



**Australasian Lawrence
Aged Care College^{PTY LTD}**

*Specialist in Aged Care,
Community and Health Education*

STUDENT PROSPECTUS

Local Students

2011

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STUDENT PROSPECTUS LOCAL STUDENTS

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About Australasian Lawrence Aged Care College (ALACC)

Australasian Lawrence Aged Care College's is a private Registered Training Organisation (RTO) that delivers Nationally Recognised Qualifications of the Australian Qualification Training Framework (AQTF) levels and is also a full member of AIWCW.

We are specialised in aged care, community and health training institution including business education. ALACC is founded by the Director who is well qualified and respected in her field of work in the aged care industry. Several of ALACC students have gone on to undertake courses at the university, mainly course related to nursing.

Our Preston campus is located in close proximity to one of Australia's biggest cities – Melbourne, Our programs are delivered by well qualified and experienced trainers. As a result our programs attract a large number of both local and international students from a variety of professional backgrounds.

OUR PHILOSOPHY

Australasian Lawrence Aged Care College is committed to providing quality educational programs for nurses, care staff and health care practitioners in a wide range of health care settings such as nursing homes, extended care, aged and community health settings.

OUR VISION AND MISSION STATEMENT

We approach our mission in an environment where:

- integrity and equality of opportunity is demonstrated in all our activities with all our stakeholders
- openness and accountability along with individual and collective responsibility exists

OUR AIMS

1. **Educate** – To provide quality education training to international and local students to care for the elderly persons in the residential aged care, home and community.

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2. **Profit** - To generate sufficient profit to finance future growth and to provide the resources needed to achieve sustainability for the ongoing objectives of providing education to students both local and international students and employees.

3. **Growth** - To grow the business at a rate that is both challenging and manageable, leading the market with innovation and adaptability. At the same time, meet the needs of the market in providing services to the aged, disabled and mental health clients.

4. **Recognition** - To be the household name for Nationally Accredited Training throughout Australia, and in the international arena.

5. **Service** - To provide a range of services to raise the standards of care provided in aged care facilities through ongoing education and staff development activities.

Why Choose Australasian Lawrence Aged Care College?

- Our principle purpose is to provide education. We offer a professional, tailored, fun learning experience to all our learners. Quality training facilities including fully furnished training rooms, computers with Microsoft Software, library, student recreation facilities, complimentary tea, coffee and snacks, lunchroom and amenities.
- ALACC is committed to provide flexible and innovative provision of education and training. At ALACC, we understand that there exist differences between every students experience, aptitude and learning styles. Hence, our staff members work with each student individually, to work out a strategically planned learning program for you.
- ALACC also offers a friendly and multicultural atmosphere. Our staff members are well qualified and take interest in each student on an individual basis.
- With students from many countries, you can be sure to not only get international experience but also be completely confident to venture into your workplace or further studies with developed communication and interpersonal skills.
- ALACC has a campus in Preston (Northern suburbs) where the courses for both local and international students are delivered. All resources (books, learning materials) are included in the course fee at no extra cost.
- Maximum of 25 students per class – this means more time for you!

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- Service – our trainer/assessors are available after hours to assist you when you need them the most. The appointment can be made via emailing at trainers@agedcare.net.au or calling at +61 3 9480 4445.
- Established network with Community Service Providers (Aged Care Facilities) for work experience and possible future employment
- Quality – The CEO / Director of Studies – Mrs Janet Lawrence is a Registered Nurse (Div 1) with over 35 years of nursing experience and has been a Fellow of the Royal College of Nursing Australia for the past 23 years. Janet is also currently the Director of Nursing at a 78 bed aged care facility.
- Your goal is our goal! We care about your progression. We work with you to achieve this Nationally Recognised Qualification.
- We offer English Support workshop for our students free of charge to assist students with academic and non-academic related issues.
- We offer free Job skills workshops.

OUR SCOPE

All qualifications delivered by Australasian Lawrance Aged Care College are TAFE Qualifications that are Nationally Recognised. We are pleased to offer the following qualifications to overseas students.

QUALIFICATIONS

Students enrolled with ALACC who successfully complete their course will receive a Certificate Statement of Attainment for one or more of the Nationally Accredited Qualifications / Courses listed below:

Qualifications (5)

CHC30208	Certificate III in Aged Care
CHC40108	Certificate IV in Aged Care
CHC40608	Certificate IV in Leisure and Health
CHC50608	Diploma of Community Services Work
HLT32507	Certificate III in Health Services Assistance



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Units (3)

HLTFS207B Follow basic food safety practices

HLTFA301B Apply First Aid

HLTFA201A Provide basic emergency life support

Additional information about each qualification listed above is available on our website www.agedcare.net.au . Alternatively, please contact our reception to get information.

Please note that in the event that training is conducted that does not correspond with our scope of registration, issued certificates will not hold the Nationally Recognised Training symbol, nor be recognised through the Australian Quality Training Framework. Only Nationally Accredited competencies / qualifications will hold the Nationally Recognised Training symbol.

Student Recruitment, Selection and Enrolment Procedure

To apply for enrolment with Australasian Lawrence Aged Care College, you need to complete the following steps:

1. Complete an Enrolment Form and an Application for Transfer of Credit/RPL/RCC form (if applicable), including all required attachments;
2. Lodge the application, together with all required fees, to the College by mail or in person.

Payment is to be made in Australian dollars to Australasian Lawrence Aged Care College by cash, bank cheque or international bank draft. When your payment is received, your enrolment at ALACC will be confirmed. It is mandatory for you to clear all the fees within three weeks from the date of enrolment if not otherwise approved by CEO/ Director of Studies.

How is my application processed?

Once your application has been received, it will be processed by our office. Applicants who have satisfied the entry conditions for their chosen course will be invited to attend an informal interview

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with the CEO/ Director of Studies or delegate; who will determine the suitability of your chosen course for your requirements.

If your education qualifications do not meet the colleges admission requirements, other factors will be considered.

These are:

- a. Age
- b. Work experience
- c. Attitude and aptitude
- d. Previous academic results
- e. Attendance rate in the previous college
- f. Ability and skills to function in an academic environment
- g. Possibility to succeed in his/her academic endeavours.

You may be asked to produce a satisfactory IELTS score where there are doubts about the English language skills to cope in an academic environment.

Assistance may be made available by other Registered Providers if Language, Literacy or Numeracy help is required. Please talk to the CEO / Director of Studies for more information.

In the event that your application is not approved, any moneys paid will be refunded in full.

ENTRY REQUIREMENTS

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

In line with Government policy, students with intellectual and physical disabilities and who meet the entry criteria are encouraged to participate in training.

- Applicants should be legal working age
- Applicants with no formal qualifications and who can provide evidence of relevant and sufficient work experience may also be considered.
- Current Police Check (for any carer related course)

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- A proficiency in English equivalent to IELTS 5.5 or higher
-or-
- Applicants that successfully completed more than half of a course at the Australian Qualifications Framework (AQF) Certificate IV level or higher.
-or-
- Applicants that have passed the entry English placement test.

Please also refer to your selected course outline for any specific entry requirements

ATTENDANCE

Unless you have been granted RCC for a particular unit, you are required to attend the training sessions for each of your course units. This is to ensure you have the appropriate underpinning knowledge and skills required before you commence your assessment.

ACADEMIC PROGRESS

A further condition is that you maintain satisfactory academic progress. At ALACC, you are considered to be making unsatisfactory progress if you fail two or more units in a row, or if you fail the same unit more than once. If you do not maintain satisfactory academic progress, the College may implement an intervention strategy to assist you in your studies. In this case, you will be required to comply with the agreed intervention strategy to maintain your enrolment with the college

This will be arranged with the CEO / Director of Education or delegate

FURTHER STUDY

All graduates from Australian Tafe Institutes and RTOs may seek credits to relevant degree programs in Australian Universities. There is no guaranteed entry into University programs however as a general rule students with high marks will have the best chance of being accepted by a University.

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TRAINING LOCATION

Training Premises Level 1 / 169 Plenty Road, Preston, Victoria 3072

Should ALACC purchase or lease new facilities, students will be advised at least 3 weeks prior to any intended re-location of training premises.

STUDENT SUPPORT SERVICES

Our Student Support Services team are available if you have problems with training or anything else that may be causing you concern. This includes welfare assistance and guidance. They include:

- ⇒ International Student Liaison Officer / Student Support Officer – Mr. Priyank Gupta
 - Liaises with students and agents on enrolment. He is also the Student Contact person
- ⇒ Counsellor / Student Support Officer – Mr. Siby Cherian
 - He assists with Student support services and welfare related services.
- ⇒ CEO/Director of Studies – Janet Lawrence
 - Coordinate and approve services required for students.
- = Legal Assistance- Baker & Armstrong
 - ALACC has an arrangement with Baker & Armstrong, solicitors, whereby initial legal assistance is provided at no cost to the student. However, if the student wishes to engage that firm to act on his or her behalf, then, legal costs will be payable.

Should you require professional counselling, you will be referred to a qualified Counsellor who provides a confidential counselling service. In the event that you require this service, Australasian Lawrance Aged Care College will cover all fees charged. This applies to both on-shore and off-shore students.

Students requiring special or intensive assistance must contact the CEO\Director of Studies who may refer them to appropriate support or counselling services. The CEO \ Director of Studies can be contacted on 9480 4445 during office hours, or 0404 000 993 after hours.

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At Australasian Lawrence Aged Care College, we care about our students and seek to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one.

The information can be sought from the website www.agedcare.net.au.

Student Support services booklet is available in the library. Alternatively, you can contact Student Support Services Team for a copy.

PRACTICAL PLACEMENT

Students in all carer related courses will be required to undertake practical placement relative to their studies. The college has formed good associations with many various aged care facilities and hospitals to practice at. However, you must ensure you act professionally at these facilities at all times. In the event that you do not act in a professional manner whilst training on the job, your enrolment from your course may be withdrawn

CHANGE OF ADDRESS

All students are required to advise the college of their residential address and telephone number and of any subsequent changes to your residential address.

It is your responsibility to ensure that you always update your address details at ALACC to ensure you receive important information about your course, fees and certificates.

STUDENT ORIENTATION

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at ALACC and provide an introduction to studying. All students will be introduced to the colleges staff, and be given a tour our training premises.

All students will have the opportunity to ask questions at all stages of their course.

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USE OF PERSONAL INFORMATION

Information provided by students may be made available to Commonwealth and State Agencies on request of such agencies. Other than through Government requests, we do not pass on your information to any-one else, without your written consent

COURSE DELIVERY AND ASSESSMENT

Australasian Lawrence Aged Care College is committed to only using Trainers of the highest calibre. Every Trainer is fully qualified and experienced in Training and Assessing as well as holding high qualifications in their area of expertise. Apart from the training and assessing aspect, your Trainer will assist you in any way possible to ensure your learning experience is memorable and insightful.

Whilst this is not a formal part of your studies, we encourage all our students to take on relative practical placement outside their study hours. It is invaluable in helping you gain employment when you graduate.

All training is delivered in both classroom and onsite in both real and simulated situations. You may be taught in small groups and/or one-on-one. Activities may also include projects, team work, research, case studies, presentations, group discussions, and many more methods.

Assessments include written examinations, assignments, reports and practical activities and observation onsite and in the workplace.

RECOGNITION OF PRIOR LEARNING

You may also be eligible to gain exemption from units of your course or parts of units under Recognition of Prior Learning provisions. Recognition of prior learning involves the determination of the competencies you have obtained through previous formal training, work experiences and/or life experiences, and the advanced standing to which you are entitled as a result of these competencies.

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It is your responsibility to make application for Credit Transfer and/or Recognition of Prior Learning. While ALACC staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

The Recognition of Prior Learning Process will incur a fee, which is outlined in our fees payable section.

RECOGNITION OF COMPETNCIES ISSUED BY OTHER TRAINING PROVIDERS

If you have completed any of the units from your course with another training provider, we will recognise these units, and you will not be required to repeat them. This service is free of charge, but **must** be undertaken when you enrol into your course.

REFUNDS

If your course does not commence on the agreed starting day for any reason, or if your application for enrolment has been rejected by the college, you will be issued with a FULL REFUND.

Refund calculations are detailed below:

If you withdraw 10 weeks prior to course or semester commencement	Full refund
If you withdraw 4 to 9 weeks prior to course or semester commencement	70% refund of semester
IF you withdraw less than 4 weeks prior to course or semester commencement	50% refund of semester
If you withdraw after the course or semester commences	No refund of current semester fee.
If your course is cancelled or rescheduled by ALACC	Full refund

Special circumstances will be assessed on a case-by-case situation by the CEO/Director of Studies.

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In order to apply for a refund for any reason, you need to lodge a Refund Application Form, available from the college. This form asks why you are requesting a refund and requests evidence of your reason where applicable.

All refunds are will be made within 28 days from application. If you are unhappy with the refund decision or amount for any reason at all, please refer to our appeals process.

FEES AND CHARGES

The following list covers all fees and charges that may be payable to Australasian Lawrence Aged Care College

Fee / Charges	Amount	Due
Course Fees	Varies per course – refer next page for details	Various payment options available
RPL Fee	\$250 per unit of competency	When undertaking RPL process

Please also note Students of ALACC who are the guardian of any school aged dependants attending either private or public schools are responsible for all costs associated with that dependant.

SATISFACTORY COURSE PROGRESS

Satisfactory progress of your course will require each student to be assessed to a level expected in the practical place. This is achieved through

- Studying and practicing your course subject
- Talking with your trainers if you have any questions or concerns
- Maintaining an 80% minimum attendance
- Handing your assessments in on time

You may be assessed in your course through a mixture of different assessment methods including submission of projects, essays, observations, written tests, role plays, portfolio of evidence, and even your previous experience

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Details of each unit including the requirements for achieving satisfactory course progress are available on the National Training Information System website: www.ntis.gov.au. This information is free to access, and covers every Nationally Accredited qualification and unit available.

COMPLAINTS AND APPEALS

The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals

Responsibility

The CEO / Director of Studies is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

Requirements

- Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.
- The procedure will be implemented at no cost to the student.
- The procedure will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information.
- All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- Students will be provided with details of external authorities they may approach, if required
- At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

Internal complaints and appeals:

- The student will have an opportunity to formally present their case, in writing or in person at no cost to the student.

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- The student may be accompanied and assisted by a support person at any relevant meetings. In respect to internal appeals, a lawyer appointed by ALACC will conduct the appeal.
- At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Secretary in order to be considered by ALACC.
 - Deferral of commencement, suspension or cancelling a student enrolment (unless done at the request of the student)
 - Cancellation because of unsatisfactory course progress
 - Cancellation because of unsatisfactory course attendance.
- A student's enrolment must be maintained whilst a complaint OR internal appeal is in progress, and the outcome has not been determined. Whether the student's enrolment is maintained throughout an external process depends on the type of appeal.
- In cases where the provider is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment the provider only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment unless extenuating circumstances relating to a student's welfare apply.
- Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
 - having medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - being at risk of committing a criminal offence
- ALACC encourages the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by ALACC.

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- Where applicable, student may access and receive the outcome of only one external appeal process before ALACC may report the student. However this does not stop student from accessing multiple external appeals processes. If a student wishes to access another appeals process after being reported, the student will need to discuss this with DIAC.
- If there is any matter arising from a student complaint or appeal that is a systemic issue that requires improvement action this will be reported to ALACC management meeting as part of the continuous improvement process.
- Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
 - Contact a solicitor; or-
 - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 03 9602 5000 for a referral to a solicitor.
 - If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Australasian Lawcare Aged Care College must immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

Informal Complaint Procedure

- Any student with a question or complaint may raise the matter with staff of the ALACC and attempt an informal resolution of the question or complaint.
- Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported, unless the ALACC staff member involved determines that the issue question or complaint was relevant to the wider operation of ALACC or if no resolution can be achieved through informal process.
- Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Procedure

- Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint and appeal form available at the reception / the student notice board /ALACC website and arrange for a meeting with the CEO/ Director of Studies or

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delegate by expressing the interest of the same at the reception. At this meeting the complaint can be raised and a resolution is attempted.

- At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the CEO/ Director of Studies or delegate. The complaint may be recorded in writing either by completing the student complaint and appeal form prior to the meeting but should be duly signed by both parties at the meeting.
- The CEO/ Director of Studies or delegate will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time.
- At the end of the resolution phase the CEO/ Director of Studies or delegate will report the ALACC's decision to the student in writing. The decision and reasons supporting the decision will be documented by the CEO/ Director of Studies or delegate and placed in the students file. A copy of this document will be provided to the student.
- Following the resolution phase ALACC will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint.
- If a student is dissatisfied with the outcome of the formal complaint process then they may institute an internal appeals process by completing the complaint and appeals form.

Internal Appeal Procedure

- Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to DEEWR and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by ALACC.
- A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- The appeals process is initiated by a student completing the student Complaint and Appeals form and lodging the completed form with the CEO/ Director of Studies or delegate.
- The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

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- A maximum time of 20 working days from the commencement of the appeal resolution phase is allowed for the appeal resolution unless all parties agree in writing to extend this time.
- After a student makes an internal appeal, Australasian Lawrance Aged Care College shall appoint a legal practitioner to hear the appeal and propose a final resolution.
- A different assessor selected by ALACC will give student appealing an assessment or Recognition of Prior Learning outcome the opportunity for reassessment. Costs of reassessment will be met by ALACC. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment.
- The outcome of the internal appeal and reasons for the outcome are recorded in writing and signed and dated by the student and the CEO / Director or delegate and are placed in the student file. A copy of this document is provided to the student.
- Following the internal appeals phase ALACC implements the decision as conveyed to the student and undertakes any actions for improvement that arise from the complaint.
- There are no further avenues within ALACC for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

External Appeal Procedure

- The purpose of the external appeals process is to consider whether ALACC has followed its student complaint and appeals procedure, not to make a decision in place of ALACC. For example, if a student appeals against his or her subject results and goes through ALACC's internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- For external appeals the independent mediator is the Australian Council of Private Education and Training phone (03) 94161355. ALACC bears the costs of mediation.
- The independent mediator will determine the external appeals procedure.
- Following the receipt of the outcome of the external appeal ALACC immediately implements the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.
- If an appeal is against ALACC's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, ALACC maintains the student's enrolment (i.e. not

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report the student for unsatisfactory progress) until the external appeals process is complete and has supported the ALACC's decision to report.

- If an appeal is against ALACC's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment ALACC only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.
- The student can contact DEEWR through the ESOS mailbox esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process.

NOTE: The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

ACCESS & EQUITY

The following access and equity guidelines are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education & Training (VET) subjects. Access and equity guidelines will be implemented through the following strategies:

- Access to VET programs will be available to all eligible participants regardless of gender or race.
- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants within the capacity of the organisation's resources to provide such support and/or external assistance will be accessed as required.

Australasian Lawrance Aged Care College actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community.

In the first instance, the Trainer will assess literacy, language and numeracy concerns. When indicated, the Course Manager will make available to the Trainer such materials or training processes to assist with learning.

If you require support for any reason at all whilst enrolled with Australasian Lawrance Aged Care College, please contact CEO / DOS or any member of ALACC Student Support services team. We will endeavour to assist you to our fullest capacity, or where appropriate, direct you to a suitable professional agency. This service is of no charge (Support can include interpreters, trauma, disability, harassment, welfare etc.).

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PRIVACY

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government Departments and Agencies and the Fund Manager of the ESOS assurance agency. It is a requirement of the Australian Quality Training Framework that students can access personal information held by ALACC and may request corrections to information that is incorrect or out of date. Apply to the CEO/ Director of Studies who is also the Privacy officer if you wish to view your own records.

CODE OF PRACTICE

Administration and management

We will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

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Course delivery

We will

- Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Staff

Trainers and Assessors of The Registered Training Organisation will have:

- Demonstrated competencies at least to the level of those being delivered
- For Trainers demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent
- For Assessors demonstrated achievement of at least the three assessor competencies from the Certificate IV in Training & Assessment Competency Standards or their equivalent
- Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

Training environment

- We will meet the following minimum training environment standards.
- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

STUDENT PROSPECTUS

LOCAL STUDENTS

Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration;
- name of the person receiving the qualification;
- name of the course or units as shown on the Scope of Registration;
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued; and
- authorised signatory of the Registered Training Organisation

We will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

We will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

Marketing and recruitment

We will

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

STUDENT PROSPECTUS

LOCAL STUDENTS

Student information

We will advise prospective students of:

- Scope of Registration;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy (commercial providers only);
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- literacy and numeracy requirements;
- grievance procedure;
- staff responsibilities;
- facilities and equipment; and
- student support services.

Access and Equity Operating Principles

We will:

- Aim to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Ensure our Training and Assessment services are delivered in a non-discriminatory, open and respectful manner.
- Ensure our staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Ensure our facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourage the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Be accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

STUDENT PROSPECTUS

LOCAL STUDENTS

- Ensure that our staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager.

STUDENT CODE OF BEHAVIOUR

Students have the following rights whilst studying with Australasian Lawrence Aged Care College:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and Australasian Lawrence Aged Care Colleges' property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- Any student who breaches the code of behaviour whilst enrolled with this RTO both during and outside of your contact hours may be expelled from their course. All incidents of a serious nature will be referred to the local authorities including the Police and DIAC

FEEDBACK

At Australasian Lawrence Aged Care College, we believe in quality continuous improvement. This can only be achieved with the help of our clients and students. As such throughout your course you will receive a feedback form from us. The purpose of this form is to obtain your opinion on your training so far. This gives you, and Australasian Lawrence Aged Care College an opportunity to fine tune the course to ensure all needs and requests are being met.

STUDENT PROSPECTUS

LOCAL STUDENTS

On completion of your course, you will receive a completion feedback form to rate various aspects of the training, assessing and customer service provided to you throughout your course.

On the odd occasion, you may also receive a random telephone call by a staff member of Australasian Lawrence Aged Care College, to ask you a few quality related questions regarding your last training session.

We encourage people to be as honest as possible during all feedback forums so that we can make your training experience first-rate.

WORKPLACE HEALTH & SAFETY

Australasian Lawrence Aged Care College has a responsibility to provide a safe and healthy environment for their employees, customers and visitors

Under the Occupational Health & Safety Act 2000, course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Follow instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury / illness or "near miss" to an appropriate person

EQUAL OPPORTUNITY / DISCRIMINATION

Australasian Lawrence Aged Care College is an Equal Opportunity company, and does not discriminate against any person for any reason, nor do we condone workplace harassment of any sort. We operate in accordance with the

- Anti-Discrimination Act 1991.
- Human Rights and Equal Opportunity Commissions Act 1986.
- Harassment Act 1997.

DISCIPLINARY PROCEDURES

- Disciplinary action will be taken against students who engage in plagiarism and collusion as outlined in ALACC policy. This may include the cancellation or suspension of enrolment, being assessed as Not Yet Competent in the unit(s) or disqualification upon graduation.

Australasian Lawrence Aged Care College Pty. Ltd.
Level 1/169 Plenty Road, Preston, VIC 3072

t (03) 94804445 / 94804522 f (03) 94800753 m 0404 000 993 www.agedcare.net.au

ABN: 49 122 509 602 CRICOS NO: 02933E RTO 21872 AIWCW Approved

STUDENT PROSPECTUS

LOCAL STUDENTS

Additionally, proven involvement in plagiarism or collusion may be recorded on your academic file.

- If the student admits dishonesty, then Australasian Lawcare Aged Care Colleges' Management will decide on whether they will only issue the qualification/statement of attainment for competencies that have not been subject to the above wrongdoing.
- If the student does not acknowledge misconduct, the Trainer/staff member shall report the incident to the CEO / Director of Studies, who will gather all relevant evidence from both the student and trainer (and other knowledgeable parties), review the allegations, determine whether there was cheating or plagiarism, and if so determine the appropriate disciplinary action. The CEO / Director of Studies will then advise the student of that disciplinary action.
- If the student does not appeal the action (unless the disciplinary action is either suspension or cancellation in which case the period is 20 working days) to Australasian Lawcare Aged Care College management within one week, Australasian Lawcare Aged Care College shall implement the disciplinary action.
- If an appeal is lodged, notwithstanding that the appeal is not upheld, the legal representative who heard the appeal may decide not to suspend or cancel the enrolment and determine that a lesser penalty should be imposed.

COLLUSION AND COLLABORATION

- Collusion is the presentation by a student of an assignment as his or her own which, in fact, is the result (in whole or in part) of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct.
- To facilitate better understanding, ALACC encourages students to discuss and assist each other with problems associated with their studies. However, it is imperative to note that the student must undertake all assigned work independently, and you must not work in groups unless specifically requested by the lecturer.

LIST OF LEGAL / COMMUNITIES CONTACTS

Community Agencies

- Financial and Consumer Rights Council (03) 9663 2000
- Council on the Ageing (Vic) (03) 9654 4443
- Victoria Legal Aid (03) 9269 0234 or 1800 677 402

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STUDENT PROSPECTUS

LOCAL STUDENTS

- Fitzroy Legal Service (03) 9419 3744
- Geelong Community Legal Service (03) 5221 4744
- North Melbourne Legal Service (03) 9328 1885
- Victorian Welfare Rights Unit (03) 9416 1111
- Consumer Law Centre (03) 9629 6300

Community Legal Centres

- **Darebin Community Legal Centre Inc**
265 High Street, Preston, 3072
Tel: (03) 94847753 Fax: (03) 9484 9442
Darebin_VIC@clc.net.au
www.communitylaw.org.au/darebin
- **The Federation of Community Legal Centres (Vic) Inc**
Suite 11, 1st Floor, 54 Victoria St, Carlton South Vic 3053
Tel: (03) 9652 1500 Fax: (03) 9654 5204
administration@fclc.org.au
www.communitylaw.org.au
- **Brimbank Melton Community Legal Centre**
Suite 6, 3 Alexandra Street, Melton, 3337
Tel: (03) 9971 1800 Fax: (03) 9746 8924
valeriec@communitywest.org.au
www.communitywest.org.au
- **Casey Cardinia Community Legal Service Inc**
42 Claredale Road, Dandenong, 3175
Tel: (03) 9793 1993 Fax: (03) 9794 9521
caseyclc@vicnet.net.au
www.communitylaw.org.au/caseycardinia
- **Fitzroy Legal Service Inc**
PO Box 297, Fitzroy, 3065
124 Johnston Street, Fitzroy, 3065

STUDENT PROSPECTUS

LOCAL STUDENTS

Tel: (03) 9419 3744 Fax: (03) 9416 1124
enquiries@fitzroy-legal.org.au
www.communitylaw.org.au/fitzroy

EMERGENCY ASSISTANCE

- Brotherhood of St Laurence (03) 9483 1183
- Utility Relief Grant Scheme (03) 9616 7839
- Stop Over (03) 9347 0636
- The Salvation Army (03) 9650 4851
- The Smith Family (03) 9419 8500 or 1800 808 915
- Victorian Relief Committee (03) 9329 5599
- Domestic Violence Crisis Service (Vic) (03) 9373 0123 or 1800 015 188

CENTRELINK

- Retirement (Age Pension) 13 2300
- Disability, Sickness & Carers 13 2717
- Employment Services (Newstart) 13 2850
- Youth & Students 13 2490
- Abstudy Student Services 13 2317
- Family & Parenting Payments 13 1305
- Languages other than English 13 1202
- Appointments 13 1021
- Customer Relations 1800 050 004
- Website www.centrelink.gov.au (external link)

VICTORIAN EYE CARE SERVICE - (03) 9349 7434

VICTORIAN EYE AND EAR HOSPITAL - (03) 9929 8666

COMMUNITY DENTAL CLINICS

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STUDENT PROSPECTUS

LOCAL STUDENTS

- Moreland Community Health Service - BRUNSWICK - 9387 6711
- Darebin Community Health Service - EAST RESERVOIR - 9478 5711
- Eltham Community Health Centre - ELTHAM - 9431 1333
- Plenty Valley Community Health Centre - EPPING - 9408 6066
- North Yarra Community Health - FITZROY - 9411 3555
- Darebin Community Health Service - NORTHCOTE - 9489 1388
- Banyule Community Health Centre - WEST HEIDELBERG - 9459 8833

