

ESTRADA COLLEGE

Student Handbook

Diploma Courses

Private Students

June 2017



The information and policies contained within this Student Handbook were current on the date of printing. Information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to the College's website for a current version of the handbook.

www.estrada.edu.au

RTO Provider Number: 30910

RTO Name: Life Coaching Institute (Aust) Pty Ltd ATF Life Coaching Institute Trust T/As Estrada College

Table of Contents

| | |
|--|-----------|
| Welcome | 3 |
| About the College | 4 |
| The Curriculum | 5 |
| Contacting Us | 5 |
| Studying with Estrada College | 8 |
| My.Estrada..... | 8 |
| Study Assistance..... | 8 |
| Face-to-Face Study Support..... | 8 |
| Practical Components | 8 |
| Work Placement..... | 8 |
| Communication | 9 |
| Getting Started | 10 |
| Study Time | 10 |
| Study Techniques..... | 10 |
| Assessment Procedures..... | 10 |
| Submitting an Assessment Book | 11 |
| Receiving and Re-submitting your Marked Assessment Book | 11 |
| Course Outlines and Course Planner | 12 |
| Important Information for Students Receiving Austudy, Abstudy, Youth Allowance or PES | 12 |
| Practices, Policies and Procedures | 14 |
| Code of Practice | 14 |
| Student Rights and Obligations..... | 14 |
| Access and Equity Policy..... | 15 |
| Language, Literacy and Numeracy Assistance..... | 16 |
| Privacy and Personal Information Policy and Procedures..... | 17 |
| Entry Requirements and Admission Procedures | 20 |
| Total Costs and Fees..... | 21 |
| Course Cancellation Policy..... | 21 |
| Fees for Additional Items | 22 |
| Teachout of Courses..... | 22 |
| Protection of Student Fees Paid in Advance..... | 22 |
| Student Change of Address and Transfers | 22 |
| Competencies to be Achieved | 22 |
| Qualification to be Granted..... | 23 |
| Re-issuing Certificates and Statements of Attainment | 23 |
| Recognition of Prior Learning..... | 23 |
| Mutual Recognition (Credit Transfer) of Qualifications..... | 23 |
| Complaints Policy..... | 24 |
| Appeal Policy..... | 25 |
| Student Conduct Policy..... | 26 |
| Learning Materials | 27 |
| Undertaking Work Placements..... | 27 |
| Facilities and Equipment..... | 28 |
| Counselling and Support Services | 28 |
| Student Cards..... | 28 |
| Plagiarism..... | 28 |
| Copyright..... | 29 |

Welcome

Thank you for becoming a student with Estrada College, a leading national trainer in the vocational education sector.

On behalf of our College team, I would like to take this opportunity to welcome you to the College. It is a pleasure to have you on board and we look forward to supporting you in achieving your qualification. The College and its staff are dedicated to developing high-quality applicable courses and programs, and providing an exceptional level of education and service to all students.

Estrada College is proud to offer courses that provide you with knowledge and skills that are relevant and current. The training we provide is developed by highly qualified and experienced educators to ensure you obtain the fundamental skills to progress and complete your course.

All courses offered by the College are Nationally Recognised Training Programs. The Course Outline can be accessed on our website (www.estrada.edu.au) and is also included in your Enrolment Pack and provides details of the assessment books, and practical assessments that you complete as part of your course.

All the study materials you will need to complete your course are supplied to you on enrolment and progressively as you finish units within your course. You are provided with a study guide for each unit of your course. The study guides present progressive information about the unit. You will find that it is generally not necessary to include references in your assessment to information other than what is supplied. Please feel free to supplement your studies with general reading.

The Course Outline for your course will clearly explain how to complete the practical requirements of your course. Your course may require you to demonstrate your proficiency in practical tasks in a simulated environment. These practical tasks can be demonstrated by attending assessment sessions in a small group or being assessed privately. You also have the option of demonstrating your competency by recording your skills and submitting your recording online for marking. For those students who may not be able to attend an assessment session, you can complete your practical tasks through a private assessment either in-person or via Skype with a College assessor.

Some courses may require the completion of a work placement and we provide information in this Student Handbook about how to arrange and access your work placement.

Please remember that all College learning materials, other documents and recordings are fully protected by copyright and other registrations, and as a College student we ask that you do all you can to protect our unique information and methodology. All College material is prepared by qualified and experienced professionals and for this reason we actively seek your help to protect against plagiarism.

If you have any questions regarding the College or your course at any time during your studies, please contact your local Student Support Centre.

Best wishes with your studies,

Sandra Poletto
Head of College
Estrada College

About the College

Estrada College is a leading national provider of vocational education qualifications. The College delivers training nationally through its state-based network of Student Support Centres. Each Student Support Centre is overseen by a Manager who is responsible for general administration and the wellbeing of students within a given area.

All College courses are delivered through a blend of online and practical face-to-face training. As such, all courses are extremely flexible allowing you to fit learning around your busy schedule. Simply complete theoretical components online at home and practical elements through a range of face-to-face and alternative options.

All College courses lead to qualifications from nationally recognised Training Packages. College courses have been developed on the basis of progressive assessment and learning. Upon acceptance of your enrolment with the College you will have received a Study Package which contains information on studying with the College, your course and how to access your course materials online. The course materials are designed to make your online studies as comfortable as possible. A Practical Assessment timetable and other relevant information is also provided.

Our educational staff have their principal qualifications in areas appropriate to the course they are teaching combined with recognised instructional skills and several years' experience in industry. Should you require assistance with your studies, do not hesitate to contact an Education Adviser on **1300 135 363**. For all administrative enquiries, please contact your local Student Support Centre. The personalised service offered by the College ensures that your queries will be attended to as quickly and efficiently as possible.

The Curriculum

Estrada College's current course offerings are:

Diploma of Business (BSB50215)
Diploma of Business Administration (BSB50415)
Diploma of Human Resource Management (BSB50615)
Diploma of Leadership and Management (BSB51915)
Diploma of Project Management (BSB51415)
Diploma of Counselling (CHC51015)
Diploma of Community Services (Case Management) (CHC52015)
Diploma of Youth Work (CHC50413)
Diploma of Life Coaching (30968QLD)

Graduates from each respective course are awarded a certificate with the course name and course code signifying completion of a "Nationally Recognised Training" Program.

Contacting Us

Head Office

Head of College

Sandra Poletto

Locked Bag 15,
Fortitude Valley QLD 4006

47 Baxter St,
Fortitude Valley QLD 4006

Telephone: (07) 3112 2088

Facsimile: (07) 3257 7195

Email: enquiry@estrada.edu.au

Brisbane, Tasmania & Northern Territory

Student Support Centre Manager

Robert Carrigan

PO Box 484, Carina QLD 4152

336 Stanley Road,
Carina QLD 4152

Telephone: (07) 3843 4799

Facsimile: (07) 3843 3599

Email: adminbris@estrada.edu.au

Sydney

Student Support Centre Manager

Neville Randle

PO Box 238,
Parramatta NSW 2124

Suite 1, Level 4
60 Macquarie Street,
Parramatta NSW 2150

Telephone: (02) 9633 4404

Facsimile: (02) 9687 9698

Email: adminsyd@estrada.edu.au

NSW Regional, ACT & Gold Coast

Student Support Centre Manager

Amanda Black

PO Box 5106,
Port Macquarie, NSW, 2444

2/34 Jindalee Road,
Port Macquarie, NSW, 2444

Telephone: (02) 6581 4217

Facsimile: (02) 6581 5117

Email: support_pm@estrada.edu.au

Melbourne

Student Support Centre Manager

Ash Deepak

GPO Box 716,
Melbourne VIC 3001

Level 9, 474 Flinders Street,
Melbourne VIC 3000

Telephone: (03) 9621 2255

Facsimile: (03) 9620 0365

Email: estradavic@estrada.edu.au

South Australia

Student Support Centre Manager

Carol Moore

PO Box 21,
Edwardstown SA 5039

616 South Road,
Glandore SA 5037

Telephone: (08) 8371 5089

Facsimile: (08) 8297 5177

Email: adminsa@estrada.edu.au

Western Australia

Student Support Centre Manager

Kate Sorensen

PO Box 7264,
Karawara WA 6152

Suite 5, 14 Brodie Hall Drive
Bentley WA 6102

Telephone: (08) 9277 4049

Facsimile: (08) 9277 4063

Email: adminwa@estrada.edu.au

Study Support

Study Assistance Hotline

1300 135 363

Virtual Tutor

Email: tutor@estrada.edu.au

Internet

www.estrada.edu.au

Studying with Estrada College

My.Estrada

Upon enrolment and payment of their initial course fee, students are provided log-in details and access to the My.Estrada eCampus. At the eCampus, you can download all learning study materials for your current unit of competency. As you progress through your course and have made your course payments, the learning materials for your future units of competency will be made available to you.

Study Assistance

Should you need help or assistance with any of your units or learning material, Education Advisers are readily available to help you on the College's Study Assistance Line. Study assistance is available to students throughout Australia by telephoning 1300 135 363. The Study Assistance Line is open from 9am to 5pm (EST), Monday to Friday.

Further assistance is also available through the College's "Virtual Tutor", which allows you to email an Education Adviser for assistance. You can contact the Virtual Tutor at: tutor@estrada.edu.au.

Worrying about a problem that can easily be resolved is not productive, so please phone for assistance (not results) whenever you are unsure about what is required. Remember that Education Advisers are dedicated to helping and supporting you throughout your course so take advantage of their insights and call them whenever it is necessary.

Face-to-Face Study Support

Optional face-to-face learning undertaken at your nearest Estrada College campus provides you with an opportunity to enhance your learning in person with our skilled education staff. Your local Student Support Centre will be able to advise you of session times.

Practical Components

There are practical skill assessments that must be completed as part of your course. The practical elements can be completed by attending an assessment session. The Course Outline for your course details the units which require practical assessment. Detailed below are the options available to complete each assessment:

1. Upload a video recording of your skills to the My.Estrada eCampus
2. Attend an assessment session at your Student Support Centre
3. Have a Private Assessor assess your skills either face-to-face or via Skype

Further information and guidelines regarding your practical assessments is provided once you nominate how you would like to complete each assessment.

Please note that as each practical assessment is based upon the practical application of a part of the course theory, unit pre-requisites for each practical assessment need to be completed before they can be attempted.

Work Placement

The Diploma of Community Services (Case Management) and the Diploma of Youth Work requires completion of a work placement. While you are able to choose where you would like to complete your work placement, the College will need to agree that the placement is suitable to the requirements of your course.

Once you have decided on the agency, you notify the details of the workplace on the Workplace Nomination Form included with your Enrolment Pack. We can also provide assistance in locating a suitable workplace if you are having difficulty finding a suitable agency. Our Education Advisers will also liaise with the agency where you are undertaking your placement to ensure you will be suitably supervised in the workplace, that you are given sufficient opportunity to participate in the workplace in accordance with your course

requirements, and that your supervisor at the agency is clear on what you need to achieve during your placement.

While we recommend at what stage of your course to start your placement, it is between you and the agency as to how many hours you spend in the workplace and the days and times you work. This means you are able to fit your placement around your current work, family and lifestyle commitments.

Communication

For all student study assistance queries, please call our **Study Assistance Line** on 1300 135 363 or email the College at tutor@estrada.edu.au. Alternatively, if you have a query relating to your enrolment, study progress or payments, please contact your local Student Support Centre.

Any student who changes their contact details or email address should notify the College within 14 days by sending your updated details to your local Student Support Centre.

Getting Started

Studying externally offers many benefits. Some of the advantages of studying externally include being able to study when you have the time, studying from home rather than attending classes, and being able to adjust your study to suit your lifestyle and other commitments.

Study Time

At times, studying externally may result in difficulty in motivating yourself. It is important that you set regular study times for yourself and try to keep to your program. Try to work for periods of approximately two hours at a time with a short break after you have been working for about 70 minutes. Adjust this '2 hour' guideline to suit the study of a section of your Study Guide, as it is important that you do not break for long periods of time (more than an hour) when studying a particular topic. If you do have a break for a longer time part way through a topic, it is a good idea to revise what you have read before you continue.

Study Techniques

There are some very simple things that you can do to make study a more pleasurable and rewarding experience. Following is a list of study suggestions, and practical advice on writing assessment.

- Choose a quiet, uncluttered place to study. Set up a study area and always do your study in this area. Do not use this area for other activities. This way you condition your mind that when in this area you study.
- Set a regular study time and stick to it. e.g. 7-9pm Monday to Friday and 10 hours over the weekend. Adjust this two hour guideline to suit the study of a particular section. If you have a long break, revise what you have read before you continue.
- Set specific study goals. The course outline you receive when you commence your studies with The College lists recommended due dates for assessment (compulsory for Austudy/Abstudy students). Mark these dates on a calendar and treat them as study goals. Place the calendar in a prominent place in your home study area and refer to it on a regular basis.
- If there are competing demands, keep sight of your end goal.
- Break up your study goals into smaller parts that can be realistically achieved within a study period. Perhaps study of a section, or part of a section.
- Highlight main points in your readings and texts.
- Record main points on audio and play the recording back when doing other things, such as cleaning or driving, to reinforce your learning. Alternatively, summarise the main points on a page or a file card. This is also useful for later units or general revision.

Assessment Procedures

Unit questions are designed to allow you to express your understanding of the theory and its application. Whilst assessments are not a test of your grammar or spelling ability, care in these areas will make your work easier for the marker to read and understand.

A Study Guide and Assessment Book is supplied for each unit of competency, and these resources contain all the activities and questions you need to complete for the unit of competency. Please undertake each Study Guide and Assessment Book in the order provided and submit progressively during the term and by the due date.

Begin working through each Study Guide by starting at Section One. Read the questions, information, and activities carefully and highlight the key points. Your Study Guide will also direct you to where you will find the theoretical information that you will need to refer to. The information has been supplied to you as a part of the readings in the Study Guide, for your easy reference. Refer to the Reading section specified and read the relevant parts of the text. Avoid copying blocks of the text, make notes on the main points before attempting to write your answer in your Assessment Book.

The approximate number of words it may take you to complete an activity are presented to give you some idea of how much work may be required to successfully answer the question. The approximate number of words can also be used as an indicator of the depth of information required. For example, if you are well under the approximate number of words you may need to ask yourself whether you have been too superficial in your coverage of the unit or part of a unit. If you are well over the word limit, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

Work your way through the Study Guide and Assessment Book until you have completed all sections.

In addition to the completion of an Assessment Book for each unit, some units also contain a practical assessment. Practical components can be completed by attending an assessment session, recording a demonstration of your skills and submitting a video link, or having a private assessor assess your skills (in-person or via Skype).

Your work will be graded as either 'Competent' or 'Not Yet Competent'. In instances where a grade of 'Not Yet Competent' is given, the unit will be returned to you with comments from the marker who will recommend how to improve the unit. You may then resubmit the amended unit for grading. If after several attempts Competency is not achieved, then it may be necessary to be interviewed by a College Education Adviser. Please note that you may find some sections of the Study Guides challenging, so don't feel too despondent if you receive a 'Not Yet Competent'. It is common for many students to find parts of the course challenging: identifying these areas and having the opportunity to clarify these issues is important to assist you with later work in the course and also the overall development of your knowledge and skills as a counsellor.

Submitting an Assessment Book

When all of the questions and activities for each section of an Assessment Book have been completed, you upload the Assessment Book at My.Estrada (<http://my.estrada.edu.au>).

Use the following as a checklist before submitting each Assessment Book:

- Have all of the questions and activities been completed and filled in?
- Is your name and student number typed inside your Assessment Book?
- Have you saved a copy of all of your work (in case of loss)?

Submit completed Units online from My.Estrada at <http://my.estrada.edu.au>.

Fully completed Assessment Books will be marked and returned within 10 working days.

Assessments Books that are incomplete will be returned unmarked.

Receiving and Re-submitting your Marked Assessment Book

You are able to access your marked Assessment Books through My.Estrada. Your work will be assessed as either "Competent" or "Not Yet Competent". In instances where a grade of 'Not Yet Competent' is given, the Assessment Book will be returned to you with comments from the marker who will recommend how to improve your work. "Not Yet Competent" or "NYC" means that your work is incomplete or that you have not included some important information or adequately demonstrated your understanding of the information. In this case you should follow the marker's recommendations for improvement. There are no penalties for a grade of Not Yet Competent. If you are not sure why you have been requested to resubmit an Assessment Book, please contact an Education Adviser.

You then review your responses and resubmit the amended Assessment Book for grading within 5 days

Course Outlines and Course Planner

A current version of the Course Outline and Course Planner for your course has been included with your Enrolment Pack. These documents contain the details about the Study Guides and practicals to be completed during your course and other relevant details such as when to commence and complete each Unit of competency.

If you have any questions about the structure of the Course Outline for your course, please contact your Student Support Centre for assistance.

Important Information for Students Receiving Austudy, Abstudy, Youth Allowance or PES

College courses are approved courses for students eligible to receive Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement (PES). For information regarding any of these government benefits or your eligibility, please contact Centrelink on 13 24 90 (for Austudy, Youth Allowance or PES) or 13 23 17 (for Abstudy). When submitting an application form for these benefits you may be asked to provide proof of your enrolment. Upon request, your local Student Support Centre will be happy to supply you with a letter confirming your course commencement date and student number.

If you are receiving Austudy, Youth Allowance or PES funding while you are completing your studies, you should be aware that Centrelink has very firm guidelines regarding a student's obligations. It is extremely important to remember that if you do not meet your obligations you will probably be asked to pay back some of the funding that you have received, so it is important to take a note of these guidelines. The College recommends that students who cannot meet their obligations for whatever reason (illness, special circumstances) contact Centrelink as soon as possible.

If you are receiving Austudy, Abstudy, Youth Allowance or PES you must submit your Assessment Books according to the Assessment Due Dates. To be eligible for Austudy, Abstudy or Youth Allowance, you must be studying your course as a Full Time student. Funding is not available for students studying on a Part Time basis. As external study is different to traditional classroom education in that you do not have to spend a set number of hours attending lectures each week, we have set the assessment due dates on your Course Planner very carefully based on the time an average student studying Full Time would require to complete each Assessment Book. If you are putting in the work to submit each Assessment Book on time, you will be studying enough hours each week to meet with the Full Time workload requirement. On average this will be approximately 25 hours each week.

If your study commitment changes and you will no longer be studying as a full time student, you must advise Centrelink as soon as possible. Centrelink will ask to be reimbursed for any payments received during the lapse of ceasing as a full time student and notifying them that this has occurred.

If you are receiving the PES benefit, both Full time and Part Time study options are available at 100%, 50% or above, or 25% workloads. Students who selected a workload requirement on their Membership Application Form will have received a Course Planner with their first Study Pack indicating the due dates for their assessments. If you did not receive a Course Planner in accordance with your required workload it is essential that you notify your Student Support Centre so that we can inform you of the due dates you are required to adhere to and issue you with a revised planner. Once again, if your study commitment changes and you are no longer studying at a rate consistent with your nominated workload, you must advise Centrelink as soon as possible.

When you reach the end of your course, you must advise Centrelink immediately that you have completed your full time studies. This applies even if you have completed your course earlier than the allocated time frame on your Course Planner. Any remaining practical components will not be considered to be on a Full Time Study basis.

Progressing your Studies

If you have had an Assessment Book marked Not Yet Competent, please revise your work and resubmit your Assessment Book for marking **within 14 days of receipt**. This will assist with remaining on track with your Course Planner. **You are also able to send in your next Assessment Book at the same time as the resubmitted Assessment Book for marking.**

If you are falling behind the specified timeframes on your Course Planner, please contact your Student Support Centre to discuss your situation. You are also able to request to submit two Assessment Books at once.

Assessment Books can be resubmitted as many times as necessary to achieve competency. If you are working consistently on your Study Guides and resubmitting within 14 days, you are more likely to remain on track with your Course Planner. If you do not resubmit your Assessment Book within the 14 days this may put you below your current study load and you will need to notify Centrelink.

If, at any time during your studies, you are not able to commit to your current study load, you will need to contact Centrelink to discuss your situation. If you decide to increase or decrease your study load, please ensure you contact your Student Support Centre to be issued with a new Course Planner to stay on track with your studies.

Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with The College. To allow for effective communication between The College and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Should you have any queries about the following, please contact your local Student Support Centre.

Code of Practice

Estrada College advises that it:

- is committed to the delivery of quality vocational education and training and achieving the best outcomes for its students.
- has adopted policies and management practices which will maintain high professional standards in the marketing and delivery of its courses and which will safeguard the interests and welfare of course participants.
- markets courses with integrity, accurately and in a professional manner and supplies to participants information that includes:
 - procedures and criteria regarding courses and workshops,
 - award to be issued on completion or part completion,
 - competencies to be achieved to obtain the award,
 - a copy of the Course Cancellation policy,
 - assessment procedures,
 - recognition of qualifications issued by other RTOs,
 - how to apply for Recognition of Prior Learning,
 - complaints procedures,
 - appeal procedures,
 - behaviour and conduct expectations,
 - counselling, education and support services, and assistance available.
- guarantees that the recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum.
- issues the qualification completed and recognises qualifications issued by other RTOs.
- complies with relevant laws and Commonwealth and State legislation; and regulatory requirements including, but not limited to, the areas of: Education and Training, Work Health and Safety, Privacy, Anti-Discrimination, Equal Opportunity, Child Protection, and Working with Children.
- is aware that registered training providers who do not meet the obligations of this Code or supporting regulatory requirements, where applicable, may have their registrations as training providers withdrawn.
- will honour all guarantees outlined in the Code of Practice

Student Rights and Obligations

Successful learning is achieved within an environment of mutual respect between students and their educators.

Students have the right to:

- Receive a course experience, and learning and assessment materials, that comply with industry and regulatory requirements.
- Receive the study support services detailed on The College's website and included in the marketing of the course.
- Participate in assessments that enable the competencies of the course to be achieved and to be assessed in environments free from discrimination and harassment.
- Receive appropriate feedback on their work.
- Submit complaints and appeals as per the Complaints Policy and Appeals Policy.
- Obtain a refund in the event the services/course are not provided or made available by The College, or in accord with the Course Cancellation Policy if the student withdraws from their course.
- Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees, or obtain a statement of attainment (for units fully completed and finalisation of fees) upon withdrawal from the course.

Upon acceptance into their course, students are obligated to:

- Abide by the terms outlined in the Student Agreement and the policies included in the Student Handbook (publically available on The College's website).
- Maintain up-to-date payment of their fees and make a concerted effort to commence, progress and complete their course.
- Participate in and complete all required assessments for the course.
- Seek assistance with their studies through the study support services advertised on The College's website and outlined in the Student Handbook.
- Seek advice from their Study Support Centre or Study Assistance Line as needed to assist with progress of their course.

Access and Equity Policy

Policy Statement:

Estrada College acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. The College will endeavour to meet the individual needs of students through the integration of access and equity principles. The College will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The College will make reasonable adjustments to training delivery and assessment to increase opportunities for students to participate in their training programs delivered within the vocational education and training system. The College will endeavour to provide training programs that consider the needs of all people within the community. The College Education Advisers, under the direction of the Training Manager, are responsible for implementing the assurances provided in this Policy.

Students who would like to discuss their individual study and assessment needs should contact a College Education Adviser on the Study Assistance Line 1300 135 363 or write to: Estrada College Head Office, Education Dept, Locked Bag 15, Fortitude Valley Qld 4006. The College may request that a student supply evidence of the nature and extent of their disability or special needs.

Special needs, options and preferences of each individual student will be discussed during an interview and a plan for delivery of training and assessment prepared based on the student's

individual needs. Alternatively, students may wish to contact a relevant organisation themselves. Students can obtain details of relevant organisations by calling our Study Assistance Line on 1300 135 363.

Estrada College expresses its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Encouraging reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Ensuring that all students have physical access to education facilities in the region in which they are enrolled.
5. Presenting learning materials in a manner that embraces cultural diversity.
6. Providing students with a variety of options for demonstrating how they meet the required competencies.
7. Ensuring that there is a self paced learning option to cater for students with varying time requirements.
8. Providing opportunities for re-assessment of Not Yet Competent assessment.

Estrada College demonstrates its commitment by:

1. Interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
2. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as on computer disk, etc.
3. Making reasonable adjustments to the way in which the course is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. The College also makes provision for alternative means of assessing the practical components of the course. Students in rural or isolated areas or students with a disability or other special needs have a choice in the way the practical element of their course is assessed. These options include, but are not necessarily limited to: being assessed in their local area under the supervision of a College approved private assessor, conducted in a major city through The College's practical workshops, or via a video presentation. The College will negotiate other reasonable assessment options available for trainees with a disability or other special needs if necessary.
4. Making Learning Materials available for external study in a written or on-line format that enables students' access to the information, regardless of their location.
5. Providing all students ongoing access to support services, including access to the 1300 College Study Assistance Line & Web Knowledge Base.
6. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
7. Utilising a broad student selection criteria.
8. Ensuring that staff is appropriately informed and aware of access and equity issues.

Language, Literacy and Numeracy Assistance

Policy:

Estrada College has a process in place to identify students with language, literacy or numeracy difficulties. Language, literacy and numeracy assessment is available for students. Should a student be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful completion of their course, they will be:

- a) Referred to an outside agency that is able to provide training in language, literacy and/or numeracy. In this instance, any fees for language, literacy and / or numeracy training will be required to be paid by the student directly to the agency providing the training.

An Education Adviser will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their course with The College, re-entry into the course and resulting implications to Centrelink, if applicable.

- b) Encouraged to access College study support services.
- c) Provided with reasonable adjustments to training/assessment to allow the successful completion of the students training; as deemed applicable by The College.

Should a student require assistance with a language, literacy or numeracy difficulty that prevents their successful completion of their course, they should contact The College Head Office on (07) 3112 2088 and speak with an Education Adviser.

Procedures:

1. The College has a process in place to identify students with language, literacy or numeracy difficulties. Students with difficulties may be self identified or identified by College assessors.

Self Identification

- a) Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy.
- b) Under the Language, Literacy and Numeracy (LL&N) section of the Student Handbook, students who require assistance with LL&N are requested to contact a College Education Adviser.

College Identified

- a) By an Assignment Marker. If after conducting an assessment of a student's work, an Assignment Marker is concerned about a student's language, literacy or numeracy ability they will bring their concerns to the attention of a Senior Education Adviser. Indicators may be things such as a student's inability to construct a sentence coherently and/or an inability to convey information.
- b) If a concern is raised regarding a student's language, literacy or numeracy ability the student is contacted by an Education Adviser to discuss these concerns and to advise them of the LL&N assessment process.

If a language, literacy or numeracy concern is identified, the student will undergo a Language, Literacy and Numeracy assessment.

- a) Should the assessment indicate that the students' current language, literacy or numeracy level is not sufficient to carry out the tasks required as a counsellor The College will either: provide a referral from their database of available literacy training or if there is no listing in the student's area The College will source a local referral for the student.

During this time, The College will allow for the student's Diploma studies to be deferred until Language, Literacy and/or Numeracy training is complete.

Upon a satisfactory level of language, literacy and numeracy being reached the student is integrated back into their course, under the guidance of an Education Adviser.

- b) If the level is assessed to be sufficient for work in the area of the qualification, the student will continue on with their course work. In this instance the student will be encouraged to access College study support services such as the Study Assistance Line, Tutorials, etc. As deemed applicable by The College, reasonable adjustments to training/assessment which will allow the students successful completion of their training will be made. Adjustments will be made in consultation with the student and The College's LL&N adviser.

Privacy and Personal Information Policy and Procedures

Overview

In the course of its business, Estrada College ("the College") may collect information from students or

persons seeking to enrol with The College, either electronically or in hard copy format, including information that personally identifies individual users. The College may also record various communications between individuals and The College.

In collecting personal information The College will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Collection and use of personal information

The College will only collect personal information from individuals by fair and lawful means which is necessary for the functions of The College. The College will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of The College.

The information requested from individuals by The College will only be used to provide you with the educational service you require to successfully complete your course; obtain feedback from you about the course, service and facilities we have provided; advise you of upcoming seminars, tutorials and relevant events; administer and manage your course, including billing and collecting debts; further develop and improve our business and educational systems; inform you about new products and services that we may introduce from time to time; assess an individual's entitlement to FEE HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN); and to report to government agencies as required by law. If an individual chooses not to give The College certain information then The College may be unable to enrol that person in a course or supply them with appropriate information.

Your personal information will be held by The College for a period up to 30 years.

Disclosure of personal information

For the purposes set out above, we may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Licensees that provide educational services and qualifications under the Life Coaching Institute (Aust) Pty Ltd ATF Life Coaching Institute Trust T/As Estrada College banner.
- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
- Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Personal information about students studying with The College may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003*, and the Tuition Assurance Scheme manager (ACPET).

The College will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) The College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, The College shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of The College or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Security and integrity of personal information

The College is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The College will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

The College will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where The College has no further use for personal information for any purpose disclosed by The College, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that The College holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that The College holds about them; however The College may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information 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 as soon as practical. Where an individual 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. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by The College should be sent to:

Head of College
Estrada College Head Office
Locked Bag 15
Fortitude Valley QLD 4006

Or Email: admin@estrada.edu.au

Complaints about an alleged breach of the APPs

Where an individual believes that The College has breached a Privacy Principle in relation to that individual they may lodge a complaint using The College's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with The College by publication on The College's website: <http://www.estrada.edu.au>.

Alternatively, a copy of this policy may be requested by contacting The College using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, The College will advise students on enrolment about these procedures and where they are located.

Entry Requirements and Admission Procedures

Students applying to enrol into a College Diploma must meet the minimum entry requirements. Minimum entry requirements for applicants under the age of 21 years are: a minimum schooling level of year 12 in an Australian secondary school system or its equivalent or a minimum qualification level of Certificate III. Applicants over the age of 21 can either meet the aforementioned requirements or be able to demonstrate sufficient life experience deemed appropriate by The College.

Minimum entry requirements for overseas applicants under the age of 21 years are: completion of their country's school system or a minimum of one year of further education or study. Applicants over the age of 21 can either meet the aforementioned requirements or be able to demonstrate sufficient life experience deemed appropriate by The College.

Students applying for enrolment into the Diploma of Youth Work must be at least 21 years of age at time of enrolment, and can either meet the minimum schooling level of year 12 in an Australian secondary school system or its equivalent, a minimum qualification level of Certificate III, or be able to demonstrate sufficient life experience deemed appropriate by the College.

Once the completed Application for enrolment and nominated fee payment has been received, the applicant is registered and issued with a Student Number. Course material is forwarded to the student once registration is completed.

Students will be provided with the opportunity to read and agree to the following Student Agreement:

In making this application I agree, state and acknowledge that:

Upon determining my application meets the course entry requirements based on the information I provided, and processing of my tuition or part thereof, Estrada College will send me, or make available to me, my course material. I understand that access to my course material is progressive, based on my progress through the course and payment of the course fees. I understand my rights and obligations as a student as outlined in the Student Handbook and this Student Agreement, that these may be updated from time to time and I will remain bound by the terms including any varied terms, and agree the information I have given in this application is truthful and will be viewed by Estrada and or its nominee only. I accept the decision of Estrada regarding my initial and ongoing enrolment as final.

I acknowledge and understand the initial and ongoing costs incurred by Estrada in respect to my enrolment, whether I progress academically in my course or not. I agree to follow the College's Course Cancellation Policy and understand that should I wish to discontinue my chosen course, I am:

- *Liable for the full amount of the Unit of Study, if I am paying my course fees by Unit of Study.*
- *Liable for one Unit of Study in advance per month of my enrolment, if I am paying my full course fee upfront. That is, I am immediately liable for one Unit of Study upon enrolment; two Units of Study after one month of enrolment, etc. I further agree that if I discontinue my chosen course twelve months or more after my initial enrolment, I will be liable for the full amount of the course cost.*

I further understand that should I wish to discontinue with my chosen course, I must submit my request in writing to my Student Support Centre and return all course materials including the course texts, Study Guides, readings and any other items bearing the name of The College before my cancellation is processed. I further agree and understand that should my student fees become two or more months in arrears I am immediately liable for the full cost of my course enrolment.

All Books, Workbooks, Readings, Assessments, Logos, Concepts, Videos, Documents and Recordings which are made available to me or received by me from Estrada are protected by copyright and I agree that I will not sell, reproduce, copy, loan or otherwise make available any item to any other person or institution.

I also acknowledge that I will need to have access to a computer system with at least the following specifications:

- Windows 7 or later Operating System
- Microsoft Office 2013 or later software programs
- Internet access 256/64 kbps or faster

This will enable me to access the College's My.Estrada eCampus to undertake my course studies.

Estrada courses and programs are subject to changing accreditation and academic standards, and in particular Estrada's programs and courses that are subject to the jurisdiction of the 'National Vocational Education and Training Regulator Act 2011.' I acknowledge that the course or program I am enrolled in may change from time to time due to academic and/or accreditation requirements and as a consequence of such changes there may be changes to the structure and or curriculum of the course.

I understand that personal information provided by me will be used to either obtain and/or validate a Unique Student Identifier for me which is required to issue my certificate for the qualification and enables the College to report my progress and completion of the course. I also confirm that the personal information I have provided is true and correct and understand that the information will be reported to government authorities as required under RTO reporting arrangements.

I acknowledge that if I have advised that I require assistance with Language, Literacy or Numeracy or that I have a disability or special need and require additional learning support, an Estrada Educational Adviser will contact me for an assessment and discussion of my requirements. I acknowledge that the relationship between Estrada and myself shall not constitute a relationship of partnership or joint venture or any other relationship where Estrada or agent of Estrada can be held responsible in any way for any actions or words made by me.

Any usage of the Marks and the Name Estrada College and any other goodwill established thereby shall ensure to the exclusive benefit of the owner of the Marks and Name. I will follow the policies of the College unless approval to do otherwise is received in writing.

I will at all times respect the good name of Estrada College and will maintain the highest possible standards of confidentiality, ethics and behaviour in all relevant practices concerning my clients and Estrada, and will at no time take any action or utter any words which might in any way damage Estrada or its Agents.

Total Costs and Fees

Prior to the commencement of a course all applicants are advised of total cost and associated fees relating to their course as outlined on the Application Form and website www.estrada.edu.au current at the time of enrolment.

Students financing their tuition by Unit of Study are liable for the full amount of the Unit of Study, subject to the Course Cancellation Policy & Procedure below. Students paying their tuition in advance are liable in advance for one Unit of Study per month of their enrolment (i.e. immediately liable for one Unit of Study upon enrolment; two Units of Study after one month of enrolment, etc). The Course Cancellation Policy is applicable in instances where a student wishes to be prematurely released from their contractual obligation to Estrada.

Course Cancellation Policy

In instances where a student wishes to be prematurely released from their contractual obligation to The College, they must in the first instance place a request to withdraw from their course in writing addressed to the Manager of their enrolling Student Support Centre. Verbal requests for course withdrawal will not be accepted. The severance balance of a student account will be determined in accordance with The College policy agreed to upon enrolment.

The College policy states that:

"I agree to follow the College's Course Cancellation Policy and understand that should I wish to discontinue my chosen course, I am:

- Liable for the full amount of the Unit of Study, if I am paying my course fees by Unit of Study.
- Liable for one Unit of Study in advance per month of my enrolment, if I am paying my full course fee

upfront. That is, I am immediately liable for one Unit of Study upon enrolment; two Units of Study after one month of enrolment, etc. I further agree that if I discontinue my chosen course twelve months or more after my initial enrolment, I will be liable for the full amount of the course cost.

I further understand that should I wish to discontinue with my chosen course, I must submit my request in writing and return all course materials including the course texts, Study Guides, readings and any other items bearing the name of The College before my cancellation is processed. I further agree and understand that should my student fees become three or more months in arrears I am immediately liable for the full cost of my course enrolment.”

Fees for Additional Items

While all fees to complete your course are disclosed on the respective Application Form, and all learning materials to successfully complete the program are provided and included in the course fees, there are some optional items and services that students may need to pay additional charges for, from time-to-time, during their course of study:

1. Private tutorials (optional) with educational staff: \$40/hour
2. Replacement certificate or Statement of Attainment: \$25/item

Teachout of Courses

The College is obligated to keep its courses up to date with industry and educational requirements. If updating of a course leads to a new version of the course being released, students enrolled in the current course will be advised of a timeframe in which the current course will be taught out.

This timeframe is usually within 12 months of the new course becoming available or from expiry of the accreditation of the current course. Students will be advised of the teachout date of the course in writing.

In the event of not completing their course before the teachout date, students will be able to transition to the new course, and receive RPL towards units in the new course for components already completed in their current course.

A nominal transition fee will apply comprised of the difference in course price between the current and new course, and a nominal administrative fee to process the transition.

Protection of Student Fees Paid in Advance

Estrada College is committed to protecting student fees paid in advance. Estrada is a member of the ACPET ASTAS with its courses being covered by this scheme. In the event that Estrada is unable to continue offering its courses, the requirements of this membership will be instigated.

Student Change of Address and Transfers

Any student who changes their residential, mailing or email address should notify The College in writing of their new address within 14 days of address change.

College courses are external courses allowing students to complete studies from any location. Any student whose residential address changes from one Student Support Centre trading area to another will continue to be enrolled by their original Student Support Centre.

Regardless of their enrolling Student Support Centre, students will be eligible to attend seminars and tutorials and utilise local facilities at the Student Support Centre closest to where they reside.

Competencies to be Achieved

As outlined on the Course Outline and in the Study Guides and Assessment Books for the course undertaken.

Qualification to be Granted

To obtain the qualification for the course in which they are enrolled, a student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for all units in which a student has obtained competency.

Upon successful completion of all course requirements, a Certificate and Statement of Academic Record will be issued by the Life Coaching Institute (Aust) Pty Ltd ATF Life Coaching Institute Trust T/As Estrada College.

Re-issuing Certificates and Statements of Attainment

In the event of loss, damage, destruction or a change of name, students are able to request a reprint of their Certificate, Academic Record and/or Statement of Attainment by completing the 'Request to Re-issue Certificate/Statement of Academic Record/Statement of Attainment' Form.

Students can obtain this form from their Student Support Centre or Head Office, complete the form and then return. In the case of a change of name, students are required to provide a certified copy (by a Justice of the Peace or Commissioner of Declarations) of the marriage certificate or deed poll.

A fee of \$25/item applies to re-issuing Certificates, Statements of Academic Record and Statements of Attainment.

Recognition of Prior Learning

Estrada College allows students to apply for Recognition of Prior Learning (RPL). The RPL process enables students to apply for exemption from completing one or more single course units. RPL recognises that students may be competent in particular areas prior to beginning their course, due to relevant life and work experiences and education. Students who have completed or partially completed a relevant course, who have been working within a related area, or who have experience or qualifications gained overseas, are able to apply for recognition of this prior learning or experience. Exemption can be applied for one or more course units. There is no Recognition of Prior Learning application fee.

Students who have completed similar units to those listed in the Course Outline of the respective course are welcome to apply for Recognition of Prior Learning for the units.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the College's Head Office by phoning TOLL FREE 1800 683 884 . Students living overseas can call +61 7 3112 2088.

To apply for Recognition of Prior Learning, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward to The College along with certified documentation of your evidence of prior learning.

Mutual Recognition (Credit Transfer) of Qualifications

Estrada College recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. If students have completed any of the units of competency listed in the Course Outline, you are able to apply to transfer competency of that unit/s towards the Diploma qualification.

If similar units to those listed in the Course Outline have previously been completed, you are able to apply for Recognition of Prior Learning for the respective units.

Further details of the Mutual Recognition and Recognition of Prior Learning processes and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained the College's Head Office by phoning TOLL FREE 1800 683 884 . Students living overseas can call +61 7 3112 2088.

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward to The College along with certified copies of your results of these units.

Complaints Policy

A complaint is defined as a person's expression of dissatisfaction with any aspect of The College's services and activities, or the conduct of College staff or students.

Estrada College strives to deal with complaints as soon as they emerge in order to avoid further disruption or the need for a formal complaint. To ensure quick resolution, students should lodge their complaint within 28 days of the occurrence.

If a student has a complaint about any aspect of service provided, or the conduct of staff or students, they are encouraged to contact their Student Support Centre Branch Manager or the Training Manager immediately, and in the first instance, to resolve the issue. However, it is not mandatory for students to raise their complaint informally.

If the student is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Operations Manager, setting out the issues of concern. The contact details to send this correspondence are:

Operations Manager
Estrada Head Office
Locked Bag 15
Fortitude Valley QLD 4006, or

megan@estrada.edu.au

Receipt of the complaint is acknowledged in writing within 7 calendar days, and is then investigated by the Operations Manager or their representative (independent to the situation).

During all stages of the complaints process, The College will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not be victimised or discriminated against.
- the student and any respondent has an opportunity to present their information, and each party to a grievance may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, The College will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

All complaints will be finalised as soon as practicable and decisions notified in writing to the student, and any respondents, from the Operations Manager within 28 calendar days of receipt.

For more complex matters, if The College requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

The student will be advised of their right to appeal the decision as per the Appeal Policy or to an external mediator if they are not satisfied with the outcome of this process.

External Review Process

If the student is not satisfied with the outcome of the complaint process, they may lodge an external review of the decision to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their complaint.

Contact Details for the Resolution Institute:
Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney, NSW, 2000

Ph: 1800 651 650 Fax: (02) 9251 3733
 Email: infoaus@resolution.institute
 Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by The College and 50% by the student.

The College agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the complaint still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Appeal Policy

Estrada College provides an avenue for students to appeal decisions made by The College, including the awarding of course and unit results.

During all stages of the Appeal process, The College will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not be victimised or discriminated against.
- the student and any respondent has an opportunity to present their information, and each party may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, The College will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Appeal of Assessment Results

Students are able to appeal against their assessment results within 28 days from issue of the result. The appeal querying the result should be forwarded in writing with a copy of the completed assessment including the assessor's comments to:

Training Manager
 Estrada Head Office
 Locked Bag 15
 Fortitude Valley QLD 4006, or

Email: trainingmgr@estrada.edu.au

Upon receipt, the Training Manager (independent to the original assessment decision) will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the assessment appeal.

Appeals of All Other Decisions

If the student is not satisfied with the outcome of the reviewed assessment, or any other decision made by The College or its representatives, they are able to write to The College's Head of College at the following address:

Head of College
 Estrada Head Office
 Locked Bag 15
 Fortitude Valley QLD 4006

Email: headoffice@estrada.edu.au

The student should provide a copy of any information they have available to them in relation to the situation when submitting their appeal.

Receipt of the appeal is acknowledged in writing within 7 calendar days, and the Head of College, or their representative (independent to the situation), reviews the information submitted by the student and the information used to make the original decision.

All appeals will be finalised as soon as practicable and the decision notified in writing to the student, and any respondents, from the Head of College within 28 calendar days of receipt.

For more complex matters, if The College requires more than 28 calendar days to process and finalise the appeal, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

External Appeal Process

If the student is not satisfied with the outcome of the appeal process, they may lodge an external appeal to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for the Resolution Institute:

Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney, NSW, 2000

Ph: 1800 651 650 Fax: (02) 9251 3733

Email: infoaus@resolution.institute

Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by The College and 50% by the student.

The College agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the matter still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Student Conduct Policy

Estrada College is a professional educational College. College staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have obligations, including:

- Treating all staff with respect and courtesy at all times including during telephone conversations, at seminars and tutorials, in the branches and training rooms, and via web or email communication.
- Complying with all reasonable instructions and requests made by staff. This incorporates participating willingly and positively in all lessons, role plays, activities, discussions and assessments.
- Abiding by all College Policies as detailed on The College website (www.estrada.edu.au) and in the Student Handbook.

- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Being punctual in attendance at training and assessment functions (tutorials, seminars or appointments).
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with staff and students.

Students, who are found to be in breach of any of the above obligations, or any other action as deemed inappropriate by College management, will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with The College. If, at the time of the breach, the student is in attendance at a tutorial, seminar or branch, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the presenter or Branch Manager.

After three written warnings, the student's enrolment and membership may be discontinued. If at any time, the student is not satisfied with The College's approach or decision regarding the student's conduct, a written complaint can be lodged with The College's Executive Committee as per The College's Complaints Policy.

The College's Student Conduct Policy is in place to protect the interests and safety of all students, and to enable staff to provide a high level of service to all students. If a student has a concern about the conduct of another student under this Student Conduct Policy, the student is to refer to the Complaints Policy to lodge a complaint in accord with that Policy.

Learning Materials

The College will supply all course study materials with the only exceptions being for those units that contain elements requiring the student to undertake their own research in order to facilitate learning. Learning materials are supplied in the form of a Study Guide and Assessment Book for each unit.

Issuing of Learning Materials

Students are eligible to receive the learning materials for subsequent units when the Assessment Book for the preceding unit has been submitted for marking, and course fee payments are up to date and no more than 30 days past due.

Undertaking Work Placements

Both the Diploma of Community Services (Case Management) and Diploma of Youth Work require the completion of a work placement. The work placement is a compulsory component of the course and involves the student undertaking work experience in a relevant community agency or organisation. Work placements assist students with the transition from theory to practical application of their skills and knowledge and are an essential part of the learning process.

Accessing Agencies and Organisations

Students are able to source their own suitable agency, however, the College is able to assist with this process and will provide contact details of any organisations previously utilised for work placement to the student. The College needs to provide approval of the organisation as suitable for the student's placement prior to the placement being undertaken and provides information to the agency on what is required to be demonstrated during the student's placement.

Responsibilities of the Student during the Work Placement

When undertaking the work placement, students are expected to:

- abide by all workplace policies and procedures
- be present for the working hours agreed to prior to commencing the placement or as approved by the organisation subsequent to the placement beginning
- conduct themselves in a safe, ethical and professional manner at all times
- maintain confidentiality at all times

- only perform duties in accordance with the directions provided by the organisation's placement supervisor or other appropriate staff member
- advise the placement supervisor or College staff member if difficulty occurs during the placement
- where appropriate, comply with undergoing a Criminal History Check, the 'Working with Children Check', and/or any other specific requirements of the workplace.

Responsibilities of the Community Agency during the Work Placement

The community agency is to provide a suitable and safe working environment which will allow the student to actively participate in the workplace to the level required in order to successfully complete assessment requirements for the work placement. The community agency is to provide a suitably qualified staff member who is responsible for supervising the student in the workplace and liaising with the College. The College will supply a copy of the Certificate of Currency for Voluntary Workers Accident Cover to the community agency. Students undertaking work placements are covered under this Policy. All of these requirements will be advised and disclosed to the community agency by the College prior to the work placement occurring.

Dispute Resolution

If a problem arises for a student or the community agency during the work placement, the following process should be followed:

1. A meeting (face to face, or over the phone for placements occurring outside of the Brisbane area) occurs between the student, the organisation's Agency Supervisor and the College's representative. The objective of the meeting is to reach a mutually satisfactory outcome for all parties.
2. In the event of the dispute continuing or a satisfactory outcome not occurring, the matter is to be referred to the Training Manager for the appropriate action to take in order to resolve the situation with all parties.
3. If the grievance continues, the following options are available to students:
 - The student can submit a complaint to the College's Operations Manager (Locked Bag 15, Fortitude Valley QLD 4006 or megan@estrada.edu.au) or the Resolution Institute as per the Complaints Policy, the Anti-Discrimination Commission or Australian Human Rights Commission, or
 - An alternative agency workplace may need to be arranged for the placement.

Facilities and Equipment

Students will require:

- writing equipment including pens and paper, stationery including stapler and paper clips
- appropriate study facilities i.e., table, chair, and adequate lighting
- access to a computer with internet access (refer Student Agreement)
- access to a recording device and tripod is necessary for those students choosing to complete the practical assessment by the recording of skills option.

Counselling and Support Services

Students requiring personal counselling or guidance may seek a referral to a qualified, practicing Counsellor. In this instance the Counsellor will negotiate a professional service fee with the student.

Student Cards

Student Cards are available from The College at \$11 each and are valid for a period of two years from the date of course enrolment. Please refer to your Study Package or contact your local Student Support Centre for an application form.

Plagiarism

The course assessment is designed to allow students to express their own understanding of the relevant theory and its application to counselling issues. In order to be marked as "Competent" on a piece of

assessment, a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents does not demonstrate a student's own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Copying the work of another student and collaborating with another student during the completion of assessment also does not demonstrate a student's own understanding of the topic. Students are not to submit assessment that is the same as another student's (past or present) or has been developed in collaboration with another student. Such occurrences will be regarded as copying.

Students who are unable to appropriately demonstrate their own understanding of a topic will be marked "Not Yet Competent" and will be required to re-submit the assessment. The College may also investigate the matter further which may include a review of all Study Guides or assessments submitted by the student or students.

Students will be notified in writing of the outcome of any review and, if plagiarism or copying is evident, will be required to re-submit assessments or Study Guides. A repeat occurrence of plagiarism or copying may lead to the student's enrolment in the course being cancelled. All instances of plagiarism or copying will be resolved to The College's satisfaction.

Copyright

All logos, marks, books, texts, manuals, documents and other educational and administrative material whatsoever owned by the Life Coaching Institute (Aust) Pty Ltd and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Directors of The College.