



ANDERSON COLLEGE



STUDENT HANDBOOK

RTO Number: 45913
CRICOS Provider No: 04057F
www.andersoncollege.vic.edu.au



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WELCOME NOTE FROM CEO

Dear Anderson College Students,

I am delighted to extend a warm and heartfelt welcome to all of you as the proud CEO of Anderson College. Whether you are joining us from the vibrant local community or bringing your unique perspectives from around the globe, we are thrilled to have you as part of our diverse and dynamic family.

To our domestic students, welcome home! Anderson College is more than just an institution; it is a community where you will find endless opportunities for personal and academic growth. We are committed to providing you with an enriching educational experience, fostering an environment that encourages curiosity, critical thinking, and collaboration.

To our international students, we extend a special welcome as you embark on this exciting journey with us. Your presence adds a

valuable global dimension to our campus, and we are eager to learn from the rich tapestry of cultures you bring. Anderson College is dedicated to supporting you every step of the way, ensuring a smooth transition and creating an inclusive space where you can thrive.

Our campus is located at the following location :

- Melbourne: Level 6, 190 Queen St, Melbourne VIC 3000, Australia.

Once again, welcome to Anderson College! We are excited to embark on this journey with you and look forward to celebrating your achievements and successes.

Warm regards,

CEO



ABOUT US

Founded on the principles of innovation, collaboration, and a passion for learning, Anderson College has been a cornerstone of academic excellence since its recent inception. We believe in empowering our students to explore their intellectual curiosity, develop critical thinking skills, and embrace a global perspective.

OUR TEAM

Our dedicated team of educators comprises passionate professionals who are committed to guiding, inspiring, and supporting students on their educational journey. With a focus on personalized learning and mentorship, our faculty members create an environment where students feel challenged and motivated to excel.

ACADEMIC EXCELLENCE

Anderson College offers a diverse range of programs and courses designed to meet the evolving needs of our students. Our curriculum emphasizes real-world application, ensuring that graduates are well-prepared for the challenges of the professional world. From arts and sciences to technology and business, Anderson College provides a comprehensive education that opens doors to a myriad of opportunities.

INCLUSIVE COMMUNITY

We take pride in our inclusive and diverse community, where students from various backgrounds come together to learn, share, and grow. Anderson College is more than a place of study; it's a supportive community where friendships are formed, ideas are exchanged, and cultural diversity is celebrated.

STATE-OF-THE-ART FACILITIES

To complement our commitment to academic excellence, Anderson College boasts modern and well-equipped facilities. Our classrooms, laboratories, libraries, and

recreational spaces provide an optimal environment for learning and collaboration.

GLOBAL PERSPECTIVE

Recognizing the importance of a global perspective, Anderson College encourages students to think beyond borders. Our international programs, cultural exchanges, and partnerships with institutions worldwide offer students the opportunity to broaden their horizons and gain a deeper understanding of the interconnected world we live in.

COMMUNITY ENGAGEMENT

Anderson College believes in giving back to the community. Through various outreach programs, volunteering opportunities, and partnerships with local organizations, we instill a sense of social responsibility in our students, preparing them to be compassionate and active contributors to society.

At Anderson College, we are dedicated to shaping futures and creating leaders. Join us on this exciting journey of discovery, growth, and achievement.





STUDYING THROUGH ANDERSON

We offer flexible learning and innovative teaching approaches which lead to excellent outcomes for students, industry, and the wider community.

Our training programs are founded on the principles of hands-on, practical learning experiences in simulated or real-world settings, student events with industry guests, internships, work-based training, student debates, study tours to Australian workplaces, and attendance at industry events, EXPOs, and conferences. This provides students with an understanding of the industry, Australian workplaces, and the skills required to succeed in their chosen occupations.

Anderson College's teaching staff consists of highly experienced and adequately qualified experts who work directly with students to achieve academic goals and desired learning outcomes.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with

our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.



OUR CONTACT DETAILS

ADDRESS :

Melbourne: Level 6, 190 Queen St, Melbourne
VIC 3000, Australia.

TELEPHONE :

(+61) 433 518 191

E-MAIL :

info@andersoncollege.vic.edu.au

WEBSITE :

www.andersoncollege.vic.edu.au



COURSES PROVIDED BY ANDERSON



BSB80120

GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)

CRICOS Course Code: 115190M



Tuition Fee
\$8500



Material Fee
\$300



Admission Fee
\$200



Duration (Weeks)
52

01

DESCRIPTION

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others. This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.



CHC52021

DIPLOMA OF COMMUNITY SERVICES

CRICOS Course Code: 115189D



Tuition Fee
\$18000



Material Fee
\$1000



Admission Fee
\$300



Duration (Weeks)
104

02

DESCRIPTION

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities. At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management. Workers support people to make change in their lives to improve personal and social well being and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.



CHC43121

CERTIFICATE IV IN DISABILITY SUPPORT

CRICOS Course Code: 115188E



Tuition Fee
\$7000



Material Fee
\$500



Admission Fee
\$300



Duration (Weeks)
40

03

DESCRIPTION

This qualification reflects the role of individuals in a range of community settings and peoples' homes, who provide support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and well being. Workers promote a person-centred approach, work according to and may contribute to an individualised plan, and work without direct supervision. They may be required to supervise and/or coordinate a small team.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice. No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.





COURSES PROVIDED BY ANDERSON



CHC33021
**CERTIFICATE III IN
INDIVIDUAL SUPPORT**

CRICOS Course Code: 115187F



Tuition Fee
\$9000



Material Fee
\$500



Admission Fee
\$300



Duration (Weeks)
64

04

DESCRIPTION

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.



SELECTION AND ENROLMENT

Anderson accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form/Application Form.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to info@Andersoncollege.vic.edu.au, along with a non-refundable enrolment fee.

You will be contacted within 3 working days to let you know the status of your application/ enrolment and confirm your details.

As part of the entry requirements, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI) :

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either :

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.



For information about exemptions for individuals please review this webpage :

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:
<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Anderson can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is a \$200 charge to apply for Credit Transfer

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.





Anderson has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for RPL and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the head office.

COURSE LOCATION

HEAD OFFICE:

Melbourne: Level 6, 190 Queen St, Melbourne VIC 3000, Australia.



DELIVERY LOCATION :

- Melbourne: Level 6, 190 Queen St, Melbourne VIC 3000, Australia.

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about your studies with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below.



STUDENT CODE OF CONDUCT

STUDENT'S RIGHTS

All students have the right to :

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Anderson holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.

- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Anderson on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

STUDENT'S RESPONSIBILITIES

All students, throughout their training and involvement with Anderson, are expected to :

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Anderson in a timely manner.
- Approach their course with due personal commitment and integrity.



- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Anderson if any difficulties arise as part of their involvement in the program.
- Notify Anderson if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.



COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Anderson focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required





standard of performance. Generally, our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE & HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will :

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

SUBMITTING YOUR ASSESSMENTS

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

ASSESSMENT OUTCOMES

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.



REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve :

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

APPEALING ASSESSMENT DECISIONS

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

WORK PLACEMENT ARRANGEMENTS

Where a student is required to attend Practical Placement, Anderson will :

- Ensure a Practical Placement Agreement is in place prior to commencement of the training outlining: roles and responsibilities of all parties including any facilities, equipment or resources (which may include workplace supervision) required to be provided by the host workplace. The original Practical Placement Agreement signed by the student,

workplace and RTO will be kept in the student's file.

- Monitor the placement to ensure that both the Host Workplace and the student are meeting their obligations under the Practical Placement Agreement.
- Monitor progress and attendance of international students in accordance with its Course Progression and Attendance Monitoring Policy & Procedure.
- Ensure the Host Workplace is engaged in the process of training and assessment for the students attending their workplace and have an opportunity to provide feedback on the student's performance, the Course and Anderson.



STUDENT PLAGIARISM, CHEATING & COLLUSION

Anderson has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.



When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and/or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.



The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the

results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include :

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling.

Contact us : Info@andersoncollege.vic.edu.au to discuss your support needs.

EXTERNAL SUPPORT SERVICES

EMERGENCY MATTERS

Telephone: 000

Service details - Life threatening situations, such as a car crash or a fire.

LOCAL POLICE – NON URGENT MATTERS

Telephone: 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)

Service details - Police attendance for non-urgent matters.

For students requiring additional support with their studies, work or life, Anderson provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

READING AND WRITING HOTLINE

Telephone: 1300 655 506



Website:

<http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

CENTRELINK

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course, you may be eligible for benefits through Centrelink.

AUSTRALIAN APPRENTICESHIP CENTRES (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

THE VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

LEGAL AID VICTORIA

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines

and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

DISABILITY RIGHTS VICTORIA

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

LIFELINE

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

KIDS HELP LINE

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

FAIR WORK AUSTRALIA

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.



REACH OUT

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.



YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Anderson holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 10 c per page for photocopying.

Access to records may be provided by :

- Making copies of the records held in a file
- Providing a time for you to review your file
- Providing access to the online portal where some records about the course can be viewed.

AMENDMENT TO RECORDS

If a student considers the information that Anderson holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement



because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Anderson will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, Anderson must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Anderson has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.

- Complete an incident report as required.
- Ensure you are familiar with Anderson emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

HARASSMENT, VICTIMISATION OR BULLYING

Anderson is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Anderson will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour



and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Anderson Complaints and Appeals procedure and detailed in this Handbook.

EQUAL OPPORTUNITY

The principles and practices adopted by Anderson aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Anderson.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Anderson provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

NATIONAL VET REGULATOR ACT 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

STUDENT IDENTIFIERS ACT 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment

for any student if we don't have a USI on file.

If you're studying [nationally recognised training](#) in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your [training records and results](#) (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.

It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to

<http://www.usi.gov.au/About/Pages/default.aspx>





PRIVACY POLICY

In collecting your personal information Anderson will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at www.andersoncollege.au

FEES, CHARGES AND REFUNDS

POLICY

1. Protection of fees paid in advance

Anderson protects the fees that are paid in advance by international students.

- For international students, fee protection is ensured as follows:
 - Anderson pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that in such circumstances international students are provided with either an alternative suitable course with another education provider or a refund of their unspent tuition fees.
 - In accordance with Section 27 of the ESOS Act, 2000 (Cth), Anderson does not require international students to pay more than 50% of their course fees prior to course commencement. Note, however, that where a course is less than 25 weeks, Anderson may require students to pay the full cost of the course prior to course commencement.
 - All tuition fees paid in advance will be held in a separate bank account that can only be





drawn down once the student has commenced their course. For the purposes of this policy, this bank account will be referred to as the trust account. These tuition fees are held in the trust account, separate from the day-to-day operating bank account, so that if a refund is payable before a student commences, a refund can be made in a timely way without impacting the financial operations of the business or recourse to the fee protection measures in place. The trust account is maintained with an Australian owned ADI (authorised deposit taking institution).

- Anderson will ensure all fees received for international students are paid into this account within five days of receiving the funds.
- Anderson ensures that, at all times, there is a sufficient amount in the trust account to repay all tuition fees paid in advance to every international student or incoming international student in respect of whom it has received tuition fees for; and who have not yet begun the course for which has been paid.
- Anderson will only draw down from the trust account if:
 - ◆ A refund needs to be made for tuition fees paid in advance
 - ◆ Anderson has arranged for a student to be offered a place in an alternative course at its own expense and the amount is withdrawn to pay the alternative provider that students fees.
 - ◆ The amount is withdrawn to pay the TPS Director.

2. Fees and refund information

Anderson cannot guarantee that students will successfully complete the course in which they enrol, regardless of whether all tuition fees have been paid or not.

The Student Agreement and the Student Handbook which are provided prior to

enrolment includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Where tuition fees are required to change due to unforeseen circumstances, Anderson will advise students in writing of the reasons and allow students to receive a full refund of unused tuition fees where a revised payment agreement with the student cannot be reached for the additional fees

3. Written agreements for international students

For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. For international students, the written agreement also specifies:

- Upfront payment options including that:
 - Anderson does not require international students to pay more than 50% of the course upfront where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks.
 - International students (or the person paying fees on their behalf) may choose to pay more than 50% tuition fees before their course commences.
 - Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.
- All tuition fees payable by the student for the course and, the periods to which those tuition fees relate.



- Details of any non-tuition fees the student may incur, including fees that may be incurred because of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- Advice on the potential for changes to fees over the duration of a course.
- A statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
- Refund requirements that apply if the student defaults in relation to a course at a location.
- Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of Anderson).
- Processes for claiming a refund.
- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

4. Course fee inclusions

The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees as they apply to the individual student enrolment offer.

Tuition fees payable to Anderson include:

- All of the education, training and assessment services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline (these

may be separately outlined as a materials fee).

- Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).



Tuition fees may also include (where relevant):

- RPL Fees (application and per unit costs).
- Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment *task*.
- An upfront deposit amount required to be paid prior to commencing.

Non-tuition fees which may be payable to Anderson in some circumstances/as applicable and which may include (as specified in the Student Agreement) :

- Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.



- Printing and photocopying charges.
- Credit Card or other surcharges.
- Deferral, suspension or transfer fees.

Non-tuition fees are generally not refundable, unless special circumstances apply beyond the students control and/or products or services have not been provided.

- Fees payable to Anderson do not include:
- Personal computers, cameras or personal devices that might be needed to complete coursework.
- Uniform (if required for placement)
- Stationery such as paper and pens.
- Airport pick-ups/transport.
- Excursions (unless stated on the Course Outline)
- Living expenses (guidance about indicative costs is in the International Student Handbook).

5. Payments

Payments can be accepted by electronic transfer (EFT), direct debit, credit card or cash.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Anderson reserves the right to suspend the provision of courses and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees on time will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.

Receipts of payments made by international students will be kept for at least two years

after the person ceases to be an active student.

6. Refunds - Provider Default (e.g. postponed or cancelled courses)

Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who are withdrawing and have not completed a Withdrawal Form are not eligible for consideration of a refund.

Applications will be considered in accordance with the refund circumstances outlined below. The outcome of the refund assessment will be provided in writing to the student's registered address within 4 weeks, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.

Refunds will be paid to the student or another person where this is specified the student's written agreement. Refund decisions can be appealed following our Complaints and Appeals Policy.





7. Refunds due to an International Student's Visa Refusal (student default)

Reference	Circumstance	Refund Entitlement & Calculation
7A	The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways: - the student's failure to start the course at the location on the agreed starting day. - the student's withdrawal from the course at that location on or before the agreed starting day. And: - the written agreement meets the requirements of clause 3 of this policy (see 12A). This remains applicable in the instance that Anderson is no longer a registered CRICOS provider.	(In accordance with Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014) The total course fees (all tuition fees and non-tuition fees received) minus the lesser of the following amounts: a) 5% of the amount of course fees received by the provider in respect of the student before the default day. \$500.
7B	The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways: - the student's withdrawal from the course at that location (after the start date) - the student's failure to pay an amount he or she was liable to pay	(In accordance with Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014) - The weekly tuition fee × weeks in default period (calculated from the day on which the student was withdrawn)

	the provider, directly or indirectly, in order to undertake the course at that location. And: - the written agreement meets the requirements of clause 3 of this policy (see 12A). This remains applicable in the instance that Anderson is no longer a registered CRICOS provider.	
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8. Refunds due to an International Student withdrawing (student default)

8A	The student withdraws from the course at the specified location more 10 weeks before the expected commencement date and: - this is not due to Visa Refusal (see 7A). the written agreement meets the requirements of clause 3 of this policy (see 12A).	Anderson will retain on the account of administrative cost: 10% of the first term tuition fees. Refund tuition fees less 10% of first term tuition fees. Non-tuition fees are non-refundable.
8B	The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and: - this is not due to Visa Refusal (see 7A). - the written agreement meets the requirements of clause 3 of this policy (see 14A).	Anderson will retain on the account of administrative cost: 50% of the first term tuition fees. Refund tuition fees less 50% of first term tuition fees. Non-tuition fees are non-refundable.



Reference	Circumstance	Refund Entitlement & Calculation
8C	The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and: - this is not due to Visa Refusal (see 7A). the written agreement meets the requirements of clause 3 of this policy (see 14A).	Anderson will retain on the account of administrative cost: 75% of the first term tuition fees. Refund tuition fees less 75% of first term tuition fees. Non-tuition fees are non-refundable.
8D	The student withdraws from the course at the specified location in less than 2 weeks of the expected commencement date or after they commence the course. - this is not due to Visa Refusal (see 7B). the written agreement meets the requirements of clause 3 of this policy (see 14A).	(This is a student default per Section 47A of the ESOS Act, 2000) You can adjust entitlement and calculation here as long as you have something to cover this circumstance. The RTO is not legally bound to offer a refund. No refund

9. Refunds due to a Domestic student withdrawing (no default applicable)

9A	Student cancels or withdraws from a course at any time.	The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Anderson to provide those services as a portion of the whole. This includes considering administrative costs, direct delivery hours provided as well as resources provided.
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10. Refunds due to an international student not commencing their course (student default)

10A	The student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by Anderson and: - this is not due to Anderson cancelling or postponing the course (see clause 7 and 15). - this is not due to Visa Refusal (see 9A). the written agreement meets the requirements of clause 3 of this policy (see 12A)	Anderson will record a Credit Note against the student as to honor the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferrable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason. No refund
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11. Refunds due to Anderson cancelling an international student's enrolment (student default)

11A	Anderson cancels a student's enrolment following formal notice and appeal period, due to: - academic misconduct, misbehavior or failure to comply with Anderson's policies or student code of conduct - Visa condition breaches - failure to pay fees in accordance with the written agreement - unsatisfactory course progress or attendance - the written	Full term tuition fees for the whole duration of the current term are payable. No refund.
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Reference	Circumstance	Refund Entitlement & Calculation
11A	agreement meets the requirements of clause 3 of this policy (see 14A)	Anderson will retain on the account of administrative cost: 75% of the first term tuition fees. Refund tuition fees less 75% of first term tuition fees. Non-tuition fees are non-refundable.
11B	If a student has supplied incorrect or incomplete information and as a result Anderson withdraws the offer prior to commencement of the course.	Full term tuition fees for the whole duration of the current term are payable. No refund.

12. Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

12A	The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and Anderson fails to enter into a written agreement with a student that meets the requirements set out in clause 3 of this policy. This remains applicable in the instance that Anderson is no longer a registered CRICOS provider.	(In accordance with Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014) Unspent total tuition fees will be refunded, to be calculated as follows: - The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
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13. Refunds process - where a course is cancelled by Anderson

In the unlikely event that Anderson or any third parties responsible for delivering courses on its behalf, is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the

student will be issued with either:

- A refund for the course or portion of course that was not provided - see clause 15 for further details.
- An offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.
- In such cases, Anderson will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.
- For international students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

14. Refunds where Anderson cancels a course (provider default)

Reference	Circumstance	Refund Entitlement & Calculation
14A	Anderson fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded including the enrolment deposit to be calculated as follows: - The weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Anderson.



Reference	Circumstance	Refund Entitlement & Calculation
14B	The course has started but cannot be delivered in full or by Anderson, including where a sanction has been imposed (and the student has not withdrawn before the default day).	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded, to be calculated as follows: - The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Anderson.

15. Refunds due to other / compassionate reasons (no default)

15A	If the student receives credit for units within a course for which they have already paid and not undertaken with Anderson	No refund
15B	If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	At the discretion of Anderson's CEO or approved representative The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
15B	If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.	At the discretion of Anderson's CEO or approved representative - The weekly tuition fee multiplied by the weeks in the default

		period (calculated from the date of default).
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16. Recording and payment of refunds

- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

17. Default obligations and notification

Where provider default applies Anderson will:

- Record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default.
- Discharge its obligations within 14 business days of the day of default, by either:
 - offering an alternative suitable course to a student which the student has accepted.
 - refunding amounts due in accordance with this policy.
- Record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.

Where a student defaults for any of the reasons below, Anderson will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:

- A student has been granted a refund in accordance with this policy.
- A student has been granted a refund due to a non-compliant written agreement.
- The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student's failure to start the course at the location on the agreed starting day;
 - the student's withdrawal from the course at that location;
 - the student's failure to pay an amount he or she was liable to pay the provider, directly or 6. indirectly, in order to undertake the course at that location.



PROCEDURES

1. Student fees

Refer

- SRTOs: Clauses 5.3, 7.3
- National Code: Standard 3

Procedures	Responsibility
a. Deposit invoices ● All domestic student fee-payers should pay their enrolment deposit (where applicable) upon enrolment, prior to course commencement. ● All international students should pay their enrolment deposit upon enrolment. ● Ensure there is a signed written Student Agreement on file before invoicing. ● Raise an invoice for the amount in line with the payment schedule for the relevant course. ● Fee-payers have 14 days to pay an invoice. ● Keep a copy of the invoice on the student's file.	Administration team
b. Fee installment invoices ● Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Student Agreement/ Course Outline. ● Ensure all payment terms, conditions and amounts are as indicated on the invoice unless a record of an agreed or advised change is in writing and the conditions of such a change were outlined on the initial agreement. ● Students have 14 days to pay an invoice. ● Keep a copy of the invoice on the student's file.	Administration team
c. Receiving payments ● Fees for international students may not be collected until the Student agreement has been signed. ● Record payments against the relevant invoice on the accounting/financial system	Administration team

● Provide the student with a receipt. ● Ensure receipts for payments from international students are retained for at least 2 years after the first payment is received.	
d. Managing overdue fees – domestic students ● Send out statements monthly to students to show outstanding fees. ● Call students where payments are more than 14 days overdue. ● Any student with an invoice over 40 days past due should be referred to the debt collection agency. ● Refer to the Director of Studies/CEO about suspending enrolment until fees are brought up to date. If the enrolment is suspended, send a letter to the student advising of suspension until payment is made. Advise academic staff/trainers. ● Where fees continue to be unpaid, refer to Director of Studies to consider withdrawal.	Administration team CEO
d. Managing overdue fees – international students ● Send out statements monthly to students to show outstanding fees. ● Call or email students where payments are overdue to remind them to pay. ● Send out Warning letter for Non-Payment of Fees when payments are more than 7 days overdue. ● Send Notice of Intention to Cancel for Non-Payment of Fees regarding non-payment of fees when payment are more than 14 days overdue. ● Wait 20 working days to ensure student has time to access Appeals process before lodging a Student Course Variation (SCV) against the students COE in PRISMS (provider termination of studies – non-payment of fees). ● Any student with an invoice over 40 days past due should be referred to the debt collection agency.	Administration team CEO



2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3
- ESOS Act, 2000 (Cth): Sections 46A, 46D, 47A, 47D, 47E
- National Code: Standard 3

Procedures	Responsibility
A. Processing refunds – domestic students ● If a course is cancelled by Anderson, students who have enrolled and paid their enrolment deposit should be automatically issued a refund. Notify them in writing and issue refund. Record on file. ● Students who withdraw from their course and seek a refund are to make a request for a refund in writing. ● To make an assessment of a refund due, consider the services the student has received. Consider the following: – Enrolment deposit is non-refundable – this covers administration time for enrolment and induction process. – Text books provided – Training /education/ assessment services received – number of classes attended/visits received/ online training – Individual support provided by the trainer/assessor – Assessments marked ● Consider the costs incurred by Anderson as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO/Finance Manager. ● Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. ● Keep a copy of the refund assessment on the student's file.	Administration team CEO

B. Processing refunds – provider default (international students)

● Where Anderson may be able to offer a suitable alternative course to a student (instead of a refund), ensure the offer is made in writing to the student within 7 days, and follow up with student prior within 10 days. If the offer is not accepted, issue a refund within 14 days as below.

● Automatically issue a refund within 14 days to students who have enrolled and paid their enrolment deposit and the course is cancelled prior to commencement.

● Automatically issue a refund to students within 14 days where the course has commenced but is cancelled.

● Notify students to whom refunds are automatically issued in writing and issue refund. Record on file.

● All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.

● Assess refund as per this Policy, noting all considerations and associated charges.

CEO approves refund assessment.

● Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.

● For student default, process refunds within 4 weeks of the default date.

● Keep a copy of the refund assessment on the student's file.

Administration team CEO

C. Processing refunds – student default (international students)

● All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.

● Assess refund as per this Policy.

● Calculate the relevant refunds using the Refund Calculation Worksheet.

Administration team CEO



Procedures	Responsibility
- CEO approves refund assessment. - Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. - Process refunds within 4 weeks of the default date. - Keep a copy of the refund assessment on the student's file.	Administration team CEO

3. Notify of default and discharge of obligations

Refer

- ESOS Act, 2000 (Cth): Sections 46B & 46F & 47H

Procedures	Responsibility
A. Notification of Provider of Student Default in PRISMS - Within 3 business days for Provider default or 4 weeks for student default, locate the correct COE - record the circumstances and details of the default day - In the case of provider default - record the discharge of obligations (refund or alternative course provided) against the default within 14 days of the default day.	CEO

ADDITIONAL FEES AND CHARGES

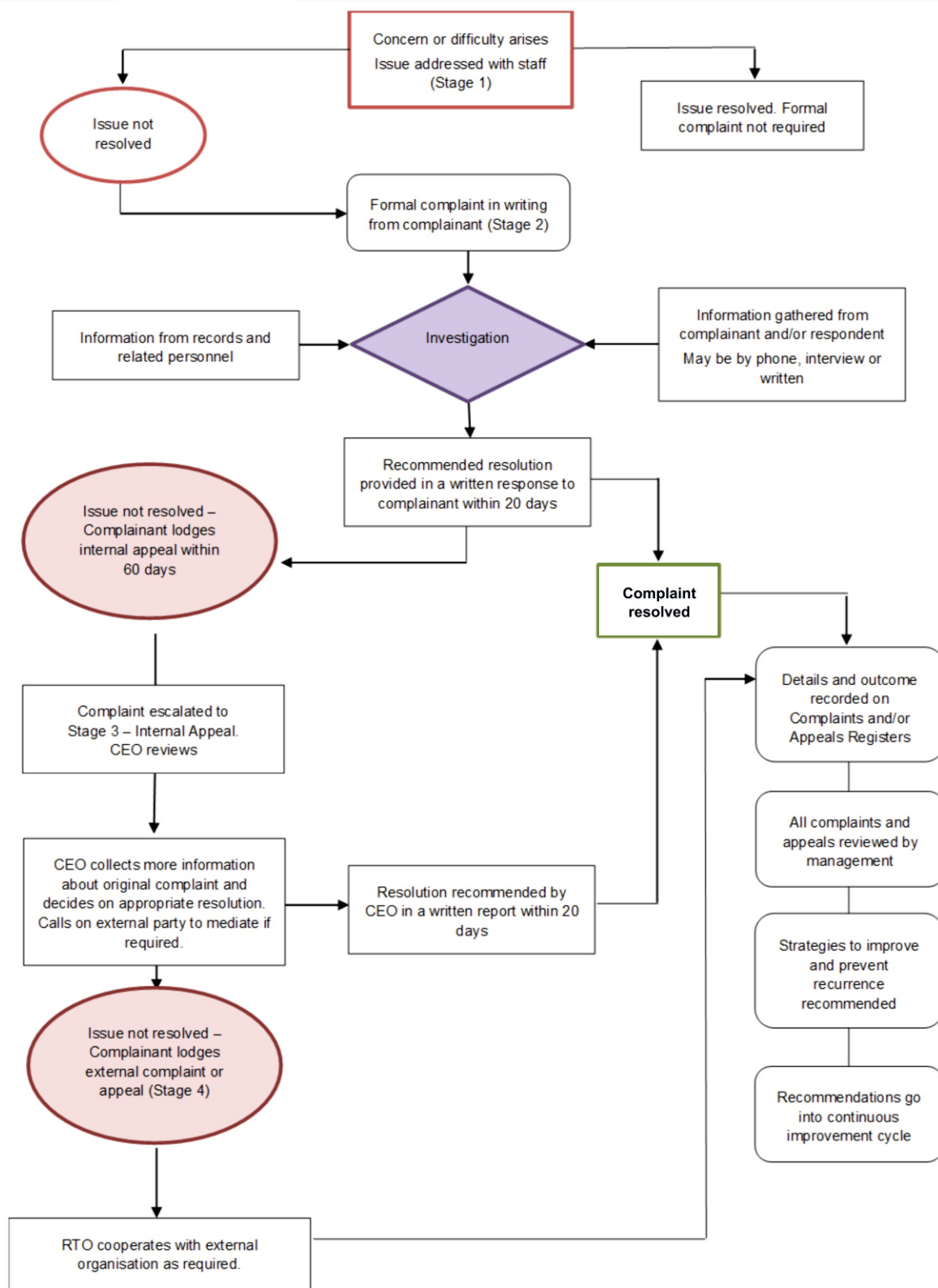
Anderson has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Particulars	Amount
Credit Transfer	\$200.00
RPL Assessment per unit	\$250.00
Re-submission of Assessment	\$50.00

Late submission of Assessment	\$100.00
Reassess study outcome /Reassessment	\$350.00 after two resubmission attempts
Relearning of a unit	Half of Study Period Fees as per the offer letter
Appeal Fees	Nil
Change of Course	\$300.00
Interim Academic Transcript	\$50.00
Payment by Telegraph Transfer (TT)	\$22.00
Enrolment Fees	Contact Campus
Particulars	Amount
Certificates / Testamur on Completion	No Charge
Issuance of Statement of Attainment	No Charge
Issuance of Replacement Qualification	\$50.00
Deferral or Extension of study	\$300.00
Replacement Student ID	\$25.00
Late Payment of tuition fees	\$50.00 per week
Student Photocopying	10c per page
Student Printing	10c per page
Payment by Major Credit Cards/EFTPOS	3% Surcharge
Airport Pickup	\$ 200.00



COMPLAINTS AND APPEALS





POLICY

NATURE OF COMPLAINTS AND APPEALS

- Anderson responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Anderson and including education agents.
 - Any student or client of Anderson.
- Complaints may be made in relation to any of Anderson's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Anderson to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments

- response to a complaint
- assessment outcomes / results
- other general decisions made by Anderson

PRINCIPLES OF RESOLUTION

- Anderson is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Anderson ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Anderson will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Anderson, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

MAKING A COMPLAINT OF APPEAL

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.



- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Anderson's head office at Level 6 190 Queen Street, Melbourne VIC 3000 attention to the CEO.

When making a complaint or appeal, provide as much information as possible to enable Anderson to investigate and determine an appropriate solution. This should include:–
The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.

- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

TIMEFRAMES FOR RESOLUTION

- The complaint or appeal will be acknowledged in writing within 7 business days.

The complaints and appeals process will

- commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed,

- the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

RESOLUTION OF COMPLAINTS AND APPEALS

- Some or all members of the management team of Anderson will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

- The enrolment status of student will be handled as follows:

- For domestic students that choose to access this policy and procedure, Anderson will maintain the student's enrolment while the complaints and appeals process is ongoing.

- For international students, Anderson will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status.

In the case of an external appeals process it will depend on the type of appeal as to whether Anderson maintains the student's enrolment as follows :

- ◆ If the appeal is against Anderson's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Anderson's decision to report.

- ◆ If the appeal is against Anderson's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Anderson will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.



INDEPENDENT PARTIES

Anderson acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Anderson.

- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.

- Anderson will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Anderson.

EXTERNAL COMPLAINT AVENUES

- Complaints can also be made via the following avenues:

- **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by :

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.

- **Email:** ntch@education.gov.au

- **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Anderson's registering body, Australian Skills Quality Authority (ASQA). However, ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses information from all complaints as intelligence to inform regulatory activities and will generally refer students to another organisation for resolution of complaints.

For more information, refer to the relevant webpage below before making a complaint to ASQA:

<https://www.asqa.gov.au/complaints>

- **The Overseas Student Ombudsman (OSO)**

International students may complain to the OSO if their complaint is in relation to Anderson:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Anderson.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>



RECORDS OF COMPLAINTS AND APPEALS

Anderson will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

ISSUING OF CERTIFICATION DOCUMENTS

AQF CERTIFICATION POLICY

1. Certification issuance

In accordance with the Standards, Anderson issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.

All AQF certification documents issued by Anderson will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.

Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all tuition fees have been paid.

2. Authenticity

To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents :

- Include an individual certificate number on them that can be authenticated against our database. (Recommended to keep this)
- Include our embossed/ branded sticker seal/watermark which is difficult to reproduce.
- All important information including date, student name and title of qualification/course is printed on a coloured watermark /background so they are difficult to tamper with.



Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by Anderson. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.

This information is published in the Student Handbook and Anderson's website to ensure members of the public have the information they need to authenticate our certification documents.

3. Record Keeping

Anderson :

- Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in its student management system (RTO teams).
- Retains records of AQF certification documentation issued for a period of 30 years, on its student management system (RTO teams).
- Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.



4. Unique Student Identifiers (USIs)

Anderson :

- Will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

5. Reissuing

Current and past students can request a copy of their certification documents at any time. There may be an additional cost for re-issuance, as detailed in the Additional Fees and Charges section of this handbook.

Please visit our website www.andersoncollege.vic.edu.au or speak to our Student Support Team to obtain these forms.

STUDENT HANDBOOK



ANDERSON COLLEGE