*The information in this Handbook is considered correct at the time of the most recent update. However information is subject to change at any time within Central College Online and externally. Students should always refer to the web links on the Central College Online website for current information. The information provided about external companies and government departments serves as advice only, and students should consult their respective websites for conclusive and current information.
Acknowledgement of Understanding

In order to ensure sound judgment and decision making, and to provide the opportunity to potential Central College Online students to raise issues, concerns and questions prior to commencement of training, Central College Online makes the Student Handbook available on their website, located at:

Central College Online requires each student to read and understand the information contained in this Student Handbook prior to commencing the initial training session and to accept the terms and conditions of enrolment, available at http://www.centralcollegeonline.edu.au/students/policies-and-forms.
3. POLICIES AND PROCEDURES

3.1. Fee Payment and Refund Policy

3.2 Recognition of Prior Learning Policy and Procedure

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INTRODUCTION

Australian Institute of Workplace Learning, trading as Central College Online, is the Registered Training Organisation selected by the student to deliver and assess the course. Central College Online is a private college that provides quality, leading-edge training.

This Student Handbook has been designed to brief Central College Online students on relevant information in relation to their course, enabling students to make informed decisions regarding their training. Students are able to contact Central College Online’s student support team regarding any clarification to the information contained in this handbook.

For the purpose of this handbook:
- The Registered Training Organisation will be referred to interchangeably as:
  - Australian Institute of Workplace Learning (AIWL)
  - Central College Online
- Trainers and Assessors will be referred to as ‘Trainer’

Mission Statement

Our mission is to make high quality education and assessment services accessible, straightforward and affordable - from anywhere in the world. We do this whilst providing industry-leading support services to ensure our students have a supportive and nurturing environment regardless of where they live or work. Our focus is on education which supports work and an ever-improving quality of life for our students, graduates and our community. We strive to help people Launch Their Career.

Why study at Central College Online?

Central College Online offers:

- Student support for every student
- Online study – any time and any place
- Start any time – no fixed start dates
- Self-paced study – accelerate your course to complete quickly, or complete over an extended period around a busy schedule

Employment focused

Our programs are developed by industry experts and delivered by trainers and facilitators who have workplace expertise. Central College Online is part of an organisation with over 38 years’ experience in education, and we know that what makes great employees are a combination of good skills, deep knowledge and co-operative attitudes.

Learning Above Industry Standards – Giving You the Cutting Edge

The programs of Central College Online are designed to develop our student’s understanding of a broad range of topic areas which are defined by industry. Central College Online knows that in order to provide our students with the best service we need to go beyond the standard. Central College Online’s programs ensure that our students are ready to meet industry expectations.

Our students come away with a rounded and up-to-date skills and knowledge base that will last them beyond the short-term market requirements to the long-term needs of their chosen career.
Personal Service and Understanding
Our business has been built upon delivering the best quality service with understanding and attention to detail. We are recognised by our clients and students as being flexible and understanding. We know that learning can be hard and challenging and we support all our students through the process to achieve the best possible outcome for themselves. Where possible we are flexible as we understand that sometimes life can interfere with our learning. You can start your course anytime and create your own timetable, studying in anything from accounting and business through to aged care or logistics. If you’ve already completed a qualification, it’s possible to apply for credit transfer which may reduce your study time.

Nationally Recognised Qualifications on Offer
The Australian Institute of Workplace Learning is nationally approved and through Central College Online is able to provide a large and varied range of courses across a wide selection of industries which are listed below. By using Central College Online for courses in these areas, students will be able to benefit in two ways – by developing skills and by building a career and education pathway.

- Business Services
- Community Services
- Workplace Health and Safety
- Retail Services
- Tourism and Hospitality
- Transport & Logistics Services
- Financial Services
- Information Technology

For more information on the courses Central College Online has on offer, please refer to our website: www.centralcollegeonline.edu.au

Competency Based Training
All programs delivered by Central College Online are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student’s ability to complete the activities in each unit.

Central College Online will assess the student’s ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include “use point of sale equipment”. Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in Central College Online’s Student Management System. Students have access to their assessment outcomes via our e-learning platform, Moodle.

Qualifications are issued from the results recorded in Central College Online’s Student Management System.

Flexible Learning and Assessment
You can start anytime and Central College Online will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you’ve already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the Credit Transfer Policy and the RPL Policy located in the Policies
Students may use various resources during their flexible learning, such as online student workbooks and interactive learning material. If students wish to obtain hard copies of the student workbooks and learning material, they are able to order this by contacting Central College Online. Students are advised that there is a cost attached to ordering hard copies which is not included in their course fees.

Although Training Package guidelines will be followed at all times, students may be assessed using a variety of methods to determine competency.

Evidence is usually collected over a period of time, ensuring that the student is able to perform tasks consistently and competently. The student’s Training Plan will list the required unit of competency and their recommended order of study. A student may be assessed using a combination of methods and may include (but not limited to) the following:

- Questions assessing knowledge
- Demonstration of skills
- Case studies
- Practical activities
- Written/oral questions
- Project(s)
- Supervisor/third party or assessor demonstration report

Who’s who in training?

Australian Institute of Workplace Learning trading as Central College Online is the Registered Training Organisation selected by the student to deliver and assess the course. Central College Online is a private training provider.

Students may contact Central College Online on (02) 8228 6796.

Student Support

Students completing a training program will be supported by Central College Online’s Support Team. Our team consists of knowledgeable student mentors who will work with you to help you achieve success in your chosen field.

The Support Team is able to assist students through a variety of activities:

- Assisting with logging in and navigating the Moodle system
- Monitoring students’ progress
- Supporting flexible learning and processing extensions where applicable
- Arranging contact between trainer/assessors and students where required
- Assisting students with finding and understanding their trainer’s feedback

Trainers

Your trainers will be qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.
All Central College Online trainers must follow the below requirements as outlined in the Standards for National Registration:

15.4 Training and assessment is delivered by trainers and assessors who:
   a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors and
   b) have the relevant vocational competencies at least to the level being delivered or assessed and
   c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken and
   d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

1. STUDYING AT CENTRAL COLLEGE ONLINE

Eligibility for Enrolment

Classes are conducted in English. If English is not your first language you will need an IELTS score of 5 academic or a TOEFL of 500 academic (or equivalent) to be eligible for enrolment.

It is a requirement for entry into Central College Online for all students who speak English as a second language to provide the College with evidence of their English language proficiency.

Evidence includes:
   • Internationally recognised language test results - IELTS, TOEIC, TOEFL, FCE, CAE, NSW HSC or equivalent level of course undertaken in medium of English
   • Certificates from NEAS Accredited English language Colleges in Australia will be considered if accompanied by a Key to the proficiency of English Level attained

All students who do not have an IELTS certificate or who are not born or educated in an English speaking country need to have an acceptable level of English before they enrol. This policy is to protect students against failure to complete our courses due to inadequate English.

Please note that depending on the course you choose to study, there may be further entry requirements – for example, current industry employment or completion of Year 10. Please refer to the course pages on our website for full information on the course requirements.

Work Placement

Work placement is an integral part of some courses. This practical experience will help you gain the skills required on the job and will provide an environment for adequate assessment of your new skills.

Minimum work experience hours spent in a relevant facility are:
   • Certificate II courses: 80 hours
   • Certificate III courses: 100 hours
   • Certificate IV courses: 120 hours
   • Diploma courses: 150 hours
You are responsible for organising your own work placement in an appropriate facility.

If you are currently working in the industry you may be assessed on these skills at your current workplace.

Important note:
For those qualifications where work placement takes place in a health/community care facility, trainees may be required to comply with relevant State Department of Health guidelines. In this case students are required to, and responsible for arranging and paying for their own Police Check, health screening, and necessary immunisations. Students are advised to allow plenty of time to make these arrangements.

For students not yet working in the industry it is recommended that the work experience should be undertaken in a block at the end of the course once all theory and written assignments are completed.

For more information on work placement please contact our support team on (02) 8228 6796.

Personal & Academic Support
As a student at Central College Online you will enjoy the many benefits of studying at your own pace with flexible hours. Our support team is available from Monday to Friday 9am - 5pm (NSW time) to assist you with any questions you may have! Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away, on (02) 8228 6796 or support@centralcollegeonline.edu.au.

Access and Equity
Central College Online endeavours to ensure that no individual or group of people are denied access to Central College Online’s services.

Language/Literacy and Numeracy
Central College Online acknowledges that all vocational education and training includes language, literacy and numeracy tasks.

Central College Online provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?
Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?
The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the Hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?
You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.
**When can I call the Hotline?**
You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

**RPL/Credit Transfer**

**What if you have gained relevant skills previously?**
If you already have skills and knowledge that are relevant to your course, Central College Online provides you with the opportunity to apply for recognition of prior learning and credit transfer. Should your application be successful you can reduce your study time and gain your Nationally Recognised Qualification faster!

**Credit Transfer**
Credit transfer is the recognition of learning achieved through formal education and training. Under the Australian VET Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the same or equivalent unit which has been previously awarded.

**Recognition of Prior Learning (RPL)**
Central College Online is committed to the concept of lifelong learning, i.e. the ability of a person to be able to continually build on their own knowledge through formal and workplace learning throughout their lifetime. Central College Online is pleased to be able to offer a service whereby we can have professional staff determine existing formally (and sometimes informally) learned knowledge and skills in a particular area. This process is called Recognition of Prior Learning (RPL). Once your existing learning has been determined, you are on your way to increasing your knowledge without having to re-learn what you already know.

If you are assessed successfully and deemed as competent via RPL or your credit transfer has been approved, you will not have to repeat the training you have already undertaken through prior skills, knowledge or education.
You can obtain the relevant application forms from the Central College Online website or by contacting our support team at support@centralcollegeonline.edu.au. Please see further information in regards to RPL and Credit Transfer in the policies and procedures section of this handbook.

**Record Keeping Policy for Assignments and Student Information**
Central College has effective administrative and records management procedures in place that maintains student data in a secure and confidential manner.

Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All student records are stored for retention archiving and retrieval for a period of 30 years.

The College retains all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained via Moodle. All assessments will be kept for a period of 6 months from the date on which the judgement of competence for the student was made as outlined in ASQA’s General Direction: Retention requirements for completed student assessment items.
Awards

The student should allow 3-4 weeks from the date of completion of your course for the issue of your award. Students who withdraw from a course and have paid relevant fees have the right to receive Statement of Attainment from the college for the units of competency they have been deemed competent in.

Important Information regarding Awards at Central College Online

- Awards will only be issued to students whose financial status with the college is up-to-date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an Award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that Award

Student Input and Feedback

Student input and feedback is gathered and used to evaluate staff, College facilities and program effectiveness. Students complete a learner questionnaire upon completion of their course for reporting purposes to the National Centre for Vocational Education and Research.

College management devise evaluation surveys for students and analyse the information collected to make decisions about academic issues, staff employment and training and College facilities. These surveys are confidential and are distributed and collected by the College to allow students free and fair comment.

3. POLICIES AND PROCEDURES

3.1. Fee Payment and Refund Policy

Fee Payments and Options

1) All amounts are stated in Australian Dollars unless otherwise stated.

2) Course fees are required to be paid in Full prior to commencing studies. Alternatively, a direct debit instalment agreement with CCO’s nominated agent/s, may be negotiated.

3) In cases where a direct debit instalment agreement has been negotiated you must:
   a) complete any paperwork requested by CCO and its nominated agent/s,
   b) pay the required deposit prior to system access being granted;
   c) pay all such instalments on or before the due date,
   d) If you wish to purchase additional printed materials, this must be paid in full prior to system access being granted. Alternatively, printed materials can be purchased at a later date, at which time, full payment of the printed materials will be required prior to issue.

   Please note that no cash or personal cheques are accepted

4) In cases where a direct debit instalment agreement has been negotiated and you miss one or more instalments by the due date, CCO and/or its agent will provide you with notice to remedy this.
If you do not pay the outstanding instalment/s within 5 working days or of such notice being provided to you, or agree to a payment plan with CCO and/or its agent/s to clear monies due, CCO reserves the right to:

a) restrict access to course materials
b) withhold grading of assessments and testamurs;
c) withhold provision of course materials;
d) notify relevant credit agencies of your default;
e) charge you an additional administrative fee as outlined in the Schedule of Supplementary Fees to cover costs.
f) If you are in arrears with three or more instalments, the total outstanding balance of the Course Fee may become due and payable at CCO’s sole discretion.

Direct Debit Instalment Agreement
Please be advised that this convenient method of payment of your course fees does not remove your legal obligation to pay fees in their entirety, should you wish to discontinue your studies prior to full payment of course fees due. You will still be liable to pay any and all outstanding fees to CCO.

Cancellation and Refunds
5) CCO has a cooling-off period whereby refunds are allowed for any reason, including change of mind, known as the ‘Refund Period’.

6) The ‘Refund Period’ is defined as five (5) calendar days from the Agreement Date. The first day of the Refund Period commences the day of the Agreement Date.

7) The ‘Agreement Date’ is defined as the date the terms and conditions that were agreed upon at the time the student submitted their enrolment information.

8) If you wish to terminate your studies before the completion of your course, you must first complete a CCO Cancellation Form, available from our website and support team. In cases where a direct debit instalment agreement has been negotiated, you will still be liable to pay any and all outstanding fees to CCO. This method of payment of your course fees does not remove your legal obligation to pay fees in their entirety. CCO reserves the right to pursue to recovery of any and all fees owed by any and all means legally allowable.

9) No refunds will be issued for cancellations outside of the Refund Period.

10) For refund applications within the Refund Period, the CCO Request for Refund form must be received by CCO, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees as outlined in the Schedule of Supplementary Fees, will only be issued if all above criteria has been met and the student has no previous outstanding monies with CCO.

11) If you do not notify CCO in writing within the Refund Period, you will not be eligible for a refund and, in cases where a direct debit instalment agreement has been negotiated, you will still be liable to pay any and all liable to pay the course fee to CCO in full, unless otherwise stated in the terms of this Agreement.

12) All refunds will be paid to the person or organisation that originally paid the fees.

13) Refunds will be paid within four calendar weeks of the date the request is received.

14) This refund policy does not remove your right to take further action under Australia’s consumer protection laws.
Changes during your studies

15) CCO is a Registered Training Organisation and is governed by regulations with which CCO must comply. You acknowledge that CCO may be required to make changes to your course (including units, learning materials and assessments) and the CCO Student Policies and Procedures from time to time.

16) Apart from, and in addition to, changes that may be required under clause 15, CCO may make changes to your course (including units, learning materials and assessments) and the CCO Student Policies and Procedures from time to time.

17) If a material change is made pursuant to clauses 15 or 16, then CCO will:
   a) Provide you with 14 days’ notice by electronic communication of the change; and
   b) Work with you to address any potential disadvantage as a result of the change, which may include:
      i) Extending the Maximum Duration of your course;
      ii) Providing additional learning support services;
      iii) Facilitating your transfer to a different CCO course; or
      iv) Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations).

18) If a material change is made pursuant to clause 16, and that change results in disadvantage which is unable to be addressed by clause 17, you may apply for Special Consideration under clause 20.

19) CCO may also update the Schedule of Administrative Fees without notice.

Special Consideration

20) CCO understands that some students may experience:
   a) prolonged difficulties that may impact on their ability to complete their course; or
   b) a significant disadvantage as a result of a course change due to updates in the training packages under clause 16 which cannot be addressed under clause 17.

21) In such cases, students should apply for Special Consideration. To apply for Special Consideration, you must:
   a) be up to date with all Course Fees; and
   b) submit a Special Consideration Request Form to CCO, including the relevant sections completed by a Medical Doctor (where applicable) and any other requested additional supporting documentation.

22) CCO may grant Special Consideration in circumstances where:
   a) you satisfy the criteria set out in clause 21 above; and
   b) you have applied for and been granted a Course Deferral and the circumstances under which you were granted a Course Deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
   c) there has been a material change to your course under clause 16 resulting in material disadvantage to you which cannot be addressed under clause 17.

23) If Special Consideration is granted, CCO may agree to:
   a) an extension of the duration of the course;
   b) provide you with additional support services;
c) release you from the payment of future instalments; and/or  
d) grant a pro rata refund of the Course Fees (taking into account the portion of the course that has been completed and the costs associated with the provision of learning materials).

24) Without limitation, Special Consideration will not be given if:  
a) you change jobs;  
b) your work hours change;  
c) you move address (including interstate or international moves);  
d) your course changes under clause 15 as a result of a regulatory change governing CCO;  
e) you find the course more difficult, time consuming or stressful than you had expected; or  
f) you are made redundant, retrenched, or otherwise resign from or terminate your employment or have your employment terminated.

Exceptions
In the unlikely event that CCO is unable to deliver your course in full:  
25) You will be offered a refund for the part of your course that has not been assessed  
26) The refund will be paid to you within two weeks of the date on which the course ceased being provided  
27) Alternatively, you may be offered enrolment in a suitable alternative course at GCA at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

3.2 Recognition of Prior Learning Policy and Procedure

Upon enrolment, all students are offered the opportunity to apply for RPL (Recognition of Prior Learning)

Purpose
Students that can provide evidence that they have the relevant required skills and knowledge, through previous or current employment or formal study, are able to apply to have the knowledge and skills recognised at the commencement of the training. RPL is acknowledged so that a student will not have to repeat the training that they have already undertaken.

If RPL is applied for with the purpose of gaining direct entry into a higher level qualification, but the student cannot demonstrate the required competencies, the student will be required to undertake the appropriate lower level qualification.

Forms of Evidence
There are various forms of evidence that a student can use to demonstrate RPL. Some of the types of evidence may include:

- Certificates/Qualifications – any certificates/qualifications provided will need to be recent and relevant
- Academic transcripts
- Written evidence – resumes, letters of recommendation, samples of work
- Demonstration and Observation
- Supervisors/employer report – a letter from the supervisor/employer
- Detailed Job Descriptions
Procedure

1. Prior to enrolment the student is able to access Central College Online’s RPL Policy and Procedure on the Central College Online website.

2. If the student feels that they may be eligible for RPL, they are able to complete the RPL Application form located on the Central College Online website. Alternatively they are able to contact the Central College Online support team at (02) 8228 6796 or via email at support@centralcollegeonline.edu.au for more information.

3. The student must then complete the form and email through to support@centralcollegeonline.edu.au with evidence to support their application.

4. Students are advised that in order for their RPL application to be assessed they are required to complete the enrolment process on the Central College Online website.

5. Upon receipt of the form Central College Online will complete their part of the application, with their recommendation and the evidence and forward to the applicable Trainer/Assessor.

6. The student will be notified of the outcome in writing and if applicable will be informed of the appeals process.

7. The successful units will be updated on the students Training Plan, recorded as RPL in the Student Management System and evidence stored electronically on the server.

Recognition of Prior Learning Flow Chart

Request a copy of the RPL guide from Central College Online directly via email support@centralcollegeonline.edu.au or phone on 02 8228 6796

You will need to provide your contact details and the course and units of competency for which you are seeking RPL. Central College Online will provide you with the competency unit descriptors.

Central College Online will contact you and make an appointment for a phone consultation, if required.

During the phone consultation, the student will be guided the RPL process and assisted to review work experience, life history and evidence to identify all areas where RPL may be applicable.

The student completes the RPL form/s, collects evidence and submits to Central College Online for assessment.

Central College Online will arrange to have the RPL application assessed by a Trainer/Assessor.

Central College Online will send you written confirmation of the outcome of your RPL application.

If you disagree with the decision you are advised to use the Central College Online Complaints and Appeals procedure and/or use external mediation.
3.3 Credit Transfer Policy and Procedure

Purpose
The purpose of this policy is to ensure Australian Institute of Workplace Learning Pty Ltd (AIWL) appropriately recognises credit transfer applied for by students and has a process for the granting and recording of credit transfer. It also ensures AIWL has a way of providing a record of the credit transfer to the student and ensures it is signed or otherwise accepted by the student and placed on the student’s file.

Definitions:
Credit Transfer is a process that provides credit for a unit of competency previously achieved.
Justice of Peace is defined as a person authorised to witness oaths or affidavits, take statutory declarations and affirmations, witness signatures, attest the execution of a document and certify a true copy of an original document.

Guidelines and references:
• SNR 23.1

Policy
Under this policy, AIWL will provide applicants with the opportunity to apply for credit prior to enrolment, or the initial period of enrolment; which is considered no later than 3 months after enrolment.
AIWL will recognise AQF qualifications and VET statements of attainment issued by any other RTO.
AIWL will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback.
Students who have completed a qualification or units of competencies of a qualification within the Australian Qualifications Framework may apply under this process to have them recognised for credit.
In the situation that AIWL grants the student credit transfer which leads to a shortening of the student’s course:
a) Students who are receiving benefits based on full time or part time study are responsible of notifying Centrelink of changes to their course duration.

Procedure
1. The following procedure is available for students that wish to apply for credit transfer prior to enrolment. Students are able to contact Central College Online directly via email or phone to enquire about the process for applying for credit transfer.

The student is advised to complete the Credit Transfer Application form located on the CCO website and clearly mark what credit is being applied for. The student must submit the completed form and the associated evidence via email to: support@centralcollegeonline.edu.au

Applications are reviewed by CCO staff within 10 working days and the student is contacted via phone or email to discuss the outcome of their application. The evidence provided must include photocopies or scanned images of the original certificate and transcripts certified by a Justice of Peace to be a true copy of the original certificates.
If the student chooses to enrol with Central College Online the Credit Transfer outcome is recorded in the student’s file.

2. The following procedure is available for students applying for course credit during their initial period of enrolment. Students must contact Central College Online and apply in writing for a course transfer by completing
the credit transfer application form. The completed form and associated evidence must be submitted via email to: support@centralcollegeonline.edu.au.

Applications are reviewed by CCO staff within 10 working days and the student is contacted via phone or email to discuss the outcome of their application. The evidence provided must include photocopies or scanned images of the original certificate and transcripts certified by a Justice of Peace to be a true copy of the original certificates.

The outcome of the Credit Transfer process will result in:
- successful outcome, being shown on the student’s result record.
- unsuccessful outcome, being recorded on the student’s file and communicated to students with the reasons for refusal.

Students should be made aware that incomplete applications may result in an unsuccessful outcome and/or delay in the processing of the application.

Relates to SNR:
SNR 23: Certification, issuing and recognition of qualifications & statements of attainment
23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
   (a) meets the Australian Qualifications Framework (AQF) requirements;
   (b) identifies the NVR registered training organisation by its national provider number from the National Register and
   (c) includes the NRT logo in accordance with current conditions of use. (Note: this refers to the logo conditions in place at the commencement of this instrument.)

3.4 Complaints and Appeals Policy and Procedure

Policy

Central College Online will endeavour to resolve all verbal and/or written complaints and appeals. All complaints and appeals will be approached with an open view and shall be resolved through discussion and conciliation with appropriate personnel. Central College Online is committed to providing a fair and inexpensive complaints and appeals process on the basis of procedural fairness that includes access to an independent external body if necessary.

Central College Online will maintain a company Complaints Register and an Appeals Register which will allow identification and detail of the following issues:

- Submission date of complaint
- Nature of complaint/appeal
- Date/s when cause of complaint occurred
- Attachments (if applicable)
- Determined Resolution
- Date of Resolution
- If the complaint/appeal has been conveyed by a student/trainee to the relevant State Training Authority.
Relationship to continuous improvement

Frequently, the complaints and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement.

Procedure

Central College Online has available on the Central College Online website, a copy of the Complaints and Appeals Policy and Procedure to all clients and students to access prior to enrolment and throughout their enrolment.

Central College Online shall maintain the enrolment of the complainant during the complaint/appeal process.

Central College Online recommends for students to first try and resolve the complaint/appeal informally by contacting the Central College Online support team at (02) 8228 6796 or via email at support@centralcollegeonline.edu.au.

If the issue is not resolved or the student is unable to discuss with the person involved, the student is entitled to request and complete the Central College Online Complaints and Appeals form in order to formally present his or her case.

The Complaints and Appeals form can be requested from Central College Online by contacting the support team at (02) 8228 6796 or via email at support@centralcollegeonline.edu.au.

The completed form must be returned to the college via email. Central College Online shall acknowledge all complaints and appeals in writing within three business days, advising the client/student of what action shall be taken and the timeframes for this action.

Upon receipt of the form, the handling of the complaint/appeal is to commence within 10 working days of the lodgement of the form and all reasonable measures are taken to finalise the process as soon as practicable. Central College Online will investigate the nature of the complaint/appeal and follow up with the relevant parties.

If a complaint or appeal is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.

The person lodging a complaint/appeal is provided with a written statement of the outcome, including details of the reason for the outcome.

Any written complaint/appeal will be documented in the Complaints Register and/or the Appeals Register.

External Complaints and Appeals Process

If the complaint/appeal is unable to be resolved following Central College Online’s internal procedure, you may access an appropriate external and independent agent to act as mediator between the parties. Please see details below.

Complaints/appeals are to be handled in the strictest of confidence. No Central College Online representative is to disclose information to any person without the permission of the Central College Online Manager. A decision to release information to third parties can only be made after the student/client has given permission for this to occur.

There are Dispute Resolution Centres throughout Sydney including The Institute of Arbitrators and
Mediator Australia.

The contact details:

**Tel:** (02) 9241 1188  
**Fax:** (02) 9252 2911  
**Email:** nsw.chapter@iama.org.au

*Note:* Costs involved in the mediation process which will be the responsibility of both parties equally.

Students are also able to contact the Australian Skills Quality Authority (ASQA) if they are not satisfied with the outcomes of these processes. For more information please visit the ASQA website: [http://www.asqa.gov.au/](http://www.asqa.gov.au/).

Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third party mediator such as ASQA to satisfy the student’s appeal as soon as practicable.

**Related Policies**

Continuous Improvement Policy

**3.5 Access to Student Records**

**Policy**

Central College Online will provide students with timely access to their participation and progress throughout the training course.

**Procedure**

1. Students are able to view their grades, trainer feedback and the list of completed units on the e-learning platform, Moodle. For any other requests on their course progress students are to contact student support by support@centralcollegeonline.edu.au Students must list their full name, date of birth, address, course enrolled and Student ID.

   Alternatively students can send a written request to:
   Central College Online  
   Locked Bag 7  
   Redfern NSW 2016

2. Students will receive notification that the request has been received and may be contacted by Central College Online to obtain further information.

3. Central College Online will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.
3.6 Privacy Policy

PURPOSE
Central College Online will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Central College Online’s operations as a RTO.

The purpose of this privacy policy is to:

• describe the types of personal information that we collect, hold, use and disclose;
• outline our personal information handling systems and practices;
• enhance the transparency of our management of personal information;
• explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
• notify whether we are likely to disclose personal information and, if so, to whom;
• provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

SCOPE
All Central College Online personnel, regardless of their role.

PART 1 INTRODUCTION
1.1 The Privacy Act
Central College Online, including its employees, contractors and agents, is subject to the Privacy Act 1988 (http://www.comlaw.gov.au/Series/C2004A03712) (the Privacy Act) and to the requirements of the Australian Privacy Principles (APPs) contained in the Privacy Act.

The APPs regulate how we as an organisation can collect, hold, use and disclose personal information and how you can access and correct that information.

Detailed information and guidance about the APPs can be found on the website of the Office of the Australian Information Commissioner (OAIC) (http://www.oaic.gov.au/).

1.2 Information covered under this policy
This Privacy Policy embodies Central College Online’s commitment to protecting the privacy of personal information. It applies to personal information collected by the College and all Central College Online’s personnel regardless of their role.

It covers how we collect and handle personal information, including sensitive information.
‘Sensitive information’ means personal information about staff and students that is of a sensitive nature, including information about health, genetics, biometrics or disability; racial or ethnic origin; religious, political or philosophical beliefs; professional association or trade union memberships, sexuality; or criminal record. Special requirements apply to the collection and handling of sensitive information.
This privacy policy is not intended to cover our handling of commercially sensitive information or other information that is not personal information as defined in the Privacy Act.

PART 2 - OUR PERSONAL INFORMATION HANDLING PRACTICES
2.1 Collection of personal information
Personal information collected by the college from staff or students may be collected directly from them, or on their behalf from a representative they have authorised.
Under the APPs, we will only collect information for a lawful purpose that is reasonably necessary for, or directly related to, one or more of our functions and activities relevant to your relationship with the college, or where otherwise required or authorised by law.

When we collect personal information, we are required under the APPs to notify you of a number of matters. These include the purposes for which we collect the information, whether the collection is required or authorised by law, and any person or body to whom we usually disclose the information.

Privacy notices and declarations are included on all relevant documentation (e.g. Declaration on enrolment form, information in Student Training Manual, and induction declaration).

2.1 Types of personal information collected by us

We collect and hold a broad range of personal information in records for our functions and activities as a Registered Training Organisation relating to:

- employment and personnel matters for our staff and contractors (including Working With Children check and Criminal History Record checks);
- the performance of our legislative and administrative functions (e.g. enrolment information, AVETMISS data);
- individuals participating in our courses;
- the management of contracts and funding agreements; and
- Complaints (including privacy complaints) made and feedback provided to us.

This personal information may include but is not limited to:
- staff or students name, address and contact details (e.g. phone, email and fax);
- photographs, video recordings and audio recordings of you;
- information about your personal circumstances (e.g. marital status, age, gender, occupation, accommodation and relevant information about your partner or children);
- information about your financial affairs (e.g. payment details, bank account details and information about business and financial interests);
- information about your identity (e.g. date of birth, country of birth, passport details, visa details, drivers licence);
- information about your employment (e.g. work history, referee comments, remuneration);
- information about your background (e.g. educational qualifications, the languages you speak and your English proficiency);
- government identifiers (e.g. Tax File Number); and
- information about assistance provided to you under our funding arrangements

2.3 Collection of sensitive information

In carrying out our functions and activities we may collect personal information that is sensitive information (see section 1.2). The APPs impose additional obligations on us when collecting, using or disclosing sensitive information.

We may only collect sensitive information:
- where consent is provided; or
- where required or authorised by law; or
- where a permitted general situation exists such as to prevent a serious threat to safety.

We also collect sensitive information where authorised to do so for the purposes of human resource management, fraud investigations, taking appropriate action against suspected unlawful activity or serious misconduct, and responding to inquiries by courts, tribunals and other external review bodies.
2.4 Collection of unsolicited information

Sometimes personal information is not sought by us but is delivered or sent to us by either the individual or a third party without prior request.

Where unsolicited information is received by us, we will, within a reasonable period, determine whether that information is directly related to one or more of our functions or activities. If this cannot be determined, we will, as soon as practicable, destroy or de-identify the information. If this can be determined we will notify you of the purpose of collection and our intended uses and disclosures according to the requirements of the APPs, unless it is impracticable or unreasonable for us to do so.

2.5 How we collect personal information

We primarily use forms and other electronic or paper correspondence to collect your personal information. By signing paper documents or agreeing to the terms and conditions and disclaimers for electronic documents you are consenting to the collection of any personal information you provide to us.

We may also collect personal information if you:

- communicate with us by telephone, mail, email, fax or SMS;
- attend a face to face meeting or event conducted by us;
- use our websites; and
- interact with us on our social media platforms (e.g. Twitter and Facebook)

2.6 Remaining anonymous or using a pseudonym

We understand that anonymity is an important element of privacy and you may wish to remain anonymous, or use a pseudonym when interacting with us.

In some cases staff or students will be able to advise us that they wish to remain anonymous or use a pseudonym during your contact with us. However, there will be occasions where it will not be practicable for them to remain anonymous or use a pseudonym and we will notify them accordingly at the time of collection. For example, it may be impracticable for the college to investigate and resolve a particular complaint unless the staff or student provides their name or similar information.

2.7 Information collected by our contractors

Under the Privacy Act, we are required to take contractual measures to ensure that contracted service providers (including subcontractors) comply with the same privacy requirements applicable to us.

2.8 Storage and data security

2.8.1 Storage

We hold personal information in a range of paper-based and electronic records. Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the requirements set out by the National VET Regulator (NVR). This ensures your personal information is held securely.

2.8.2 Data Security

We take all reasonable steps to protect the personal information held in our possession against loss, unauthorised access, use, modification, disclosure or misuse.
Access to your personal information held by us is restricted to authorised persons who are Central College Online employees or contractors, on a need to know basis. Regular audits are conducted to ensure we adhere to these policies.

2.9 Data Quality
We take all reasonable steps to ensure that the personal information we collect is accurate, up-to-date, complete, relevant and not misleading. These steps include responding to requests to correct personal information when it is reasonable and appropriate to do so. For further information on correcting personal information see section 3 of this privacy policy. Audits and quality inspections are also conducted from time to time to ensure the accuracy and integrity of information, and any systemic data quality issues are identified and resolved promptly.

2.10 Purposes for which information is collect, held, used and disclosed
We collect personal information for a variety of different purposes relating to our functions and activities including:

- performing our employment and personnel functions in relation to our staff and contractors;
- performing our legislative and administrative functions;
- policy development, research and evaluation;
- complaints handling;
- program management;
- contract management; and
- management of correspondence.

Personal information collected during the enrolment process is used by the college to meet its compliance obligations under the Australian VET framework.

We use and disclose personal information for the primary purpose for which it is collected. You will be given information about the primary purpose of collection at the time the information is collected.

We will only use personal information for secondary purposes where we are able to do so in accordance with the Privacy Act. This may include where you have consented to this secondary purpose, or where the secondary purpose is related (or if sensitive information, directly related) to the primary purpose and you would reasonably expect us to use or disclose the information for the secondary purpose, where it is required or authorised by law or where a permitted general situation exists such as to prevent a serious threat to safety.

Likely secondary purposes for which we may use or disclose your personal information include but are not limited to: quality assurance, auditing, reporting, research, evaluation and analysis, and promotional purposes. Under its obligations with the Standards for NVR Registered Training Organizations 2012, the college may provide personal information collected during the enrolment process to Commonwealth and State.

Personal information may be shared with other sections of Australian Institute of Workplace Learning (AIWL) and for placement purposes with other educational institutions.

2.11 Electronic communication
There are inherent risks associated with the transmission of information over the internet, including via email. Staff and students should be aware of this when sending personal information to us via email or via our website or social media platforms. If this is of concern to you then you may use other methods of communicating with us, such as post, fax or telephone (although these also have risks associated with them).
2.12 Disclosure of personal information overseas
We will, on occasion, disclose personal information to overseas recipients. The situations in which we may disclose personal information overseas include:

- the publication on the internet of material which may contain personal information, such as photographs, video recordings and audio recordings; and posts and comments on our social media platforms;
- the provision of personal information to recipients using a web-based email account where data is stored on an overseas server; and

We will not disclose your personal information to an overseas recipient unless at least one of the following applies:

- the recipient is subject to a law or binding scheme substantially similar to the Australian Privacy Principles, including mechanisms for enforcement;
- you consent to the disclosure after being expressly informed that we will not be taking reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles;
- disclosure is required or authorised by law;
- disclosure is reasonably necessary for an enforcement related activity conducted by, or on behalf of, an enforcement body.

It is not practicable to list every country to which we may provide personal information as this will vary depending on the circumstances.

2.13 Accidental or unauthorised disclosure of personal information
We will take seriously and deal promptly with any accidental or unauthorised disclosure of personal information. Legislative or administrative sanctions may apply to unauthorised disclosures of personal information.

PART 3 - ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

3.1 How to seek access to and correction of personal information
You have a right under the Privacy Act to access personal information we hold about you. You also have a right under the Privacy Act to request corrections of any personal information that we hold about you if you think the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

To access or seek correction of personal information we hold about you, please contact us using the contact details set out at section 5.1 of this privacy policy.

3.2 Our access and correction process
If you request access to or correction of your personal information, we will respond to you within 30 calendar days.

While the Privacy Act requires that we give you access to your personal information upon request or an opportunity to request the correction of your personal information, it does set out circumstances in which we may refuse to give you access or decline to correct your personal information.

If we refuse to give you access or make corrections to your personal information, we will provide you with a written notice which, among other things, gives our reasons for refusing your request.

3.3 If you are unsatisfied with our response
If you are unsatisfied with our response, you may make a complaint, either directly to us (see section 5.1 below), or you may wish to contact:

- Australian Skills Quality Authority www.asqa.gov.au and complete the online complaints form.
PART 4 COMPLAINTS

4.1 How to make a complaint
If you think we may have breached your privacy you may contact us to make a complaint using the contact details set out at section 5.1 of this privacy policy. In order to ensure that we fully understand the nature of your complaint and the outcome you are seeking, we prefer that you make your complaint in writing.

Please be aware that it may be difficult to properly investigate or respond to your complaint if you provide insufficient detail. You may submit an anonymous complaint, however if you do it may not be possible for us to provide a response to you.

4.2 Our complaint handling process
We are committed to quick and fair resolution of complaints and will ensure your complaint is taken seriously and investigated appropriately. Please be assured that you will not be victimised or suffer negative treatment if you make a complaint.

4.3 If you are unsatisfied with our response
If you are unsatisfied with our response, you may make a complaint, either directly to us (see section 5.1 below), or you may wish to contact:

- Australian Skills Quality Authority www.asqa.gov.au and complete the online complaints form

PART 5 CONTACT US

5.1 General enquiries, complaints, requests for access or correction
If you wish to:
- query how your personal information is collected, held, used or disclosed by us;
- ask us questions about this privacy policy;
- request access to or seek correction of your personal information; or
- make a privacy complaint;

Please contact us:

Post: Locked Bag 7
Redfern Sydney 2016
NSW Australia

Phone: (02) 8228 6796

5.2 Availability of this privacy policy
If you wish to access this privacy policy in an alternative format (e.g. hard copy) please contact us using the contact details set out at section 5.1 above. This privacy policy will be made available free of charge.

PART 6 PRIVACY POLICY UPDATES
This privacy policy will be reviewed frequently and updated as required.

3.7 Plagiarism Policy

Purpose
The purpose of the Plagiarism policy is to provide a systemic approach to the treatment of plagiarism in student’s work at Central College Online. The policy is intended to promote honesty in learning and assessment and respect for the work of others.
Scope
This policy applies to all Central College Online students.

Definitions
Plagiarism
- is the intentional use of the language and thoughts of another author and the representation of them as one's own work.
- is the failure to reference or acknowledge work taken from another source.
- is duplication or copying of someone's work
- is presenting a piece of assessment as independent work when it was completed with the assistance of others

Preventing plagiarism
The following steps are to be used to prevent plagiarism.

a) When submitting an assessment a student will be required to agree and accept that the assessment is the student’s own work.
b) The Plagiarism policy is included in the student handbook and published on the
   Moodle platform.
c) Participants can contact the CCO support team in regards to using appropriate referencing conventions.
d) Information on referencing (Harvard referencing style) is available on our e-learning platform, Moodle.

Managing plagiarism
If a trainer suspects a student of plagiarism the following steps will be followed:

a) Interview and ask the student to provide draft notes or evidence that submitted work is their own work
b) If work is shown to be student’s own work, assistance in addressing issues such as correct referencing will be provided
c) If plagiarism has occurred the student will:
   - receive counselling
   - be given advice in regard to the assessment task and
   - be given another opportunity to resubmit assessment tasks or resit an assessment task
d) If plagiarism is repeated the participant will fail that unit of competency or subject

Appeals
Students can appeal a decision regarding plagiarism using the Complaints policy and Appeals policy.

3.8 Compliance with Legislation Policy
Australian Institute of Workplace Learning Pty Ltd (AIWL) ensures that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

AIWL identifies and complies with relevant State or Territory laws including Commonwealth or State/Territory legislation on:

- Work health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination, including equal opportunity, racial vilification,
Disability discrimination;

Vocational education and training

AIWL ensures that its policies and procedures meet the requirements of Commonwealth or State/Territory legislation which are relevant to AIWL’s operations and that:

- Staff are provided with information about legislation that significantly affects their duties.
- Students are provided with information about legislation that significantly affects their participation in vocational education and training.
- AIWL ensures that policies and procedures are up to date with legislative changes.
- AIWL ensures that it has all the insurance cover necessary to carry out its business, including insurance for workers compensation, public liability, professional indemnity, building and contents.

The legislation that particularly affects the delivery of our training and assessment services includes:

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Workplace Relations Act 1996
- Child Protection Act 1999
- Copyright Act 1968

Relates to:

Part 3 - Essential standards for continuing registration

SNR 20: Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
3.10 Discrimination Harassment and Bullying Policy

Purpose

The purpose of this policy is to ensure that Australian Institute of Workplace Learning Pty Ltd (AIWL) meets its responsibilities and obligations in employment and education under State and Federal anti-discrimination and equal opportunity laws; to provide information and clear guidelines for management, staff and students on expected standards of interpersonal interaction; and to provide mechanisms for dealing with breaches of standards, policies and laws.

It is desirable that concerns and complaints of bullying, discrimination or harassment within AIWL are resolved as early as possible, preferably by advice and conciliation undertaken by appropriately trained persons for that purpose. To this end AIWL has introduced procedures emphasising advice and conciliation for dealing with concerns and complaints.

Scope

Management, staff and students while on campus or engaged in any AIWL-related activity.

Definitions

Discrimination: Any practice that makes distinctions between individuals or groups so as to disadvantage some people and advantage others on the basis of an attribute (such as sex, race, religion), or on the basis of characteristics generally attributed to persons with that attribute (eg. being female, Aboriginal etc.).

Harassment: behaviour that causes concern or distress to the recipient, whether staff or student, and is believed by the recipient to be affecting work or progress. It may arise from an act, a decision, or an omission which is perceived by the person whom it affects as wrong, unjust, unfair or discriminatory. It may be a single incident or a series of incidents.

Bullying: One definition of workplace/learning environment bullying is “the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker.

Disciplinary action: is a process for dealing with behaviour that does not meet expected and communicated performance standards.

Principles of natural justice: Natural Justice is technical terminology for the rule against bias and the right to a fair hearing. This means that a person has the right to be heard and heard by a person who has no personal interest in the outcome.

Vicarious liability: The liability of a person for the wrongdoing of another. Under federal anti-discrimination law an employer, regardless of their size, may be legally responsible for discrimination and harassment which occurs in the workplace/training environment or in connection with a person’s employment unless it can be shown that ‘all reasonable steps’ have been taken to reduce this liability.
Policy

AIWL recognises its responsibilities and obligations in employment and education under State and Federal anti-discrimination and equal opportunity laws. As an educational institution and as an employer, AIWL is committed to providing an environment for effective work and study, free from unlawful and unacceptable discrimination and harassment.

Discrimination and harassment will not be tolerated under any circumstances and disciplinary action will be taken against any employee, contractor or student who breaches this policy.

All employees, contractors and students have the responsibility to behave in a respectful and equitable manner towards other staff, students, and members of the community.

The principles of natural justice apply at all stages of the complaint resolution process. Those involved in the complaint resolution process have a duty not to be affected by bias or conflict of interest and must act fairly and impartially. Each party must be given a fair opportunity to know the case against them and to be heard.

All staff and persons involved with the AIWL’s complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair and confidential manner. Matters will be dealt with expeditiously while ensuring that all parties are provided with sufficient time to prepare and/or respond.

Confidentiality will be maintained at all times.

Where appropriate, steps will be taken to ensure harmonious working relationships during and after conciliation and investigation. AIWL will endeavour to ensure that staff members and students using the complaint resolution procedures are not victimised.

What constitutes discrimination?

Discrimination occurs when someone, or a group of people, are treated less favourably than another person or group because of their race, colour, national or ethnic origin; sex, pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.

What constitutes harassment?

Harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a ‘hostile’ or intimidating – environment.

Harassment can include behaviour such as:

- Telling insulting jokes about particular racial groups;
- Sending explicit or sexually suggestive emails;
- Displaying offensive or pornographic posters or screen savers;
- Making derogatory comments or taunts about someone’s race or religion; or
- Asking intrusive questions about someone’s personal life, including their sex life.
What is not harassment

Workplace discrimination or harassment must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from supervisors, trainers and assessors on the work performance or skills and knowledge development of an individual or group.

The process of providing feedback to staff during a formal performance appraisal, or counselling staff regarding their work performance, will not always be free of stress. Similarly, providing a student with feedback following an assessment also has the potential to be stressful. Supervisors, trainers and assessors should manage these processes with sensitivity, but they should not avoid their responsibility to provide full and frank feedback.

What constitutes bullying?

Bullies usually utilise power attributed to their status, skills or position in the workplace, and both men and women can be the targets and/or the perpetrators. Workplace bullying can occur between a worker and supervisor, or between trainers/assessors and students.

Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse. This behaviour may include:

- Physical or verbal abuse;
- Yelling, screaming or offensive language;
- Excluding or isolating employees;
- Psychological harassment;
- Intimidation;
- Assigning meaningless tasks unrelated to the job;
- Giving employees impossible jobs;
- Deliberately changed work rosters to inconvenience particular employees; or
- Undermining work performance by deliberately withholding information vital for effective work performance.

Hostile working environment

Employers also need to be aware of their responsibilities to ensure that the working environment or workplace culture is not sexually or racially ‘hostile’. Examples of a potentially hostile working environment are where pornographic materials are displayed and where crude conversations, innuendo or offensive jokes are part of the accepted culture.

A person has the right to complain about the effects of a sexually or racially hostile working environment, even if the conduct in question was not specifically targeted at them.
Responsibility

It is important to note that everybody is responsible for maintaining a workplace that is free from discrimination and harassment. The following outlines the responsibilities of the management and employees (including contractors) of AIWL.

Management has a responsibility to:

- Ensure the Discrimination, Harassment and Bullying Policy and associated procedures are introduced to all new employees during their induction period;
- Ensure the Discrimination, Harassment and Bullying Policy and associated procedures are made available to all employees and students and is actively communicated within AIWL;
- Set expectations of supervisors, trainers and assessors to demonstrate appropriate conduct and to monitor the conduct of employees and students within the operations of AIWL;
- Encourage and provide avenues for employees and students who feel they have been harassed or discriminated against to come forward and report their experience in a non-judgemental and confidential environment;
- Monitor the AIWL operating environment to ensure it is free from material (posters, notice board items, electronic media) that is sexually related, is racist or is likely to offend;
- Ensure training and assessment services are developed and delivered to students to encourage their participation in an inclusive environment that is free from discrimination harassment and bullying;
- Facilitate training and awareness sessions that educates AIWL employees about anti-discrimination and harassment measures;
- Ensure that selection criteria for supervisor, trainer and assessor positions includes the requirement that they have a demonstrated understanding of and ability to deal with discrimination, harassment and bullying issues as part of their overall responsibility;
- Facilitate the display of posters on notice boards in common work areas and the distribution of relevant brochures to promote an environment that is free from discrimination, harassment and bullying;
- Include accountability mechanisms in position descriptions for supervisors, trainers and assessors; and
- Periodically review the policy to ensure it is operating effectively and contains up to date information;
- Facilitate training and awareness sessions that educates AIWL employees about anti-discrimination harassment and bullying measures;
- Ensure that selection criteria for supervisor, trainer and assessor positions includes the requirement that they have a demonstrated understanding of and ability to deal with discrimination, harassment and bullying issues as part of their overall responsibility;
• Facilitate the display of posters on notice boards in common work areas and the distribution of relevant brochures to promote an environment that is free from discrimination, harassment and bullying;

• Include accountability mechanisms in position descriptions for supervisors, trainers and assessors; and

• Periodically review the policy to ensure it is operating effectively and contains up to date information.

Employees (including contractors) have the responsibility to:

• Seek out and become familiar with the Discrimination, Harassment and Bullying Policy and associated procedures during their induction period;

• Remain informed of changes to the Discrimination, Harassment and Bullying Policy and associated procedures that may occur from time to time;

• Set the example of appropriate behaviour and conduct for other AIWL employees and monitor the conduct of employees and students within the operations of AIWL

• Provide support to individuals that may confide in them about occurrences of discrimination, harassment or bullying in a non-judgemental and confidential manner;

• Respect individual differences and encourage others to maintain an inclusive environment that is productive and supports learning;

• Monitor the AIWL operating environment to ensure it is free from material (posters, notice board items, electronic media) that is sexually related, is racist or is likely to offend;

• Participate in training and awareness sessions that educates employees about anti-discrimination, harassment and bullying measures; and

• Respond immediately to claims of inappropriate behaviour and review own behaviour to identify opportunities for improvement.

What can happen if you discriminate, harass or bully?

Incidents of discrimination, harassment or bullying that are identified will be handled by applying the principles of natural justice. Criminal or unlawful behaviour will be reported to police authorities immediately and will result in immediate dismissal.

Other behaviour which discriminates against or harasses another person will result in management actions which reflect the seriousness of the individual circumstances.

These may include one or a combination of the following:

• Retraining (likely to occur in all circumstances);

• Counselling;

• Apology;
- Conciliation / mediation;
- Demotion;
- Transfer;
- Suspension with pay;
- Suspension without pay;
- Warning for dismissal with a probationary period; or
- Dismissal.

In the case of contractors who discriminate against harass or bully another person, this will result in a withdrawal of the service contract immediately.

Failure to comply with any of the policies and procedures herein may cause the CEO or management vicariously liable should a complaint be received.

**Legislation**

Under law both staff and students will be liable if their actions constitute harassment or bullying.

Discrimination harassment and bullying in covered under the following legislation:

- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Disability Discrimination Act 1992;
- Age Discrimination Act 2004; or

**Relates to:**

Part 3 - Essential standards for continuing registration

SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

SNR 20: Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

**Where to get more information or help**

The following agencies can provide additional information and support services to AIWL in maintaining a working environment which is free from discrimination, harassment and bullying:

**Australian Human Rights Commission**

General enquiries: (02) 9284 9600

Complaints Info line: 1300 656 419

General enquiries and publications: 1300 369 711

Website: [www.humanrights.gov.au](http://www.humanrights.gov.au)

**ACT Human Rights Commission**

Telephone: (02) 6205 2222


**New South Wales Anti-Discrimination Board**

Telephone: (02) 9268 5555

Toll free: 1800 670 812 (within NSW only)


**Northern Territory Anti-Discrimination Commission**

Telephone: (08) 8999 1444

Toll free: 1800 813 846

Website: [www.adc.nt.gov.au](http://www.adc.nt.gov.au)

**Queensland Anti-Discrimination Commission**

Telephone: (07) 3247 0900

Toll free: 1300 130 670

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

Email: [adcq@justice.qld.gov.au](mailto:adcq@justice.qld.gov.au)

**South Australia Equal Opportunity Commission**

Telephone: (08) 8207 1977

Website: [www.adc.sa.gov.au](http://www.adc.sa.gov.au)
Toll free: 1800 188 163

Website: [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

Email: [eoc@agd.sa.gov.au](mailto:eoc@agd.sa.gov.au)

**Tasmania Anti-Discrimination Commission**

Telephone: (03) 6165 7515

Toll free: 1300 305 062

Website: [www.antidiscrimination.tas.gov.au](http://www.antidiscrimination.tas.gov.au)

Email: Antidiscrimination@justice.tas.gov.au

**Victoria Equal Opportunity and Human Rights Commission**

Telephone: (03) 9281 7111

Toll free: 1800 134 142

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

Email: [eoc@vicnet.net.au](mailto:eoc@vicnet.net.au)

**Western Australia Equal Opportunity Commission**

Telephone: (08) 9216 3900

Toll free: 1800 198 149

Website: [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

Email: [eoc@eoc.wa.gov.au](mailto:eoc@eoc.wa.gov.au)
4. ADDITIONAL INFORMATION

Evaluations and Feedback

As a matter of quality assurance and continuous improvement, Central College Online relies heavily on the feedback from students. Central College Online requires all students to complete various feedback and evaluation forms. At the end of the training students will be asked to provide feedback by completing a Learner Questionnaire. Learner Questionnaires may be also emailed to a student. Participation in the survey is highly valued, but voluntary. Central College Online will protect student’s anonymity and the confidentiality of student’s response to the fullest possible extent within the limits of the law.

Assessment Submission

Students are advised to keep a copy of their assessments prior to submitting these online. Central College Online can accept no responsibility for lost assessment tasks.

Please, note, students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.

Assessments must be submitted online at all times. Paper-based assessment tasks will not be accepted unless under extenuating circumstances where previous approval has been granted by Central College Online in writing.

Change of Details

Students must advise Central College Online of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student’s direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All testamurs will be emailed to email address provided.

Student Management System

All student records are subject to Central College Online’s Online Privacy Policy. However, students may reasonably access their files by notifying Central College Online. Central College Online will endeavour to give students prompt access to their own files where reasonable notice is given.

Qualifications, Statements of Attainments and Academic Transcripts

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with a Qualification and an accompanying Record of Results.

For students who have not met all requirements for the course, however have completed all requirements for some units of competency, these units of competency will be listed on a Statement of Attainment.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address noted Central College Online’s Student Management System.
Guidance and Welfare

Central College Online recognises that students may face challenges that may impinge on the student’s ability to achieve competency. In this instance, Central College Online may suggest appropriate external support groups for assistance and/or offer alternative in-house solutions (e.g. course extensions).

Central College Online will endeavour to find win-win solutions for all involved where possible.