



COLLEGE
AUSTRALIA



Distance Education with College Australia





From the College Director's Desk

Welcome and thank you for choosing College Australia as your education partner. We are a young and dynamic company who pride ourselves on high academic and customer service values.

Education and training has become an integral part of our lives and to remain at our best we need to maintain and forge ahead with knowledge. We offer the best of both worlds; we not only offer quality education and training but a flexible environment that allows you to balance your career education, training and personal lifestyle.

To enable your stay with us to be as rewarding as possible, whether it is for a short or long time we have developed this manual to ensure that you are provided with all the necessary information that you require.

Our team of dedicated staff are always on hand to help you with any queries that you may have and please feel free to contact them at any time.

In order to maintain and provide consistent standards we encourage your feedback.

In closing I would like to wish you all the best for your studies and hope that not only do you walk away from College Australia with a wealth of knowledge but a new focus that not only helps you achieve your career goals but a fulfilment within yourself.

K Hansen
Director
College Australia





From the Student Wellbeing Outreach (SWO)

The SWO looks forward to ensuring your study is uncomplicated and easy to settle into. Our role is to support you in achieving study outcomes and a balanced lifestyle.

We look forward being of service to you.

Welcome to Distance Learning with College Australia. Distance education is a great way to achieve the qualification you want within your lifestyle options. You choose when you wish to study with a learning schedule that suits you.

All College Australia Distance Programs are self-paced. You are completely in control of your own learning schedule.

High quality learning materials designed for at home learning.

College Australia programs have been designed for at home learning. This means that the study material you receive will be straight forward and easy to follow. Each unit will be clearly laid out and allows you to progress as quickly as you feel comfortable.

Student Wellbeing Outreach (SWO)

The SWO oversees and co-ordinates all activities related to College Australia's Distance Education activities and is the first College Australia point of contact for you. The SWO is responsible for monitoring student assessments and academic progress and referral to Student Counselling Services.

The SWO is here to make your stay with College Australia easier. They can help with support and information on everything from academic, study and general support.

Appeals and Grievances

College Australia's appeals and grievances processes are designed to resolve student issues or concerns regarding academic or administrative matters. The processes are a commitment to attempt to resolve issues or concerns informally and provide transparent process with the capacity for timely response and a respect for confidentiality.

For more information please read the Participant Handbook.

Assessments

Assessments are an opportunity for you to demonstrate your proficiency and competence in the subject matter you have been learning. You probably remember your school days and that examination you dreaded so much. Well, think again. You will not be required to remember everything in your program material.





It's true, you are not required to remember everything in program materials.

The program materials are designed to facilitate and inspire your learning and the assessment tasks are your opportunity to demonstrate your understanding and aptitude in the subject matter.

Open Book Assessments

Most College Australia Distance Education assessment tasks are in open book format. This means that you are able to have your program materials open when completing your assessment tasks.

Assessment Preparation Tips

- Always read your assessment tasks carefully before commencing your study
- Keep a copy of the assessment task with you while you study
- Make notes while you read through your learner guides and textbooks
- Use Post-it notes or other markers to help you locate information at a later time
- Never assume you will remember that important section or paragraph
- Link information you come across to the assessment question(s).

How to submit Assessments

The knowledge and skills you acquire in this course will be assessed through competency assessments. The competency assessments must be submitted to the college for marking. It is important that you forward each competency as a whole to the college on completion-please send only entire completed competency assessments. You are required to provide accurate answers to all of the questions in each competency assessment.

If you do submit more than one assessment at the same time, please ensure that each assessment has a completed assessment cover sheet, as each competency assessment is required to be processed as a separate item.

To enable the college to identify your assessments when they are submitted for marking you should complete an assessment cover sheet with the assessment and student details completed.

Once you have completed an assessment and the assessment cover sheet please submit your assessment for marking to College Australia:

By post or in person - 58 Hope Street, Brisbane QLD 4101

By email - swo@collegeaustralia.edu.au

By fax - (07) 3123 1330





If your first attempt at the competency assessment is considered “not yet competent” (Code NYC) then you will be asked to re-submit the assessment. When you have worked through the comments and suggestions provided by the marker, simply return the assessment. If you do not achieve competency after the second attempt you will be contacted by a member of the facility.

Please note: If you are re-submitting an assessment please indicate this by ticking ✓ the re-submission box on the assessment cover sheet.

Keep a Copy of any original hard-copy work submitted.

Assessments received by the college are tracked by a student database program. However, human error may occur. For this reason it is very important that you should always keep a copy of submitted hard-copy assessments, to be re-submitted if the original goes missing.

Workplace Assessment

Workplace training and assessment is the gathering and evaluation of evidence during normal work activities in order to determine whether a required element within a competency has been achieved. Workplace assessment will entail a combination of recognition, observation, questioning, discussion and third party validation. This is a mandatory part of your course.

To verify if student has successfully demonstrated the practical components for each of the required competency outcomes. Completion of the Workplace Assessment Kit is to be undertaken after the workplace training has been finalised. A qualified manager or supervisor who observed your workplace training will sign the assessment validation form in the kit provided.

Important: All forms must be signed by a qualified manager/supervisor .

The SWO will assist you in this process. If you have any queries concerning this component of your course please contact the SWO on +61 7 3123 1330 or via email at swo@collegeaustralia.edu.au

What is Workplace Assessment?

As a mandatory part of various College Australia Distance Education programs, students are required to undertake workplace training. Workplace training and assessment is the gathering and evaluation of evidence during normal work activities in order to determine whether a required element within a competency has been achieved. **This is to be done ONLY after all your assessments have been submitted and assessed.**





Benefits of Workplace Assessment

- An increase in employment opportunities
- Practical experience in the industry
- Opportunity to develop practical job skills
- Insight into particular job roles and responsibilities
- Able to apply theory learnt into practice

What Does 'Qualified' Manager/Supervisor Mean?

Training packages provide a range of options for meeting assessment requirements. Assessments can be undertaken in a variety of workplace contexts by partnerships involving the Registered Training Organisation (RTO) assessor and technical experts (manager/supervisor).

According to the National Assessment Guidelines, it is recommended that the workplace manager/supervisor is able to:

- Demonstrate current knowledge of the industry, industry practices and the job or role against which performance is being assessed.
- Communicate and liaise, where appropriate, with the Workplace Coordinator/College Australia Assessor throughout the assessment process.
- Use agreed practices to gather and record evidence for the College Australia Assessor to use in making a valid judgement on competency.

The Role of the Workplace Coordinator

The Workplace Coordinator role is designed to assist and support students and managers/supervisors going through the workplace assessment process.

This is achieved by:

- Making calls to enrolled students as well as workplace supervisors; to coordinate and assist with the work place component
- Answering calls from enrolled students and workplace supervisors and handling their enquiries
- Building ongoing relationships with students and workplace supervisors by maintaining a regular contact with these students and supervisors on a monthly/quarterly basis or as requested by the student
- Provide quality support, advice and encouragement to students and work place supervisors





You Current Details

For many reasons, it is essential that the college is aware of you current contact details (address, telephone, mobile, email). You should inform the college immediately if any of your contact details change.

Please contact the college on (07) 3123 1330 OR email swo@collegeaustralia.edu.au to update your details.

How It Works

1.Student to complete enrolment form

This is done directly with College Australia on site when you sign up for the course

2. Student receives a Letter of Notification to advise of successful enrollment and a distance pack

The Student Distance Pack contains a welcome letter, a guide to when studying by distance, a text book relevant to the course, all assessments and your Vocational Placement materials. You may also receive an Australian Federal Police Check or Blue Card Application depending on your course!

3.Student to complete and return required Police Check or Blue Card Application

If this document is a requirement for the course, it will completed at College Australia when you sign up to your course (some circumstances may demand another option which will be decided at the time)
We will then submit the form your behalf, and these documents can take 6 to 12 weeks to process so it is imperative that we get this back as soon as possible.

5. Student completes assessments and returns it to the SWO

The assessments are issued in groups of 3 in no particular order and can be completed in your own time. You must attend 4 onsite workshops, this is a mandatory component of the course as some components just cant be taught by distance and require demonstration. You will also need to book into one of our first aid courses held monthly onsite at our South Brisbane campus.

These can be returned either in person, via post, via fax or emailed to us. If you wish to receive an email acknowledgment please include these details on the assessment cover sheet.
You must keep a copy of all assessments submitted.

6. Vocational Placement

As a part of your course you are required to complete 120 hours in the workplace. This can only be done once all of your assessments have been submitted, marked and we will contact you to advise. Once confirmed the student will need to research and TELEPHONE ONLY some facilities to complete the work experience.

Placement will be confirmed by College Australia and a contract for your placement created – **DO NOT VISIT ANY FACILITIES – they are secure facilities and if you do we will remove you from the course without refund.**





Student Support

“At anytime during the program the student can request assistance from the SWO –who can assist with counseling, clarification or any academic concerns.”

Recognition

“Recognition (RPL) is a process that allows the competencies you already possess to be recognised, regardless of how you obtained them. These might include skills you picked up on the job or from other life experiences that do not necessarily include formal training.”

Conditions & Privacy Policy

The Privacy Act of 1988, is designed to protect your rights with respect to personal information that organisations may hold, to ensure you are aware of your rights and of what information is held. Personal information includes a person’s name, address, telephone numbers, date of birth, credit card and bank account details, course interests, education history and employment status. None of the information that we hold about our enquirers and students is considered sensitive under the provisions of the Act.

Why is it collected?

The information is collected by College Australia and will be held by College Australia. The primary reason College Australia collects this information is for the purpose of processing your enrolment or enquiry, communicating with students, matching courses with students’ needs, sending out the course information requested by enquirers, enrolment in courses and servicing course material to students, keeping a record of payments, managing students’ accounts, compiling statistics and market research. If debt enforcement becomes necessary, College Australia may exchange information with a collection agency.

How do we collect, hold, use and disclose this information?

Personal information is collected from completed student enquiry forms and phone calls, student enrolment forms, and our website. The information is held on our customer computer database. We take all reasonable precautions to prevent unauthorised access to that information. The information is collected to process your enrolment as a student, or enquiry, and to assist us in improving our service to you. The provision of this information is voluntary but if this information is not provided, College Australia may not be able to process your enrolment or enquiry. With your consent, some of this information is passed on to other organisations for direct marketing purposes.

How to get access

We will, with your help, keep your personal information accurate, complete and up to date. In order to ensure this, you have the right to access the personal information we have about you and request corrections. There are two ways you can contact us to inspect information: over the phone or in writing via post, email or fax. You will need to provide your enrolment number and Student ID number.

We wish you the best of luck in your studies and look forward to helping you achieve your goals!

The SWO Team College Australia

