



COLLEGE
AUSTRALIA

Participant Handbook

www.collegeaustralia.edu.au

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

Training has become an integral part of 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 training but a flexible environment that allows you to balance your career, personal and training without the need to sacrifice.

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 our company with a wealth of knowledge but a new focus that not only helps you achieve your career goals but a fulfilment within yourself.

A handwritten signature in blue ink, appearing to read "K Hansen", with a stylized flourish at the end.

K Hansen
Principal
College Australia

Code of Practice

The Code of Practice outlines the obligations and responsibilities required to ensure all stakeholders have a correct and pleasant environment. College Australia will ensure that policies and management practices are implemented to ensure the highest professional standards in the promotion and provision of career education and training services, and which defend the educational interests and welfare of participants. College Australia is committed to incorporating Access and Equity principles within all our services that we provide to our consumers. All team members acknowledge the legal and moral rights of consumers to make available information, advice and support consistent with this Code of Practice.

Marketing:

College Australia' marketing collateral, career education and training programs are presented and marketed with uprightness, precision and professionalism.

Course Information:

Fees, Access and Equity, National Recognition, Credit Transfer, Equal Opportunity, Complaints and Appeals procedures, Hostile Free Environment and Harassment policies are provided to consumers accurately and in simple terms.

Recruitment:

College Australia provides recruitments services that uphold the RCSA-Code for Professional Practice and take into consideration the background, aspirations and career path of candidates in providing those services.

National Recognition:

College Australia recognises the qualifications and statements of attainment issued by other registered training organisations.

Appeals and Complaints:

All participants have a fair procedure for petition regarding a disputed assessment decision through the Appeals and Complaints Policy.

Refund Policy:

College Australia has fees and charges and refund policies that are fair and equitable and inline with the AQTF standards. The policies contain procedures for refunding fees to participants should College Australia cancel or discontinue a course for any reason or should a participant vacate from the course.

Fees and Charges:

College Australia provides information on fees and charges and is documented and made available to all stakeholders.

Participant Enrolment Policy and Procedure

It is the procedure of College Australia that all participants are enrolled without influence and in accordance with its Access and Equity Policy. Participants are able to enrol in any of College Australia' courses or training programs through a Training Consultant during business hours. The only exclusion or obstacle to enrolment may relate to the requirement of previous units or criteria for enrolment as listed in the individual accredited course or training package through the NTIS database.

Traineeships

When College Australia is requested to provide a traineeship, a Training Consultant will contact the employer and employee to arrange a suitable time to perform a formal induction and enrolment conference.

Once completed, the Training Consultant will develop a training plan in consultation with the trainee and the employer. This will be signed by all stakeholders and a copy will be provided as part of the program paperwork to all signatories.

The trainee may be requested to complete a language literacy and numeracy (LLN) assessment to ensure optimisation of the training programs language and content to best suit the trainee's capability to complete the qualification successfully.

Skills Assessment and Audit

College Australia may complete a skills assessment and audit to ensure the participant will receive a tailored training program prior to commencement. This provides an opportunity for participants to discuss their individual needs and desired outcomes.

On Line Information

A copy of this handbook, information on College Australia and courses, training programs and modules is available online at www.collegeaustralia.edu.au.

Short Courses (e.g. THHFB09B-Responsible Service of Alcohol)

Upon arriving at the Training Venue you will be required to complete an enrolment form and may be requested to complete a language literacy and numeracy (LLN) assessment. Whilst the language literacy and numeracy assessment is not an obligatory element, you are encouraged to complete the assessment. This assessment will provide a suggestion of the participant's needs and capacity to complete the qualification.

Other Training Programs

The participant is required to attend a formal induction process that will include:

- The completion of an enrolment form and required paperwork
- A formal induction
- Presentation of the Participant Handbook

The participant may be requested to complete a language literacy and numeracy (LLN) assessment to ensure optimisation of the training programs language and content to best suit the trainee's capability to complete the qualification successfully.

Amendments to Enrolment/Personal Details

College Australia is required to keep all participant records up-to-date. Should you require to cancel or amend a course, program, change your name, address or other relevant information during the training period; please contacting Student Wellbeing outreach on (07) 32292142 or emailing swo@collegeaustralia.edu.au.

Selection

All participants are selected for enrolment in training in a principled and accountable manner and course or training preferences will be based on the date of receipt of enrolment and payment. College Australia provides assurance that all determinations concerning the enrolment of participants in courses or programs will comply with equal opportunity legislation and College Australia access and equity policy.

Specialist and suitably qualified team members are always present to assist in the enrolment process. Individual training needs of participants will be identified during enrolment and support service options discussed and arranged to guarantee fair and equitable participation.

Language, Literacy, Numeracy (LLN) Assessment

After the enrolment process, the participant may be asked to complete a short language, literacy and numeracy assessment. The assessment is intended to ascertain participants who may find certain requirements or outcomes of the course or program challenging to achieve or within established timeframes.

The assessment is not intended to cause anxiety but to establish program or course options in which the participant can feel supported and self-determining in completing the qualification or course. The LLN is simply a tool in which College Australia can identify the most appropriate learning and assessment strategies for each individual to complete.

If a participant has been identified as someone who may benefit from support services, the Training Consultant will discuss the full range of options available in a supportive and caring environment. For example, there are a variety of acceptable assessment methods that may be applied, these include: practical demonstration, oral questioning, role play, case studies, projects, written answers and multiple choice. For more information please contact Student Wellbeing Outreach on 07 3229 2142 or email swo@collegeaustralia.edu.au.

Support Services Information

Ensuring all participants have the complete and positive experience whilst training, a variety of support services, career and guidance information is available by contacting the College Australia or Student Wellbeing Outreach Consultant or by referring to the Support Reference Section which is located in the appendix section of this handbook. College Australia has internal and external partnerships to various support and welfare services for the benefit of participants including internal training, assessment and career advocacy services as well as partnerships with leading assistant agencies and centres. For more information please contact Student Wellbeing Outreach on 07 3229 2142 or email swo@collegeaustralia.edu.au.

Language Assistance and Interpreter Services

College Australia acknowledges the wonderful diversity of its participants and endeavours to endow them with all possible assistance in achieving their training objectives. College Australia has access to qualified and accredited interpreters in over 30 languages and can avail participants to these services.

If language assistance or interpreter services are required and not covered by government funding, the expense of accessing these services will be covered by the participant. For more information please contact Student Wellbeing Outreach on 07 3229 2142 or email swo@collegeaustralia.edu.au.

Participation Information for Venue Type Delivery.**Punctuality**

Participants are required to be prompt. Please ensure arrival at the training venue at least fifteen (15) minutes prior to commencement. Impeding the commencement training will cause interruption and will alter the allocated timetable. Please note Mobile telephones are required to be switched off during training.

Absences

Responsibility is upon participants to ensure work missed due to an absence is followed-up. Participants unable to attend the full scheduled course, training or assessment session are requested to notify the Training Consultant prior to commencement to ensure information and/or requirements for the next scheduled session are provided.

If the participant will not be attending a training/assessment session, please contact the Training Consultant as early as possible.

Consideration of Others

College Australia insists on a business like presentation from all participants whilst in the learning environment. This means:

- Observance of the venue smoking policy and requirements
- The provision of an environment which is free from hostility, intimidation, discrimination or abuse
- Noise to be kept at acceptable levels
- Respect is to be universal
- All stakeholders are to maintain a clean and safe environment

Disciplinary Procedures

Participants have an obligation to conduct and participate in any training program, assessment or course with behaviour which is professional, non-disruptive, productive and harmonious to all stakeholders. Situations in which a participant acts contrary to established guidelines may result in suspension or disciplinary action.

Misconduct is any behaviour which:

1. Disturbs the enjoyment of others
2. Inhibits the performance of others
3. Jeopardises the workplace, health and safety of stakeholders and includes, verbal abuse, physical abuse, alcohol, drugs, weapons, indecency, vandalism, theft, safety, hygiene, non-compliance, fraud or deception and creating a hostile environment.

Misconduct will in the first instance be dealt with by the Training Consultant and if necessary a Corrective Action Request form completed. Should an adequate solution to the issue not be reached, the issue will be referred to Student Wellbeing Outreach. If the issue is referred, the participant will be provided with a written statement of the misconduct and required to sign the Misconduct Notice (failure to sign will require a third party to acknowledge the notice has been sighted and discussed with the participant). If the issue requires cessation of tuition the participant will be given notice in writing giving formal reasons for the determination and if less than 18 years of age notice will also be given to the parent / guardian.

Where it is acknowledged that there is a continuance of the misconduct, the participant will be requested to convene with the Principal and Student Wellbeing Outreach to account for the circumstances under which this misconduct transpired and sign a declaration. The Principal and Student Wellbeing Outreach will make a declaration on the direction of action to be taken. At this phase, the Principal reserves the right to prohibit the participant from any additional training/assessment.

For training delivered in a third party environment, the third party's relevant disciplinary procedures will exist.

Delivery and Flexible Learning

College Australia is dedicated to the provision of specialist flexible training with higher learning outcomes for participants. We have structured our training programs to guarantee that we meet the needs of a wide-ranging scope of customers, regardless whether it is a short course, training package or traineeship program.

Flexibility is a significant scheme supporting the national training system. It is the values and a methodology which increases choice on what, when, where, and how people learn.

Employers benefit from the capability to integrate training into their workplace in a way that suits their business, while learners can be provided training that best fits their learning methods and assists them balance their work, life and education commitments.

Flexible learning incorporates an assortment of delivery methods such as:

- distance education
- Mixed-mode delivery
- computer based training
- self-paced and self-directed learning.

Your designated Training Consultant will support both the practical and theoretical components of the course and assess your aptitude against the required performance criteria for each unit of competency. In all situations your assessment will be valid, reliable, flexible and fair.

Assessment Information

College Australia is devoted to providing a better practice learning environment for all stakeholders to achieve the outcomes sought by today's businesses. Consequently, Training Consultants will work with participants to make certain that participant needs are being met and in harmony with their individual learning style.

Conventionally, participants from differing industries approach learning from different angles. The mode participants learn will depend greatly on their ability to be able to translate and understand the information being provided by the Training Consultant (College Australia engages real industry professionals to ensure accuracy and workplace knowledge can be transferred easily) and the participant's ability to be able to apply this knowledge and skill in an assessment.

Competency-based assessment is designed to ensure that the participant has achieved the knowledge and skills required in the workplace. It is based on the assembly of sufficient evidence which is valid, reliable, fair and flexible to enable an assessor to make a finding that competency has been achieved against the elements and performance criteria of nationally recognised competency standards (the Training Consultant will explain this to you in more detail).

At the first training session the Training Consultant will provide an overview of the content of the course and vocational outcomes. Additional information may be found on the College Australia web site (www.collegeaustralia.edu.au).

College Australia has developed broad learning and assessment methodologies that can be contextualised or customised to suit:

- Individual learning style
- Working environment
- Industry requirements

Whilst the learning and assessment have been developed generally, the Training Consultant will negotiate with the participant and employer (where applicable) to ensure that the best possible opportunities for completion exist. Additionally, Training Consultants will be available to assist wherever required.

Assessment methodologies may consist of the following:

- practical demonstration
- oral questioning
- role play
- case studies
- projects
- written answers
- multiple choice

All assessments include clear information on the requirements for completing each activity whether they are questions (written or oral) or direct observation of your skills at work.

On completion of the assessment activity the participant will be provided with feedback on the outcome of the assessment on whether competency has been achieved or not. In accord with the principles of competency based training and assessment, if the participant has been determined not yet competent, there will be an additional two (2) further opportunities to be reassessed. Where the participant has been incapable of achieving competency after three (3) assessments the Training Consultant will discuss additional training options.

Complaints and Appeals Procedures

College Australia ensures that all participants are treated fairly and in accordance with the principles of access and equity and invites all consumers to plainly state any complaints that they may have. College Australia will assess all complaints and appeals individually and makes decisions on the merit of issues raised.

Complaints

Should a complaint be about the services provided by College Australia, these should be discussed with the Training Consultant in the first instance in an attempt to resolve the issue prior to escalation to Student Wellbeing Outreach. If this is an unsuitable position please contact Student Wellbeing Outreach who will provide you with a Corrective Action Form to complete and return.

Student Wellbeing Outreach will table the form to the Principal and Administrators for arbitration. Details of any decisions made will be detailed on this form and a copy provided to you within 5 working days. If you remain dissatisfied with the result, you must then follow the other appeals procedure.

Appeals

If the participant is dissatisfied with the outcome of an assessment, first approach the Training Consultant to discuss the reasons for dissatisfaction.

If after the discussion the participant remains dissatisfied with the outcome the Training Consultant will request the participant to lodge a formal appeal against the assessment using the Corrective Action Request form. This form is to be submitted to Student Wellbeing Outreach within 14 days of the result of the assessment being provided.

Student Wellbeing Outreach will attach one copy of the appeal to the file and the original forwarded to the Principal to arrange a hearing date. An invitation will be issued to the participant to attend an enquiry within 5 working days.

The Principal and Student Wellbeing Outreach will convene a panel of independent assessors to attend the enquiry to ensure that an unbiased decision is made. At the enquiry, the participant will be given the opportunity to present their grounds and demonstrate competence.

Within 5 days of the enquiry, the Principal will notify the participant of the outcome of the enquiry in writing with detailed information on the reasons why the decision has been made. If a further opportunity for assessment has been granted, the participant will be required show this decision to the Training Consultant when ready to be re-assessed.

If the participant remains dissatisfied, the issue will be referred to external bodies for consultation.

Other Appeals

Where dissatisfaction is with a decision made by College Australia in relation to its products or services, the issue is to be forwarded in writing to the Principal. Upon receipt of the appeal by the Principal, the appellant will be invited to attend a formal enquiry for an opportunity to present the issue and provide supporting evidence. This enquiry will be attended by the Principal, Administrators and recorded by administrative staff of RTO.

The administrative officer will record the minutes and make certain that a copy is forwarded to the Directors and saved for future reference.

The administrative officer will ensure that formal notification of the outcome of the appeal is communicated to the appellant within 7 working days of the enquiry. The communication will clearly state the reasons for the decision and provide advice on any future options

Fees and Refunds

College Australia is to ensure that all fees paid are correctly receipted and recorded in accordance with its financial accounting systems and procedures.

Traineeships

Traineeships are provided fee for service and are payable in advance by cash, cheque, money order, direct credit or credit card direct to College Australia or through a payment arrangement authorised by the Principal. Learning and assessment materials for units of competency will be not issued until the required tuition fees are paid.

Where a traineeship has been granted an arrangement by the Principal the completion of payment must be made.

Skills Assessment and Gap Training

All fees are payable in advance and access to learning and assessment materials will be made accessible on fees being paid. Fees may be paid by cash, money order, cheque or credit card. No refunds or concessions are applicable.

Short Courses

All fees are payable upon enrolment and may be made by cash, money order, cheque, direct credit or credit card direct to College Australia.

All Other Courses

All fees are payable in advance. Learning and assessment materials will be made available on fee payment. Fees may be paid by cash, money order, cheque or credit card. No refunds or concessions are applicable.

Tax invoices for all fee paid will be issued within 7 days.

Refund Policy

Refund policies for College Australia are as follows:

All refunds must be made in writing on the 'Refund Advice' form.

College Australia is committed to exploring every avenue, which may enable the trainee to complete a course to which the trainee has enrolled and tuition fees have been paid – various avenues are as follows:

- Enrolling in an upcoming part-time course if a trainee cannot complete full-time study.
- Breaking down the full-time course into part-time competencies offered through a flexible delivery method.
- Enrolling as a full-time student into a scheduled course to be completed in the near future.

College Australia may, if a trainee is suffering financial hardship, allow the trainee to pay on a weekly, monthly or competency basis. This will be at the discretion of the Administration Manager.

The trainee may apply for a full 100% refund of tuition fees paid if a refund advice claim is received at least 2 weeks prior to the start of a course.

A trainee applying for a refund of tuition fees paid lodged less than 2 weeks prior to the commencement of a course but still lodged before the commencement date may apply for a 75% refund of tuition fees.

A trainee applying for a refund of tuition fees after the commencement of a course will be dealt with fairly and equitably and refunded 75% pro-rata according to the special circumstances as listed below.

Special Circumstances

We will issue refunds when:

- A course has been cancelled by us
- Death of an immediate member of the family
- Student accepts a course offer from a different educational institutional within the first 3 weeks of the course
- Review of RPL indicates that student does not have to undertake the course/ part course
- Student unable to attend due to extended hospitalisation / illness, and / or pregnancy / child birth

We will *not* issue refunds for:

- Change in students work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course / module

Course Cancellation

College Australia, then participants will be entitled to a full refund or transfer of fees to a future course.

Access and Equity Policy

The Principal of College Australia will ensure that:

- a. College Australia is dedicated to access and equity across the services that it offers and within the constraints of work location and available resources.
- b. Our access and equity policy will be continuously implemented and reviewed for areas of improvement.
- c. Training Consultants ensure that delivery and assessment activities, selection of participants and course planning meets access and equity requirements as outlined in this policy.
- d. All team members of College Australia are trained in the principles of access and equity at all times.
- e. Clients of College Australia are not discriminated against because of gender, pregnancy, race, colour, nationally, ethnic or ethno-religious background, marital status, sexual orientation (male or female, actual or presumed), age (in relation to compulsory retirement)
- f. Social justice outcomes are achieved through utilisation of learning and assessment materials that are sensitive to the learning needs of individuals and cultural and linguistic needs
- g. Access and equity principles are applied in selection for entry to courses, program planning and delivery and assessment arrangements
- h. College Australia will strive to meet the needs of individuals, and the community as a whole through the implementation of access and equity guidelines.
- i. College Australia staff and partners will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
- j. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working very closely with relevant government organisations, employers and trainees.
- k. We will implement customer oriented programs and target the specific needs of market segments in enhancing the economic development of the organisation.
- l. To ensure that all team members take full responsibility for access and equity
- m. College Australia will ensure a hostile free environment for all stakeholders.

Compliance with Legislation

There is a variety of important State and Federal legislation that affects you as a participant in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it. The legislation applies to you both at work in your workplace and in all aspects of your training; some important legislation is outlined below.

All Queensland legislation is available on line at www.legislation.qld.gov.au.

All Commonwealth legislation is available on line at www.scaleplus.law.gov.au/popacts.htm

Vocational Education Training and Employment Act 2000 (Commonwealth)

The objective of this act is to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of all

Anti-Discrimination Act 1991 (Commonwealth)

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

Racial Discrimination Act 1975 (Commonwealth)

An Act relating to the Elimination of Racial and other Discrimination

Sex Discrimination Act (Commonwealth)

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992 (Commonwealth)

An Act relating to discrimination on the ground of disability

Workplace Health And Safety Act 1995 (Queensland)

An Act about workplace health and safety, and obligations of all persons in any workplace.

Workers' Compensation And Rehabilitation Act 2003 (Queensland)

An Act to establish a workers compensation scheme for Queensland, and for other purposes

Copyright Act 1968 (Commonwealth)

An Act relating to copyright and the protection of certain performances, and for other purposes

The Commission for Children and Young People's Act 2000 (Commonwealth)

This act looks at obligations to protect and care for children and young people and the requirements by the service system for filling these obligations.

Privacy Act 1988 (Commonwealth)

The Privacy Act regulates how personal information is collected, stored, used and disclosed.

Information on the above mentioned Acts and other Acts can be sourced through www.legislation.qld.gov.au or www.austlii.edu.au

Recognition of Prior Learning (RPL), Credit Transfer/National Recognition

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning means that you may be able to receive recognition for specific competencies that you have acquired knowledge and skills through other studies, training, and experience at work or from every day life experiences. Applications for RPL are available from College Australia.

What is Credit Transfer/National Recognition?

College Australia recognises the qualifications and statements of attainment issued by all other RTOs for nationally recognised training delivered in Australia.

Where it is identified upon enrolment that you have completed identical units of competency, you will be granted credit automatically. You must provide a certified copy of the statement of attainment or qualification (with list of units achieved) and complete Application for Subject Exemption in order to qualify for this credit. Where you cannot produce a certified copy of the documentation required, credit will **NOT** be granted.

How can RPL/National Recognition/Credit Transfer benefit me?

You may be able to shorten your course, or substitute the learning of new or more advanced skills for those skills you have already mastered. It also means that you do not have to waste time by repeating the learning of skills that you already have.

What kind of information can be used for National Recognition/Credit Transfer?

You can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.

What kind of information can be used for RPL?

This can be done in several ways:

- You can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.
- You can submit a portfolio that you have compiled, reports you have written, samples of your previous work or references/testimonials detailing your previous skills or experience.
- Even if you are unable to supply any of this information, you may undertake testing to assess your skills.

What steps are involved in RPL?

Applications and the applicable fees (refer to the fees and charges schedule) should be submitted to the College Australia administration as soon as is practicable to avoid you repeating units of competency. RPL rates are charged at a percentage (%) of the normal unit fee. Participants completing training through funded arrangements will not incur this fee.

College Australia incorporates various techniques to assist in the assessment of the application including formal discussions and interviews and challenge tests where applicable.

Within 7 days of receiving an application for RPL, College Australia will contact you to make suitable arrangements for a formal interview. This meeting will enable you to provide further information in support of your application and allow Student Wellbeing Outreach to negotiate further avenues for assessment where necessary. It is envisaged that at the conclusion of this meeting, you will be fully informed of whether or not further assessment is required.

You will be advised of the outcome of the RPL application at the completion of the assessment process and provided with the formal opportunity to appeal against the result.

Feedback From You To College Australia.

At College Australia we value your feedback, please take the time to complete an Evaluation Survey at the completion of your training or any other time you feel it is required. This information will be analysed on a regular basis to ensure that College Australia is continuing to provide you with the exceptional standards of service and materials we aspire to.

Access to Your Records.

If you wish to access any hard copy records you must first contact Student Wellbeing Outreach to obtain instructions for accessing records. You may be required to attend the offices of College Australia and provide suitable identification (preferably a driver's licence or passport), and be required to sign the Access Sign in form prior to access being granted. You will then be able to view all records privately. No other parties will have access to your records without your prior written permission.

Should you permit a third party access to your records, this will need to be clearly communicated to Student Wellbeing Outreach. Third parties having authority to access participant records must provide suitable identification (preferably a driver's licence or passport) and be required to sign the Access Sign in form before access will be granted.

Issuance of Qualifications and Statements of Attainment

In accordance with the Vocational Education Training and Employment Act 2000, College Australia will ensure that all qualifications and statements of attainment are awarded within 21 days of successful completion of:

- a. Selected units of competency from accredited courses or qualifications
- b. Qualifications
- c. Exit points from qualifications

Qualifications and/or statements of attainment will not be issued where any assessment information has not been received or where fees have not been paid (the exception to this is traineeships).

Appendix I

Support Reference Section

Language Literacy and Numeracy

Should you identify or be identified with language, literacy or numeracy support requirements and it is considered that you are unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) who will be better able to support the participant. Assistance for the participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Learning Support

Should a participant or potential participant identify or be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) who will be better able to support the participant to address the issue. Assistance to the participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Interpreter services may be required by participants and will be provided by College Australia where necessary. In the event that you need to access an interpreter to assist with your learning or assessment you will need to contact the Training Consultant for assistance. Where an interpreter is accessed and where the costs are not covered by government funding, the costs of this will be met by the participant.

Disability Support

Should a participant or potential participant identify themselves with a disability, trainers will liaise with the participant and relevant disability support agencies/workers to address the delivery and assessment requirements of the participant through customisation of the program. If however, Providers are unable to accommodate the needs of the participant, College Australia will endeavour to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

Social Support

Where social or personal circumstances may affect a participant's learning experience, College Australia will support the participant where possible, including referral to the following

Organisation	Contact Telephone
Centrelink	13 10 21
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	(07) 3831 9016
Lifeline	13 11 14
Men's Line Australia	1300 789 978
Alcoholics Anonymous	(07) 3255 9162
Alcohol and Drug Information Service	(07) 3236 2414
Pregnancy Helpline	1300 139 313
Drug Arm	1300 656 800
Interpreting Service	13 14 50
Sexual Assault Helpline	1800 010 120
Gambling Helpline	1800 222 050
Disability Services Queensland	1800 177 120
Legal Aid Queensland	1300 651 188



COLLEGE AUSTRALIA

Declaration of Understanding

I _____
(Insert Name)

Declare that:

- I have read and understand the College Australia student handbook
- I understand my obligations/responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline for the course in which I have been accepted
- I have been advised of the accreditation status of the course
- I have been advised of the qualification to be issued on completion

Signed: _____ Date: _____

Course Name: _____

Start Date: _____

Instructor: _____

For more information contact College Australia:

Telephone: (07) 3229 2142

Facsimile: (07) 3229 2154

Email: swo@collegeaustralia.edu.au Website: www.collegeaustralia.edu.au