

# Student Handbook

2012

## PARTICIPANT HANDBOOK FOR 2012

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## WELCOME TO AUSTRALIAN ONLINE COLLEGE

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The Australian Online College is a privately operated training organisation specialising in short training courses which are required to be completed to establish or maintain regulatory compliance. Courses cover an increasing range of occupational health and safety, customer service and workplace practice topics. Our interactive, multimedia courses are developed either by our in-house trainers and developers or by industry experts in consultation with our staff. All of our courses are designed to be enjoyable as well as educational.

The Australian Online College was established in 2008.

## COMPUTER REQUIREMENTS

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As our course materials and assessment are conducted on line, you will need access to the following IT requirements.

- ✓ Computer with an internet connection (broadband recommended) and a web browser
- ✓ Adobe Flash v8 or higher haven't got that - [click here](#)
- ✓ Sound card and speakers
- ✓ Screen resolution set to minimum of 1280-800 pixels
- ✓ Email account for support when required

## ASSESSMENT METHODOLOGY

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Assessment in a competency based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. Participants in the programs will be required to undertake e- assessment of a theoretical nature (question and answer assessment in interactive format), undertake web based research and to demonstrate skills in the working environment validated by a nominated workplace supervisor.

All participants will be given three attempts at any one assessment. If a participant is deemed to have not satisfactorily met the assessment requirements after the first attempt they will be given some guidance before attempting another. If after that attempt competence is still not achieved, a third attempt is permitted using different questions. If the person cannot complete the assessment to a satisfactory level they must re-enrol and pay any applicable fees.

If at any stage a participant feels that they are not being treated fairly in this process, an appeal can be lodged (see appeals details in this handbook).

## YOUR PRIVACY

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We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (2001) where they apply to our dealings with you the participant.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.
Anonymity	Wherever possible, Australian Online College will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## PARTICIPANT CODE OF CONDUCT

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When undertaking a course at the premises of Australian Online College or any other place where we hold training we ask all participants to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- ❑ All participants must comply with all reasonable requests and requirements made by staff
- ❑ No participant should attend any class whilst under the influence of alcohol or any drugs (prescribed or otherwise)
- ❑ Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any obscene, offensive or insulting language or behaviour, will not be tolerated
- ❑ Disruptive behaviour is unacceptable and will not be tolerated.
- ❑ Any breaking of any state or federal law will be reported to the relevant authority (eg. stealing, damaging property, assault etc.)

Sanctions including cancellation of enrolment, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the RTO Chief Executive Officer or the trainer in charge if the CEO is absent from the building or training venue.

## DRESS AND APPEARANCE

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During all theory and practical sessions we expect all students to be appropriately attired for the particular session. The industry has certain safety requirements which must be observed. If Personal Protective Equipment is needed to complete any of the practical sessions, you will either be advised before the course that you require it or we will provide it for you.

## HARASSMENT AND DISCRIMINATION POLICY

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff are aware and participants should be aware of the following definitions:

' **Bullying**' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary

pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

' **Confidentiality**' - refers to information kept in trust and divulged only to those who need to know.

' **Discrimination**' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

' **Harassment**' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

' **Personnel**' - refers to all employees of Australian Online College.

' **Racial Harassment**' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

' **Sexual Harassment**' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

' **Victimisation**' - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

#### SPECIFIC PRINCIPLES

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,

- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

## APPEALS AND COMPLAINTS

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### APPEALS

An appeal is a grievance about an assessment outcome (sometimes called an academic appeal). We have a process for re-evaluating assessment outcomes if the participant is unhappy with the outcome. All re-assessments involve an assessor who is independent of the initial assessment which is subject to the appeal.

If you are not happy with the outcome of assessment you should first approach your initial assessor and make sure that the reasons for being unsuccessful are understood. Once that has been done or you are still not sure why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging the appeal.

### COMPLAINTS

We will deal with any appeal or complaint in an effective and timely manner, aiming to resolve all matters within one week of the appeal or complaint being lodged in writing by the participant.

- Each appeal or complaint must be lodged in writing and the outcome of the resolution will be made in writing;
- Any person who lodges an appeal or complaint will be given the opportunity to present their case in an unbiased and independent environment. The independence of the party or panel must be mutually agreed;
- We will act upon any substantiated complaint or appeal and may see the result as an Improvement Opportunity for us.

The Chief Executive Officer is responsible for managing the resolution of any appeal or complaint.

### PROCESS FOR MANAGING A COMPLAINT

- Discuss issue with person involved to seek informal resolution
- If matter cannot be resolved speak with RTO Chief Executive Officer in person
- If matter cannot be resolved, try contacting the RTO Complaints hotline on 1800 000 674
- If matter still not resolved, put complaint in writing and forward to Chief Executive Officer
- External parties may be called in to act in a mediation role.

All appeals and complaints including their resolutions are reviewed at our management meetings and, if appropriate, will result in a continuous improvements activity.

## LEGISLATIVE REQUIREMENTS

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We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation follow the links by clicking on the heading below.

The legislation that particularly effects your participation in Vocational Education and Training includes:

### *COMMONWEALTH LEGISLATION*

#### GENERIC

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (2001) including the National Privacy Principles
- Skilling Australia's Workforce Act 2005

#### COURSE SPECIFIC

- Liquor Act 1992
- Liquor (Approval of Adult Entertainment Code) Regulation 2002
- Gaming Machine Act 1991
- Casino Control Act 1982
- Racing Act 2002
- Wagering Act 1998
- Lotteries Act 1997
- Keno Act 1996
- Food Act 2006
- Food Production (Safety) Act 2000
- Civil Aviation Act 1988
- Transport Operations (Road Use Management—Fatigue Management) Regulation 2008

### *STATE BASED LEGISLATION (QUEENSLAND)*

- Fair Trading Act 1989 (advertising and marketing)
- Vocational Education, Training and Employment Act 2000 (VET practice and RTO management)
- Workplace, Health and Safety Act 1995 and Regulations (2008)

**If a complaint made by a participant to us involves an allegation of criminal misconduct, we will immediately refer the matter to the appropriate authority.**

## OCCUPATIONAL HEALTH AND SAFETY POLICY

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The Workplace, Health and Safety Act 1995 describes the duty of care we have to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- All unsafe situations are recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Health and Safety hazard to the appropriate staff member as required.

## PARTICIPANT ASSESSMENT RECORDS POLICY

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our participant's privacy.

Individual participant records will be stored in an online data centre. Our electronic records are stored and backed up daily and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software systems will retain participant results for a period of not less than 30 years.

All other records including, assessment records, taxation records, business and commercial records will be retained for a period of at least seven years. We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant assessment records will be limited to those who require those records for specific purposes including:

- trainers and assessors to access and update the records of the participants with whom they are working,
- management and administration staff as required to ensure the smooth and efficient operation of the business,
- Officers from DET or their representatives,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act) or participant's authorising release of specific information to third parties in writing.

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## ACCESS AND EQUITY

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We are committed to ensuring that we offer training and assessment opportunities to all people on an equal and fair basis including:

- women where under-represented,
- people with disabilities,
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners.

All participants have equal access to our training and assessment programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions regarding access and equity can be directed to the CEO.

## INDUCTION

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When training and assessment takes place in a face to face context, participants will complete an induction program which will cover:

- Confirmation of the course content to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment
- Confirmation that all the above information was provided and handouts were distributed

## LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

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Our course standard material contains written documentation you must be able to read, written assessment you may be required to submit and limited numerical calculations. We recognise that not all people are able to easily, write and perform calculations to the required standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

## RECOGNITION OF PRIOR LEARNING

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Sometimes people enrol in a course and soon find that they have done the training before. All participants have the right to apply for recognition of prior learning or RPL. RPL is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply.

Australian Online College has a documented policy on RPL and a process which will help any application less complicated. Application forms and the policy are available through administration. Again please call if you cannot access these or have any questions.

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## CREDIT TRANSFER

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Not unlike RPL is a process called credit transfer. If you have completed **structured training** which had modules or units with content identical to the ones you are enrolling in, you may be eligible for a credit transfer. Of course we need to make sure that the skills are still current. There is no cost involved in a credit transfer. Information and an application form are available on request.

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## NATIONAL RECOGNITION

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Mentioned earlier, when you undertake nationally recognised training, your statements of attainment or qualification (or any competencies listed on it) are valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

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## PARTICIPANT SUPPORT, WELFARE AND GUIDANCE

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We will assist all participants in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Australian Online College.

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with the Principal who will assist you to the full extent of his capacity.

If your needs exceed our support capacity we will refer you onto an appropriate external agency. You can seek support immediately by contacting:

<b>Police/Fire/Ambulance</b>	<b>Ring 000</b>
<b>Interpreting Services:</b>	<b>13 14 50</b>
<b>Poisons Information Centre</b>	<b>13 11 26</b>
<b>Abortion Grief Counselling</b>	<b>1300 363 550</b>
<b>Alcohol and Drug Information Serv.</b>	<b>1800 177 833 (24 hour counselling and information)</b>
<b>Domestic Violence helpline</b>	<b>1800 811 811</b>
<b>Family Drug Support</b>	<b>1300 368 186</b>
<b>Lifeline</b>	<b>131 114</b>
<b>Men's Line Australia</b>	<b>1300 789 978</b>
<b>Pregnancy Counselling Australia</b>	<b>1300 737 732</b>
<b>Pregnancy Help Line</b>	<b>1300 139 313</b>
<b>Quitline</b>	<b>13 18 48</b>
<b>Salvation Army</b>	<b>1300 363 622</b>
<b>Statewide Sexual Assault Helpline</b>	<b>1800 010 120</b>

## FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

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We will make any necessary adjustment to meet the needs of a variety of participants. For example, if a student is having any problem with our interactive multimedia materials, they simply call our admin team for support or use the online email facility for assistance.

The college undertakes to assist participants achieve their required competency level where the adjustment is reasonable and is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

## DISCIPLINE

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When on site with our staff, we provide training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Australian Online College and the appropriate action will be taken.

## COURSE INFORMATION

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### RESPONSIBLE SERVICE OF ALCOHOL

On 1 January 2009, it became mandatory for certain persons involved in Queensland's liquor industry to have a current RSA training course certificate issued for successful completion of the RSA training course conducted by an Office of Liquor and Gaming Regulation (OLGR) approved trainer.

#### *Who must do RSA training?*

All licensees must ensure the following persons have a current training course certificate in RSA:

- the licensee (if an individual)
- a member of staff of the licensed premises who is involved in the service or supply of liquor at the premises. Staff members involved in the service or supply of liquor include approved managers, bartenders, glass collectors, floor hostesses and room service staff.

#### RESPONSIBLE SERVICE OF GAMING

This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling. The unit also relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include responsible conduct of gambling (RCG) and responsible service of gaming or responsible service of gambling (RSG).

#### FOLLOW WORKPLACE HYGIENE PROCEDURES

This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non contamination of food and other items that might put customers, colleagues and self at a health risk.

This unit is an entry requirement (pre-requisite) for many courses you will complete in the hospitality industry including the course SITXFSA001A Implement food safety procedures.

#### IMPLEMENT FOOD SAFETY PROCEDURES

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. It requires the ability to follow predetermined procedures as outlined in an organisation food safety program.

This unit is the second of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

#### APPLY FATIGUE MANAGEMENT STRATEGIES

This unit involves the skills and knowledge required to apply fatigue management strategies, including identifying and acting upon signs of fatigue and implementing appropriate strategies to minimise fatigue during work activities. It involves the application of the relevant regulations, codes and guidelines of the Commonwealth Government and the state/territory authorities concerning fatigue management during work activities and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft.

## COURSE FEES

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Course Fees include all learning material, assessment and support required throughout the course.

RESPONSIBLE SERVICE OF ALCOHOL - SITHFAB009A

\$49 on line

RESPONSIBLE SERVICE OF GAMING - SITHGAM006A

\$75 on line

FOLLOW WORKPLACE HYGIENE PROCEDURES - SITXOHS002A

\$73 on line

IMPLEMENT FOOD SAFETY PROCEDURES - SITXFSA001A

\$85 on line

FOOD SAFETY SUPERVISOR / SITXOHS002A & SITXFSA001A COMBINED

\$145 online

APPLY FATIGUE MANAGEMENT STRATEGIES - TLIF1007C

\$135 on line

\$195 distance (workbook)

Discounts will be arranged for bulk bookings where a company can purchase a voucher for multiple logins to the system. Fees are negotiated on a case by case basis.

## REFUND POLICY

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Fees are collected by way of direct debit on line prior to course commencement. Instance access is granted once course fees are cleared. In the case of a voucher, once fees are collected, no refunds apply.

## ACKNOWLEDGEMENT DECLARATION

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Before you complete the online enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and completing the on-line enrolment form, you are acknowledging that you have read the student handbook.