd** for statistical, regulatory and research purposes. **Collective Learning Pty Ltd** 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.

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

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

Privacy (continued)

Access to Your Records

If you wish to access your student information file, please direct your enquiry to support@collectivelearning.com.au

Storing of Records

All non-Learner records which are required by law or the request of the Registering Authority will be kept for seven years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All Learner records will be kept for a minimum of 30 years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on Collective Learning's dedicated servers, and a backup copy of the data is stored.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including Learner records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All Learner records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with Learners unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

The Registering Authority shall:

- Have access to all records

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self assessment regarding special circumstances and/or training needs. Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

Enrolment for current staff:

If you wish to enrol in the Certificate III course and you are a current staff member please make contact with Collective Learning customer service by emailing:

support@collectivelearning.com.au

Once instructed to do so enrol through our online Enrolment form – visit:

www.collectivelearning.com.au/enrol

Alternatively your trainer or Collective Learning customer service representative can give you a hard copy enrolment form.

Enrolment during Induction:

During your induction training with Collection House you will have an opportunity to enrol in the Certificate III program. Your instructor will guide you through this process. You will be required to complete the enrolment form online which is available at www.collectivelearning.com.au/enrol

Enrolment for External Students:

If you are not a Collection House employee, you can enrol in your preferred course by completing the online enrolment form which can be found here: www.collectivelearning.com.au/enrol. Once completed you will be contacted by a Collective Learning team member to discuss your next steps.

Enrolment (continued)

Enrolment Dates

Collective Learning operates on a system of rolling start dates. This means you are able to enrol and start studying during induction for internal courses.

Entry Requirements

Please contact Collective Learning to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Collective Learning cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Enrolment (continued)

Personal Learning Plan

As part of the overall enrolment process, Collective Learning will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required. Collective Learning is committed to supporting learners with English LLN needs within the scope of Collective Learning expertise. Learners with individual needs or requirements for LLN support services are encouraged to advise Collective Learning upon enrolment.

Access and Equity

Collective Learning will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Collective Learning prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Collective Learning will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Collective Learning to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on

support@collectivelearning.com.au

Other Support Services

Collective Learning is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Collective Learning is a Fee For Service (FFS) RTO Provider. As part of our commitment to Collection House employees ongoing personal and professional development, there is no fee for your VET course as this is part of your employee benefit package.

Course Withdrawal

If you wish to withdraw from a course, you must advise Collective Learning in writing of your decision within 14 days. Send your notification to support@collectivelearning.com.au and include the following information:

- Your name
- USI
- Contact details (address, phone, email etc.)
- Effective date of the cancellation

Your application will be reviewed and you will be advised of the outcome within seven working days.

Cancellation of Course by Collective Learning

In the event that a course is cancelled by Collective Learning for any reason, students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.



Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Collective Learning's online learning platform, CHIEF. You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning. The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/aqf-qualifications>)

Course Information (continued)

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Collective Learning has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Course Information (continued)

Training and Assessment Strategies

Collective Learning staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Collective Learning. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Apprenticeships and Traineeships

Collective Learning gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

MEGT are an Australian not-for-profit organisation that has been supporting employers, apprentices, trainees and job seekers since 1982.

MEGT offer a free service:

- Information and advice regarding the Australian Apprenticeships program
- Assistance with Government incentives that might be available
- Ongoing contact and support for employers, apprentices and trainees

MEGT assists Collection House with the traineeship induction process and visiting the trainees at the 6 month mark.

Course Information (continued)

Recognition Processes

Collective Learning offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact support@collectivelearning.com.au to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has “...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”.

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

Credit Transfer

Collective Learning recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact support@collectivelearning.com.au

Foundation Skills

All training and assessment delivered by Collective Learning contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, after three resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to support@collectivelearning.com.au for more information. All of the staff at Collective Learning will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Collective Learning. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Assessment Information (continued)

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Collective Learning's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 1300 367 370.



Student Conduct

Just as Collective Learning has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Collective Learning views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Collective Learning and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our '**Complaints and Appeals**' process.

Student Conduct (continued)

Complaints and Appeals

Collective Learning takes all complaints, grievances and appeals seriously and will advise all prospective and enrolled Learners of their right to lodge complaints and appeals using Collective Learning's complaints, grievances and appeals process.

Collective Learning will ensure this information is communicated to prospective Learners prior to enrolment, current Learners:

- Complaints, grievances and appeals policy detailed in this Learner Handbook;
- Collective Learning Website: www.collectivelearning.com.au
- Email correspondence and other written advice where appropriate; or
- Verbally where appropriate.

Complaints Process

A Learner who has a complaint or grievance is advised to raise the matter in the first instance with the relevant Collective Learning employee, who will attempt to resolve the issue.

If within 10 working days the Learner is not satisfied with the response of the Collective Learning employee, the Learner is to document the issue, clearly stating the facts, and submit this written document to the Manager, Collective Learning.

The Learner must:

- Complete the Complaints and Appeals Application Form
- Submit the form including relevant documentation to complaints@collectivelearning.com.au

Upon receipt of a written complaint or grievance and within 10 working days, the Manager, Collective Learning, will review the complaint or grievance and or assign an independent employee to hear the complaint or grievance.

A Learner who wishes to appeal the decision made by an independent employee is to state in writing the reasons for the appeal, and submit the appeal to the Manager, Collective Learning, within 10 working days. The Manager, Collective Learning will review the case, ensuring that principles of fairness were adhered to. The appellant will be given an opportunity to put the case in person to the Manager, Collective Learning, who will determine actions required. A copy of this decision will be given to the appellant.

Note: Where Collective Learning considers more than 60 calendar days will be required to process and finalise the complaint or appeal Collective Learning will inform the complainant or appellant in writing, including reasons why more than 60 calendar days will be required. Collective Learning will also continue to regularly update the complaint or appellant on the progress of the matter via phone or email.

Student Conduct (continued)

Appeals Process

Assessment Appeal

A Learner has a right to appeal against a decision made by Collective Learning in regard to an assessment result. If following feedback discussions with their Assessor the Learner is not satisfied, the Learner is to:

- Complete the Complaints and Appeals Application Form;
- Resubmit all relevant written assessment items originally submitted and/or provide additional evidence as requested by Collective Learning; and
- Document and submit an account of any non-written assessment items to complaints@collectivelearning.com.au, resubmissions will be assigned to be re-assessed by a neutral third party by way of an independent Collective Learning Assessor.
- The outcomes of the re-assessment will be fully documented in any case where the original assessment decision is to stand. This outcome will be given to the Learner direct, and follow-up counselling provided if required.

Learners are entitled to one appeal per assessment decision. The decision of the independent Collective Learning Assessor assigned to the appeals case decision will be final.

Note: Where Collective Learning considers more than 60 calendar days will be required to process and finalise the appeal Collective Learning will inform the appellant in writing, including reasons why more than 60 calendar days will be required. Collective Learning will also continue to regularly update the appellant on the progress of the matter by phone or email.

Student Conduct (continued)

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Collective Learning. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Collective Learning is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Collective Learning premises, to use Collective Learning facilities or equipment, or to engage in any Collective Learning activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.



Student Feedback

Collective Learning is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Collective Learning and other RTOs in the Standards for RTOs 2015.

If for some reason Collective Learning ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Collective Learning')

Appendix A – Glossary

RTO - Registered Training Organisation

VET - Vocational Education and Training

Training Package

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by Industry Reference Committees (IRCs) and reviewed and supported by Service Skills Organisations (SSOs).

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.

Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

In short: Training packages are groups of vocational education and training (VET) qualifications required for jobs within an industry. There are over 70 training packages and hundreds of qualifications.

Accredited Course

Accredited courses address industry, enterprise, educational, legislative or community needs that are not covered in nationally endorsed Training Packages.

Accredited courses can respond to changing skill requirements, including changes to the needs of emerging and converging industries and sectors.

Qualification

Australia has a system of qualifications called the Australian Qualification Framework (AQF). The AQF ensure national recognition and consistency and common understanding across Australia, of what defines each qualification.

There are 10 levels of qualifications ranging from Certificate I through to Doctoral Degree.

Qualifications are made up of individual units of competency (like subjects). The units that are included in a qualification are guided by the packaging rules of the qualification. They are made up of core (mandatory) and elective subjects (which are usually selected for you by the RTO or you may have flexibility to select your own – in line with the packaging rules)

Appendix A – Glossary (continued)

Competency

Competency Based Training requires Learners to demonstrate that they can do a task, activity or exercise well enough to be assessed as competent. Learners are assessed against a benchmark 'Unit of Competency' and they must be successful at the given tasks related to this unit to complete the unit and be deemed 'Competent'.

Unit of competency

Your course is made up of a number of 'Units of Competency'. Each unit is an area of work relevant to your industry or the job role related to your studies. These units contain the benchmarks or criteria that you will be assessed against.

Assessment

You will be issued with assessments that you will need to complete in order to be deemed competent in each unit of competency you are enrolled in. Assessment could include:

- Theory questions
- Practical Activities
- Case Studies
- Workplace tasks
- Third party evidence etc.

Satisfactory

When assessing your work your Assessor will form make an assessment decision on each assessment you submit. When you receive feedback for an individual assessment task (e.g. your theory assessment) your Assessor will assess if your work is 'Satisfactory' or 'Not Satisfactory'. If your assessment met the required criteria – you will be given a 'Satisfactory' result.

Not Satisfactory

If based on the scenario above your assessment submission did not meet the criteria you will be given a 'Not Satisfactory' result. You will be provided with constructive feedback and the opportunity to go back and revise your submission in line with feedback provided.

Competent

Once your Assessor has collected all of the evidence for all of the assessment tasks relating to the specific unit of competence only then will they make a decision of whether you are 'Competent' or 'Not Competent' against the unit requirements. If you meet the requirements your Assessor will determine that you have been deemed 'Competent' in that unit.

Not Competent

If you have not yet met the requirements for the unit of competency and your Assessor needs further evidence to prove your competence you will be deemed 'Not Competent'. In this event you will be allowed further time to achieve competency. Competency based training must allow for more than one attempt at achieving competency – Collective Learning allows three attempts.

RPL - Recognition of Prior Learning

RCC - Recognition or Current Competency

Appendix B – Qualifications and Units of Competency

Below are the three qualifications currently offered for internal Collection House staff.

FNS30115 Certificate III in Financial Services Units

The FNS30115 Certificate III in Financial Services is made up of four Core Units of Competency and nine Elective Units of Competency.

Core Units

Unit Code	Unit Title
BSBWHS201	Contribute to health and safety of self and others
BSBWOR203	Work effectively with others
BSBWOR204	Use business technology
FNSINC301	Work effectively in the financial services industry

Elective Units

Unit Code	Unit Title
BSBRKG303	Retrieve information from records
BSBCUS403	Implement customer service standards
FNSACM303	Process payment documentation
FNSACC313	Perform financial calculations
FNSFLT301	Be MoneySmart
BSBCMM301	Process customer complaints
FNSCRD302	Monitor and control accounts receivable
FNSCRD405	Manage overdue customer accounts
FNSMCA301	Collect Debts

Appendix B – Qualifications and Units of Competency

FNS30415 Certificate III in Mercantile Agents

The FNS30415 Certificate III in Mercantile Agents is made up of eight Core Units of Competency and four Elective Units of Competency.

Core Units

Unit Code	Unit Title
BSBFIA301	Maintain financial records
BSBFIA401	Prepare financial reports
BSBWOR204	Use business technology
FNSCUS402	Resolve disputes
FNSMCA301	Collect debts
FNSMCA303	Serve legal process
FNSMCA304	Locate subjects
FNSINC301	Work effectively in the financial services industry

Elective Units

Unit Code	Unit Title
BSBWHS201	Contribute to health and safety of self and others
BSBCMM301	Process customer complaints
FNSMCA402	Initiate legal recovery of debts
FNSMCA401	Develop and document case recommendations

Appendix B – Qualifications and Units of Competency

Certificate IV in Leadership and Management BSB42015

Collective Learning and Development offer a Certificate IV in Leadership and Management - BSB42015.

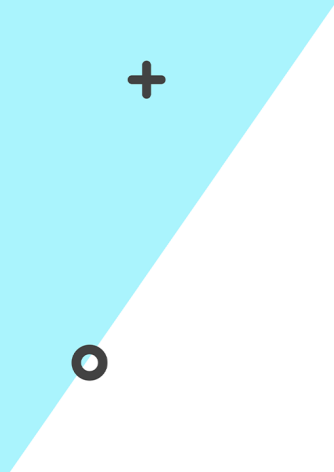
We offer study options from Individual enrolments to group training programs that can be completed in conjunction with a Leadership Program built for your organisation and tailored to your Key Business Outcomes.

Core Units

Unit Code	Unit Title
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan

Elective Units

Unit Code	Unit Title
BSBCMM401	Make a presentation
BSBCUS402	Address customer needs
BSBINN301	Promote innovation in a team environment
BSBLED401	Develop teams and individuals
BSBMGT403	Implement continuous improvement
BSBPMG522	Undertake project work
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR404	Develop work priorities



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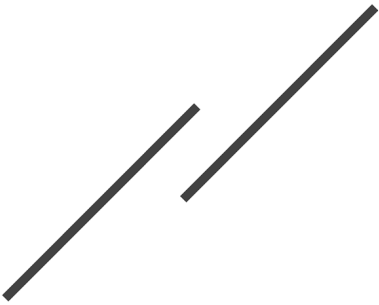
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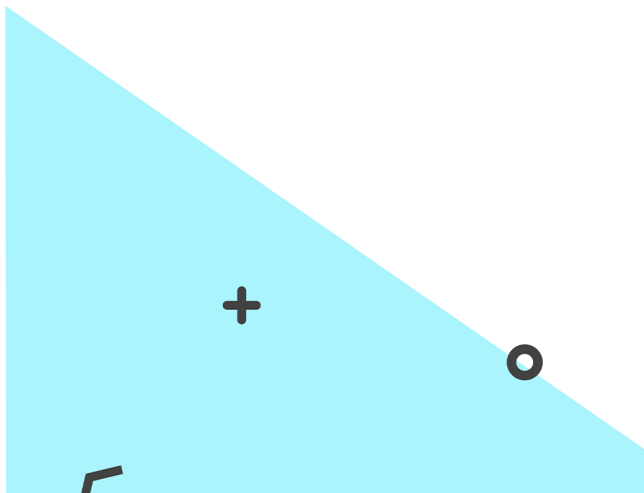
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and Development