ACIM Solutions

Student Handbook

Contents

1. Welcome

Welcome to ACIM Solutions. We look forward to working with you to achieve your learning goals.

This booklet is designed to provide you with information about the services provided by ACIM Solutions and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by ACIM Solutions. This information is contained in the Course Brochure which is supplied separately.

2. About ACIM Solutions

ACIM Solutions is a Registered Training Organisation (RTO) providing high quality training to students in Australia. ACIM Solutions has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers.

2.1 Our mission

ACIM Solutions mission is to deliver quality training and assessment that meets the needs of learners and industry.

2.2 Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity & ethics**. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

2.3 Finding Us

ACIM Solutions Head Office is located in Newcastle NSW. You can contact an ACIM Solutions team member at:

Phone: +61 413 457 757 or

Email: contact@acimsolutions.com.au

Website: www.acimsolutions.com.au

Postal: PO Box 3190 Valentine NSW 2280

Training venues vary depending on the course. You will be advised of the address when you register for the course.

2.4 Parking

Whilst you are attending any training site by vehicle, you will need to park in the streets that are adjacent to the nominated premises. Please note this is often paid parking and is monitored by Parking Inspectors please check the parking signs.

2.5 Public Transport

You will be advised about public transport when you register for the course.

2.6 Lunch Options

You will be advised of the lunch options available for purchase near to the premises where the course is being conducted when you register.

2.7 Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At ACIM Solutions we deliver a nationally accredited qualification via training face- to-face, online and in the workplace. When you study with ACIM Solutions, your Trainer/Assessor will be always there to assist you throughout your course. You can either attend a classroom (including virtual) training environment, or receive job visits and even phone or email your Trainer/Assessor for advice - this means you get the support you need when you need it.

ACIM Solutions trainers are professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

3. Your Responsibilities

ACIM Solutions expects you to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.

- Comply with the rules and regulations of ACIM Solutions.

- Respect other students and ACIM Solutions staff members and their right to privacy and confidentiality.

- Be honest and respectful and not conduct yourself in any way that may cause injury or offence to others.

Please refer to Section 20 of this booklet for more information about legislative and regulatory responsibilities.

4. Integrity in learning and assessment work

ACIM Solutions expects you to:

- Conduct yourself honestly and in compliance with the rules and regulations of ACIM Solutions and relevant legislation when referencing information.

- Avoid plagiarism and comply with ethical principles of research and submit a student declaration stating that all work is your own unless otherwise acknowledged.

- Be responsible for your own learning and development by participating actively and positively in the learning program, including attending scheduled training sessions and learning activities and maintain progress with learning modules.

- Monitor your own progress by ensuring that assessment deadlines are observed unless unforeseen or exceptional circumstances arise.

- Utilise facilities and ACIM Solutions publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

- Conduct yourself in a manner conducive to the proper functioning of the learning environment.

- Behave ethically, avoiding any action or behaviour that would unfairly advantage or disadvantage either yourself or another student.

5. Your safety

ACIM Solutions is committed to providing you a safe environment in which to participate in training and assessment. We are aware of our responsibilities under the Work Health and Safety Act 2011 to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;

- Do not undertake activities which may cause injury to self or others;

- Be responsible for your own actions;

- No smoking at the training and assessment facilities or offices;

- Report all potential hazards, accidents and near misses to the RTO staff;

- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;

- Keep training and assessment areas neat and tidy at all times;

- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and

- Observe hygiene standards particularly in eating and bathroom areas.

5.1 Electrical equipment

- If electrical equipment is not working and it prevents completion of an assessment please contact the facilitator.

- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

5.2 Fire safety

- ACIM Solutions will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.

- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.

- It is the user's responsibility to understand fire drill procedures displayed around the premises.

- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

5.3 First aid

- Provision for first aid facilities are available where training is delivered.

- All accidents must be reported to staff.

- The accident and any aid administered must be recorded by staff involved, in the injury register.

5.4 Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ACIM Solutions unless they do so voluntarily and taking all responsibility for any injury caused.

- Never attempt to lift anything that is beyond your capacity.

- Always bend the knees and keep the back straight when picking up items.

- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

5.5 Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

- Place all rubbish in the bins provided.

- Ensure that bench spaces are left clean and tidy.

- Do not sit or climb on any desks or tables.

6. Supporting equity and diversity

ACIM Solutions is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All ACIM Solutions staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Students should expect fair and friendly behaviour from ACIM Solutions staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ACIM Solutions that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to ACIM Solutions, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

7. Your privacy

ACIM Solutions takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12 March 2014).

Here's what you need to know:

- ACIM Solutions will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- ACIM Solutions is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited

training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ACIM Solutions will seek the written permission of the student for such disclosure. ACIM Solutions will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parent/guardian, you need to authorise this access otherwise this access will be denied.

- If you have concerns about how ACIM Solutions is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: www.oaic.gov.au/privacy/privacy-complaints.

Privacy Notice

Under the *Data Provision Requirements 2012*, **ACIM Solutions** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by **ACIM Solutions** for statistical, administrative, regulatory and research purposes. **ACIM Solutions** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

8. Registration and Enrolment

Prospective students should register their interest online at ACIMS Solutions website [Register here](#) . Once registered, an ACIM Solutions team member will contact you to discuss in more detail - the course structure and requirements, your expectations and your learning goals. If this is the right course then you should continue with the enrolment process for this program.

Please note – you are required to have your USI to complete your enrolment.

9. Your Unique Student Identifier (USI)

As a registered training organisation, ACIM Solutions is required to collect students' Unique Student Identifier numbers and verify them before we are allowed to issue students their qualifications or statement of attainment.

If you have not provided your USI or still need to create a USI please visit www.usi.gov.au for more information to obtain your USI.

The Student Identifiers Registrar's Privacy Policy can be found at www.usi.gov.au/Pages/privacy-policy.aspx

10. Induction

Once enrolment is completed you are ready to start your training program.

A student induction is conducted at course commencement. We provide you with comprehensive information about ACIM Solutions training and assessment procedures including: the course structure, timetable, resources, trainers and assessors, assessments and course completion requirements and student support services.

An important component of the induction process is the assessment guide. We explain and provide you with a course assessment guide as well as individual assessment guides for each unit of competency.

11. Student Support Services

ACIM Solutions are able to provide a range of learning and student support services as required including:

- Student resources e.g. workbooks, learning guides, PowerPoint presentations, elearning resources

- Trainer and assessor email and telephone support

- Reasonable adjustment for students who may have special needs

- Literacy, language and numeracy pre-assessment

- Referral services

- Reference to industry specific resources where possible

We encourage you to discuss any concerns you have that could impact upon you achieving your learning outcomes.

12. Language, literacy & numeracy skills (LLN)

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions. To support this approach ACIM Solutions will:

• Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

• Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

• Provide clear information to students about the details of the language, literacy and numeracy assistance available. ACIM Solutions generally recommend the LLN training courses provided by TAFE NSW. These institutes have specialist teachers to support the student's development.

• Refer students to external language, literacy and numeracy support services that are beyond the support available within ACIM Solutions and where this level of support is assessed as necessary; and

• Negotiate an extension of time to complete training programs if necessary.

13. Fees and Refunds

ACIM Solutions is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

13.1 Fees payable

Fees are payable when a student has received written confirmation of enrolment and an invoice for the enrolment fee. The initial fee must be paid 15 days prior to commencing training or upon receipt of an invoice within the 15-day period. Please note a student is entitled to a 7-day cooling off period from the date payment is made to cancel the enrolment unless training has commenced. ACIM Solutions may discontinue training if fees are not paid as required.

For a full list of current fees and charges please request a copy of ACIM Solutions schedule of fees and charges. If full payment has not been received by the completion of your training, ACIM Solutions will not issue your certificate until full payment is received.

13.2 Student cancellation and refunds

Students who cancel their enrolment more than 10 days before the training program has commenced will be entitled to a full refund of fees paid.

Students who cancel their enrolment less than 10 days before the training program has commenced will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACIM Solutions is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a full refund of fees. Students who cancel their enrolment part way through a training

program must notify ACIM Solutions in writing via email or letter at the soonest opportunity. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commence in another scheduled training program. Discretion may be exercised by the Chief Executive Officer if there are extenuating or significant personal circumstances that led to the cancellation and a partial refund may be available.

Where a student has purchased a text or training workbooks and subsequently cancels, ACIM Solutions will not refund monies for the text.

To obtain a refund you are required to provide written notice. Written notice may be in the form of an email or letter. Please contact us for the Refund Request Form. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

13.3 Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to ACIM Solutions schedule of fees and charges.

13.4 Refunds

Students who cancel their enrolment prior to 7 days before the commencement of a training program will be entitled to a full refund of fees paid. Any cancellations of courses made less than 7 days prior to course commencement the student will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACIM Solutions is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbooks and subsequently cancels, ACIM Solutions will not refund monies for the text.

13.5 Payment method

ACIM Solutions accepts payment for fees using:

- Credit Card – 1.5% bank fee applies
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to ACIM Solutions)
- Paypal
- Payment in cash is discouraged.

13.6 Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

13.7 Transfers

Requests for transfers to alternate programs can be arranged if ACIM Solutions is advised in

writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where ACIM Solutions has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of $55.00 (incl. GST).

13.8 Fee Protection

ACIM Solutions has a responsibility to protect fees paid by students in advance of services being provided in accordance with Clause 7.3 of the Standards for RTOs 2015.

This means that prior to commencement of a course we will only accept payments of up to $1500 per student. Upon commencement, the maximum that ACIM Solutions will hold is $1500 per student attributable to tuition or other services yet to be delivered to the student.

Subsequent payments will not exceed $1500 per payment as part of a pay as you go system. This is designed to protect and safeguard the student fees and ensure that students are not disadvantaged.

13.9 Our Guarantee to Clients

If for any reason ACIM Solutions is unable to fulfil its service agreement with a student, ACIM Solutions must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

14. Assessment

At ACIM Solutions assessment is conducted using a combination of assessment methods including written knowledge questions, research tasks, case studies, workplace log book, supervisor feedback and workplace observation.

The following provides a brief explanation of these primary assessment methods:

- **Written Knowledge Questions:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods such as multiple-choice.

- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

- **Workplace Log book:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

15. Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of ACIM Solutions to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re- assessment fee.

Student's requiring additional learning support are to be brought to the attention of ACIM Solutions management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

16. Plagiarism

As a Registered Training Organisation (RTO) ACIM Solutions is obliged to ensure students understand what plagiarism is and the consequences of plagiarizing assessments.

Plagiarism means using the words or ideas of others and **passing them off as your own original** work.

It is conduct that can result in you being asked to resubmit your assessments, and potentially can result in expulsion from your course.

While our facilitators will always encourage participants to collaborate, your assessment submissions **must be your own work**. This means you can discuss and share ideas with others in your group, but your final written response should be in your own words. Do not copy/paste and use another person's answer, or use the same answer with minor changing to wording.

A key principle of assessment ACIM Solutions must confirm when reviewing assessments is authenticity of evidence.

During practical observations this is done by confirming the person talking or completing

tasks is the person we are gathering evidence for.

For written submissions, this is done by asking students to declare that work is their own and placing an electronic signature on workbooks, and by ensuring a method is used to submit work that supports verification of authentic submission (such as via a Moodle login or individual email address). Assessors will also moderate and compare assessment submissions of students, and undertake further review where plagiarism is suspected.

Where possible plagiarism is identified the following will occur:

1. The Assessor will forward the relevant parts of the assessment to the ACIM Solutions, Quality Manager for additional review.

2. The Quality Manager will discuss with the CEO. If necessary the relevant student/s will be contacted and the relevant assessment areas of concern highlighted.

3. Students will be provided 7 days to explain the assessment area of concern.

4. Explanations or submissions of the respective students are reviewed and a determination made.

5. Following that process, where it is determined that a student has plagiarised the work of another student or some other text, ACIM Solutions will write to the student/s and advise the remedial options. This may include resubmission of work.

6. For students who are studying as part of groups that are being funded by their organisation, the relevant internal contact will be advised.

7. ACIM Solutions reserves the right to cancel a student enrolment.

17. Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, ACIM Solutions provides the opportunity for students to apply for recognition of prior learning or credit transfer of held competencies toward a qualification or units of competence for which they are enrolled.

17.1 What is recognition of prior learning (RPL)?

Recognition of prior learning is an assessment only pathway, which acknowledges skills and knowledge students have gained from previous training and experiences from a range of sources, including formal and informal learning. This assessment only pathway involves having a competency conversation with the learner to identify possible sources of evidence and to determine validity, currency sufficiency, authenticity of the available evidence against the assessment requirements.

17.2 What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. This allows the unit of competency a student has previously achieved to be recognised when they enrol in a related course where those units can assist them in meeting the requirements for a qualification, and when the unit is on the ACIM Solutions scope of registration.

17.3 Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.

- Students may not apply for recognition for units of competence or a qualification which are not included in ACIM Solutions scope of registration.

- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- Students do not incur any fees credit transfer and ACIM Solutions does not receive any funding when credit transfer is granted.

- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.

- Assessment via recognition still applies the principles of assessment and the rules of evidence.

- Where gaps are identified between a students evidence and the requirements for units of competency or qualifications, a learning plan will be developed to support students in gathering evidence for gaps identified.

- Credit transfer National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to instead follow RPL procedures.

17.4 Evidence for Recognition

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to ACIM Solutions. These documents will provide the detail of what units of competence you have been previously issued.

You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copies of the original. ACIM Solutions will verify with the issuing RTO that this is correct.

Students have the option to authorise ACIM Solutions to access USI details and VET Transcript. This allows for authentication of qualification or units of competency for credit transfer.

Forms of evidence toward RPL may include:

- Work records;

- Records of workplace training;

- Assessments of current skills;

- Assessments of current knowledge;

- Third party reports from current and previous supervisors or managers;

- Evidence of relevant unpaid or volunteer experience;

- Examples of work products;

- Observation by an assessor in the workplace;

- Performance appraisal; or

- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. ACIM Solutions reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

18. Certification

Once a student has been deemed competent the result will be recorded in the Student Management System.

Certification will then be issued within 30 days of this assessment result, so long as all fees have been paid and all required information (including USI for nationally accredited training) has been submitted.

Certificates are sent in hard copy to the student's nominated postal address. Certificates cannot be sent to an employer or other party without the prior permission of the student.

Students completing a non-accredited short course will receive a certificate of completion. Students completing a course with units of competency will receive a statement of attainment listing these units. Students completing the Diploma or Advanced Diploma, will receive their qualification including a testamur and a record of training listing the units of competency completed.

Certificates contain a unique registration number to help prevent fraudulent use of certificates and to help with reissuing of certificates as required.

Nationally accredited training will also appear on the student's VET Transcript. This transcript is updated at least annually and provides a record of training completed by a student across all training providers.

19. Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor you progress with training or simply to go back and confirm something in a previous training unit of study. Whilst these records will be retained by ACIM Solutions, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, ACIM Solutions reserves the right to charge a one-off photocopy fee of $10.00. There is no cost to simply view records at our office.

Where nationally recognised training has been successfully completed you will also be able to view, download and manage this as part of your VET Transcript, accessed via

www.usi.gov.au/transcripts. This transcript is updated on at least an annual basis, and can be used for:

- credit transfer or demonstrating pre-requisites for further training
- as a backup if the original documentation is lost and cannot be replaced
- to provide qualifications to employers and licensing bodies
- to reduce unnecessary retraining that can result from lost credentials.

20. Continuous improvement

ACIM Solutions is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

19.1 Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure.

This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to ACIM Solutions so we can improve our services in the future.

19.2 Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to ACIM Solutions for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

21. Making complaints & appeals

ACIM Solutions is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

Complaints and appeals may be in relation to services provided by ACIM Solutions or third parties who provide services on ACIM Solution's behalf.

20.1 What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by ACIM Solutions in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

20.2 What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the

particulars of the decision or finding in dispute. Appeals must be submitted to ACIM Solutions within 28 days of the student being informed of the assessment decision or finding.

20.3 Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

20.4 Complaint and appeals handling

ACIM Solutions applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by ACIM Solutions including all details of lodgement, response and resolution. This will be kept securely with access restricted to those staff involved in management of the issue. This extends to access of the complaints and appeals register.

- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

- All reasonable measures are taken to finalise the process as soon as practicable.

- Investigation of allegations against the RTO, staff or another student must follow principles procedural fairness and natural justice. Depending on the nature of the compliant, the Chief Executive Officer may decide to reorganise training arrangements while the complaint is investigated.

- The complaint or appeal will be managed by a person not involved in the issue as detailed by the complainant.

- Complainants will be provided with a written statement of the complaint or appeal outcome, including details of the reasons for the outcome.

- ACIM Solutions shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.

- Complaints and appeals are to be handled in the strictest of confidence. No ACIM Solutions representative is to disclose information to any person without the permission of ACIM Solutions either joint Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form located in the Privacy Policy Tools section earlier in this manual.

- Complaints and appeals should lead to opportunities for improvement as a Continuous Improvement Report.

20.5 Review by external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the

matter by ACIM Solutions, they are to have the opportunity for a body that is independent of ACIM Solutions to review his or her complaint or appeal following the internal completion of complaint or appeals process.

- Students who are not satisfied with the process applied by ACIM Solutions may refer their grievance to the following external agencies:

    o **Unresolved complaints** may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form click here. Students are to be advised that ASQA will require the student to have exhausted all avenues through ACIM Solutions internal complaints handling procedure before taking this option.

    o **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.

22. Legislative and Regulatory Responsibilities

ACIM Solutions is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ACIM Solutions has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with ACIM Solutions.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;

- how the entity collects and holds personal information;

- the purposes for which the entity collects, holds, uses and discloses personal information;

- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;

- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and

- facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and

- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and

- to respond to demographic change by:

- removing barriers to older people participating in society, particularly in the workforce; and

- changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour.

It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for

businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs.

A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework

- satisfying Fit and Proper Person Requirements

- satisfying the Financial Viability Risk Assessment Requirements

- notifying National VET Regulator of important changes

- cooperating with National VET Regulator

- compliance with directions given by the National VET Regulator