

# **ESTRADA COLLEGE**

## Student Handbook

### Diploma courses

**October 2016**



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](http://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

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# 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 and approved for VET FEE-HELP. The Course Outlines included in your Enrolment Pack provide details of the assessment books, practical assessments and work placements (if required) 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 & Management, BSB51915**

**Diploma of Project Management, BSB51415**

**Diploma of Counselling, CHC51712**

**Diploma of Youth Work, CHC50413**

**Diploma of Community Services (Case Management), CHC52015**

**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](mailto: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](mailto:adminbris@estrada.edu.au)

### Sydney

**Student Support Centre Manager**

Neville Randle

PO Box 238,  
Parramatta NSW 2124

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60 Macquarie Street,  
Parramatta NSW 2150

Telephone: (02) 9633 4404

Facsimile: (02) 9687 9698

Email: [adminsyd@estrada.edu.au](mailto: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](mailto:support_pm@estrada.edu.au)

## **Melbourne**

### **Student Support Centre Manager**

Ash Deepak

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Melbourne VIC 3001

Level 9, 474 Flinders Street,  
Melbourne VIC 3000

Telephone: (03) 9621 2255

Facsimile: (03) 9620 0365

Email: [estradavic@estrada.edu.au](mailto: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: [admins@estrada.edu.au](mailto:admins@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](mailto:adminwa@estrada.edu.au)

# **Study Support**

## **Study Assistance Hotline**

1300 135 363

## **Virtual Tutor**

Email: [tutor@estrada.edu.au](mailto:tutor@estrada.edu.au)

## **Internet**

[www.estrada.edu.au](http://www.estrada.edu.au)

# Studying with Estrada College

## My.Estrada

Upon enrolment, 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 Study. As you progress through your course, the learning materials for your future Units of Study 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 for the cost of a local call 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](mailto: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 Skill Assessments

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
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 Placements

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 and what you will be doing in the workplace 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. Students are expected to make a reasonable effort to locate a suitable agency for their placement.

Our Education Advisors 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](mailto: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

As a College student, you have a range of options available to you in obtaining support to complete your studies. The College's flexible online learning approach puts **you** in control over when, where and how you study. You can integrate your studies around other important responsibilities. The choice is yours.

## Study Time

At times, having a great deal of flexibility over when and how you study may result in difficulty motivating yourself. It is important that you set regular study times for yourself, make sure you have allocated sufficient time to complete your Unit of Study within the required timeframe, and keep to your schedule. 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 Tips

There are some very simple things that you can do to make your studies a more pleasurable and rewarding experience. Here are 14 simple study tips that we recommend you apply to get your studies started on the right track.

1.



Set aside time regularly to study and endeavour to stick to your schedule. When considering how much time to dedicate each week think about when you need to have your Unit of Study completed by and much time you can realistically dedicate to your studies. Once you've worked that out, get specific about the time and arrange your study into specific timeslots. Think about how your study would be structured if you were attending classes. It may even pay to think of your allocated time slots as classes so that you are mentally more committed to your study schedule.

2.



Designate an area specifically for studying. Having an area specifically set aside for study will make it much easier to get into the right frame of mind for studying. If you keep this habit up you should find yourself automatically thinking about studying whenever you are in the designated area. It is also important to organise your desk and room so that everything that you need to study is easily accessible. Good overhead lighting is also important.

3.



Avoid distractions. Concentration is required to study effectively and this cannot be done if you are regularly distracted by other people or background noises. So try not to study in a location where you may be distracted by other activities that you may wish to become involved in.

4.



Every time you begin studying, spend 10-15 minutes revising what you have previously learnt. Reviewing pertinent facts and theories will help you retain key concepts of your studies that you may need to be drawn upon in future units.

5.



Highlighting and *post-it notes* are great tools for highlighting key passages worth reviewing. Recording the main points of your studies that you can replay and listen to is another great way to reinforce learning – you may even find the recording beneficial to listen to while doing household chores or driving. Summarising main points on a piece of paper or file card may also assist you to retain key information from your readings and

study guides.

6.



If you need help or assistance with any of your units or learning material, call the **Study Assistance Hotline**. Education Advisers are readily available to help you between Monday to Friday, 9 am to 5 pm (EST). Worrying about a problem that can easily be resolved is not productive so please call for study assistance whenever you are unsure about what is required. Always remember that College Education Advisers are available to help and support you throughout your course.

7.



A short break every 30-40 minutes away from where you are studying will help you retain information more effectively. Especially if you schedule exactly what you need to accomplish in each session before earning your breaks. Rewarding work with breaks can be a great motivating tool.

During your breaks get your circulation pumping by stretching your legs or going for a walk. Let your breaks be a time to think about other things and aim to have a 5-10 minute break every hour.

8.



If you need to type answers for an assessment it is important to double space each line. This makes your work easier to read and allows room for an Education Adviser to provide you with adequate feedback on your work.

9.



Proofread. Look for common grammatical and spelling mistakes and run spell check before printing or submitting your assessment.

10.



When all questions and activities for each section of an assessment are complete ensure that your name and student number are on the assessment.

11.



When uploading practical assessments it is important to ensure that they are recorded in an appropriate format. It is always a good idea to check that your recording is clear before submitting a visual assessment.

12.



Always keep copies of your assessments (including visual assessments) in case files or items are lost or damaged. It's wise to have copies for your own records anyway.

13.



Visit Estrada College's website regularly at [www.estrada.edu.au](http://www.estrada.edu.au) and link with us on Facebook and Twitter. That way, you can keep you up-to-date with what's going on at the College.

14.



Maintain a positive attitude towards your studies. Always keep in mind the reason you chose to study your course and don't lose sight of that goal. Stick to the study timetable you have set yourself, and set aside sufficient time to complete your Unit of Study in the required timeframe. There's an old saying "If it's going to be, it's up to me" so stay determined and persevere. If you keep at it, then before you know it you will be graduating.

## 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 in each Unit of Study, and these resources contain all the activities and questions you need to complete for the Unit of Study. Units of Study usually have two or three units of competency included and will have a Study Guide and Assessment Book for each 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. Then **submit progressively during the term and by the due date.**

## 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>). You need to submit the completed Assessment Book by the due date.

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 3 -5 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. If Competency is then not achieved, you will be required to re-enrol in the Unit of Study during a later study period. Simply contact your Student Support Centre to arrange this and receive an updated Course Planner.

Students have one opportunity to resubmit their work to gain Competency. If the resubmitted work is re-assessed as Not Yet Competent, then the student is required to repeat the Unit of Study.

## 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 Study.

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

### **Students are enrolled in the Units of Study as per the commencement dates shown on the Course Planner.**

If you are eligible for VET FEE-HELP (i.e., an Australian Citizen or permanent humanitarian visa holder), this means that, unless you withdraw from the Unit of Study as per the Cancellation and Refund Policy prior to or on the Census Date of the Unit of Study, you are liable for the fee for the Unit of Study. If you are not eligible for VET FEE-HELP (i.e., not an Australian citizen or permanent humanitarian visa holder), then you incur the Unit of Study fee if you are enrolled in the Unit of Study as at the Commencement Date of the Unit of Study.

Hence, if you are looking to take a break from your studies, please notify your Student Support Centre by email and an updated Course Planner will be issued to you. Unit of Study fees apply as described above as per date of the notification from the student.

If you have not successfully completed a Unit of Study for any reason, you will be required to repeat the Unit of Study.

# 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.

# 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:

- has adopted policies and management practices which will maintain high professional standards in the marketing, delivery and assessment 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,
  - the Cancellation and Refund 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,
  - education and support services 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 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 Cancellation and Refund Policy if the student withdraws from their course or unit of study.
- 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.

## Student Agreement

At the time of their enrolment, in order to lodge their online application for entry, all students are required to confirm they have agreed to the following Student Agreement:

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

*I understand that this form is an application to study a course with Estrada College and that the College is the deciding authority on whether my application is accepted or not. I accept the College's decision in respect to my acceptance into the course. I understand my rights and obligations as a student and agree the information I have given in this application is truthful and strictly confidential and will be viewed by the College or its nominee only.*

*If offered a place in the course and upon receipt of my Enrolment Pack, I acknowledge my commitment to the College and understand the initial and ongoing costs incurred by the College in respect of my enrolment. I understand that I will receive a Course Planner which details the commencement and completion date and Census Date for each Unit of Study in the course. I agree that this Course Planner confirms my enrolment in each individual Unit of Study, and that I am liable for the fee that applies to each Unit of Study as per the College's Cancellation and Refund Policy.*

*I understand that the Unit of Study fees apply to all respective Units of Study contained in the course in which I am enrolled. I agree to follow the College's Cancellation and Refund Policy and understand that I, in the event of cancellation of my enrolment in the course, am liable for the full cost of the Units of Study I have completed to date in my course of study with the College. Additionally, if I cancel from the course after the Census Date applicable to my current Unit of Study, I am also liable for the full cost of the Unit of Study in which I am currently enrolled.*

*To discontinue my course or enrolment in any Units of Study, I am required to submit my request in writing to the respective College's Student Support Centre.*

*I also understand that if I have not paid the Unit of Study fees or returned the required and correctly-completed documentation for VET FEE-HELP assistance before the Census Date of the Unit of Study, I am liable for the full cost of the Unit of Study in which I am currently enrolled. I also understand that I am liable for the respective Unit of Study fee in the event of repeating a Unit of Study.*

*I also agree to abide by the requirements and conditions of the Policies included in the Student Handbook available at [www.estrada.edu.au](http://www.estrada.edu.au). I acknowledge that I am able to access the Student Handbook on the College website at [www.estrada.edu.au](http://www.estrada.edu.au). I will follow the policies of the College unless approval to do otherwise is received in writing.*

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

- Windows XP or later Operating System
- Microsoft Office 2007 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. All books, Logos, concepts, Documents and Recordings which are received by me from the College are protected by copyright and will not be reproduced or copied or loaned to any other person or institution. College programs and courses are subject to changing accreditation and academic standards. I further acknowledge that the course or program I am enrolled in may change from time to time due to academic or accreditation requirements.*



*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 Education Adviser will contact me for an assessment and discussion of my requirements.*

*The relationship between the College and myself shall not constitute a relationship of partnership or joint venture or any other relationship where the College or agent of the College can be held responsible in any way for any actions or words of myself or any associates or employees. 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 the Names.*

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

## Units of Study

All courses are comprised of a series of Units of Study which comprise the units of competency required to be covered in the course. The current cost of each Unit of Study can be found at: [www.estrada.com.au](http://www.estrada.com.au).

## Course Investment Policy

Please refer to [www.estrada.edu.au](http://www.estrada.edu.au) for current Unit of Study fees and indicative additional and non-tuition costs.

On your Application Form, you choose one course payment option to pay for your course, either:

- Option 1: Pay for your course using VET FEE-HELP (if you are eligible).
- Option 2: Pay for each of your Units of Study upfront as you commence the Unit of Study, or
- Option 3: Pay for a portion of your fees upfront and the remaining portion using VET FEE-HELP.

If your application is successful and you accept your placement, the fee for each Unit of Study is payable via the following methods:

1. If you are choosing to pay all or part of your Unit of Study fees through VET FEE-HELP, you will complete the *Request for a VET FEE-HELP Loan* form before the Census Date for your first Unit of Study.
2. Payment by credit card, cheque or money order for the Unit of Study by the commencement date applicable to the Unit of Study.
3. If you are paying some of your fees yourself and some through VET FEE-HELP, then returning your *Request for VET FEE-HELP Loan* form before the Census Date of your first Unit of Study and payment of the remaining amount for your current Unit of Study by credit card, cheque or money order by the Census Date applicable to the Unit of Study.

You nominate your preferred payment method during completion of your Application Form. Please note that the Unit of Study fees, and any other associated fees, are current only for the current year, and can be reviewed and changed at the College's discretion for future years.

### Units of Study where credit is granted

Students are able to apply for credit of previous studies and experience as described in the RPL and Credit Transfer Policy and are only required to pay the RPL Tuition Fee for each Unit of Study fee where credit is granted for the whole unit/s of competency contained within the Unit of Study.

### Outstanding Fees

Students who have not returned their *Request for VET FEE-HELP Loan* form or paid their fees by the due date will not be able to:

- a. continue their studies
- b. access the My.Estrada eCampus
- c. submit assessment for marking or undertake practical assessments
- d. access study support services.

This may result in academic penalty (not completing the Unit of Study) to students because they have not completed the requisite assessment and coursework.

## **VET FEE-HELP**

VET FEE-HELP is a loan scheme that assists eligible students to pay all or part of their Unit of Study Fees. To be eligible for VET FEE-HELP you need to be an Australian Citizen studying in Australia or a holder of a permanent humanitarian visa.

You can find out more about VET FEE-HELP at:

<http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications#VETFEE-HELPlan>

It is strongly suggested that you read the current version of the VET FEE-HELP information booklet available online at the Study Assist website above prior to enrolling.

## **Repeating Units of Study**

Students are required to repeat a Unit of Study in the event of receiving a Not Yet Competent for the Unit of Study (after a second attempt), not resubmitting an Assessment Book for re-assessment within 5 days, or not completing the Unit of Study for any other reason.

Students are liable for the full cost of the Unit of Study current at the time of re-enrolling in the Unit of Study. Eligible students are entitled to VET FEE-HELP assistance for repeated Units of Study provided that the repeated Unit of Study still contributes to the requirements of the course.

## **Cancellation and Refund Policy**

### **1. Withdrawal from a Unit of Study or Course of Study**

Students Estrada College (“the College”) who wish to withdraw from a Unit of Study must do so by submitting their notification in writing and posting or emailing the notification to their Student Support Centre/Campus. Contact details of all Student Support Centres/Campuses can be found in this Student Handbook or on the College’s website at [www.estrada.edu.au](http://www.estrada.edu.au).

The date of withdrawal is the date the notification to withdraw is received by Estrada College.

The College will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a Unit of Study or Course of Study.

### **2. Refunds – students who are eligible for VET FEE-HELP assistance**

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a Diploma course offered by the College.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and

- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

### **3. Refunds – students who are not eligible for VET FEE-HELP assistance**

This section is applicable to students who are permanent residents or any other visa holders (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a Diploma course offered by the College.

In the event of a student withdrawing from a VET unit of study on or before the commencement date for that unit of study, 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after the commencement date for that unit of study, no refund is applicable.

### **4. Payment of Refunds**

Refunds will be paid within 30 days of the census date of the Unit of Study to which the withdrawal applies.

## **Fees for Additional Items**

All fees to complete your course are disclosed on the Application Form, and all learning materials provided to successfully complete the program are included in the course fees. However, if students require a replacement Certificate or Statement of Attainment, there is an additional charge of \$25 per item.

## **Re-enrolment into Units of Study**

If you have withdrawn from a Unit of Study (as per the Cancellation and Refund Policy), you will need to advise your Student Support Centre/campus in writing as to which term you will then complete the Unit of Study. Your written request can be submitted by email or by post to your Student Support Centre/Campus.

Contact details for all Student Support Centre/Campuses can be found on page 5 and 6 above or on our website at: [www.estrada.edu.au](http://www.estrada.edu.au).

## **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 trainees through the integration of access and equity principles. The College will endeavour to ensure that equity principles for all trainees 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 trainees 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.

*Students who would like to discuss their individual study and assessment needs should contact an Education Adviser on the Study Assistance Hotline 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 the 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.*

***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. Providing 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 trainees 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 trainees 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 trainees 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; audio tape, large format print, brail, 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 supervisor, 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 Study Assistance Hotline & Online Assistance.
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 need 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 and re-entry into the course.

- b) Encouraged to access College study support services.
- c) Provided with reasonable adjustments to training/assessment to allow the successful completion of the student's 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 1300 135 363 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 Coaching 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 an 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.
2. 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 student's current language, literacy or numeracy level is not sufficient to carry out the tasks required as a coach 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 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 Hotline. As deemed applicable by the College, reasonable adjustments to training/assessment which will allow the student's 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 Procedures

## 1. 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*.

## 2. 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 VET 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.

## 3. 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.

#### **4. 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.

#### **5. 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:

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

#### **6. 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.

# Student Entry Procedure - Entry Requirements and Admission

To apply for entry to the course, prospective students are required to complete the online application form and satisfy the entry requirements.

The following entry requirements apply to all courses offered by Estrada College from 1 January 2016 and are in place to ensure students are academically suited to studying their chosen course.

Potential students (applicants) applying to enrol must meet the minimum entry requirements included in the *Fair Treatment and Equal Benefits and Opportunity Policy*.

There are two pathways through which applicants can satisfy minimum entry requirements:

**1. Completion of Year 12 in an Australian Agency or Authority (State or Territory of Australia)**

*A copy of the **Senior Secondary Certificate of Education**, which signifies the prospective student's successful completion of Year 12, is to be supplied.*

**OR**

**2. Successful completion at Exit Level 3 or above in the Reading and Numeracy tests of the Core Skills Profile for Adults (CSPA).**

*The CSPA is an independent test which is completed online and determines the level of language, literacy or numeracy of the prospective student. All prospective students undertaking the CSPA are required to complete the test themselves and participate in the process with honesty and integrity. Results of the testing will be provided to the prospective student with individual results being retained by Estrada College for 5 years.*

The College will provide each student's documentation satisfying the minimum entry requirements to the Secretary of the Department of Education and Training on request.

Once the Application Form has been fully and accurately completed, the potential student's application is assessed for completeness. Applications are assessed on a first-in basis and offers are made to applicants with fully completed applications that meet the above entry requirements, subject to availability of places in the course.

For accepted applications, an offer to commence is made to the potential student. 2 working days after the offer is made, the student is invited to select their payment method (either paying their own course fees or, for eligible applicants, choosing to utilise VET FEE-HELP). The *Request for VET FEE-HELP Loan* form is provided to eligible applicants.

Upon receipt of the course payment selection and fully completed payment information, an Enrolment Pack and initial course material is provided to the student with study beginning from the term commencement date.

## Fair Treatment and Equal Benefits and Opportunity Policy

### Overview

Estrada College ("the College") supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity,



respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

## Definitions

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Students** refers to all persons enrolled in a unit of study who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Potential Students** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

### 1.0 Fair Treatment

1.1 The College will treat fairly all Students and Potential Students.

### 2.0 Student Selection

2.1 The College has open, fair and transparent procedures, based on merit for making decisions about:

- the selection, from among Potential Students; and
- the treatment of Students.

2.2 Potential Students seeking to enrol in a VET unit of study with the College, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.

2.3 The above undertakings do not prevent the College taking into account, in making decisions about the selection and treatment of Students or Potential Students, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the Student or Potential Student may be enrolled via a VET restricted access arrangement.

2.4 Entry requirements for Diploma courses are as follows:

- Completion of Year 12 in an Australian Agency or Authority (State or Territory of Australia)
- OR
- Successful completion at Exit Level 3 or above in the Reading and Numeracy tests of the Core Skills Profile for Adults (CSPA).

The minimum age for entry is 18 years (with the exception of the Diploma of Youth Work which is 21 years).

### 2.5 Application and Enrolment Process

Applications can be made by completing the Online Application Form and submitting online.

Administration checks the application is complete and assesses the application against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements, the applicant will be contacted and given the opportunity to provide further information.

Applicants who do not meet the published entry requirements will be notified in writing of the reasons for non-acceptance. Unsuccessful applicants will be advised of their right to appeal the decision and how to access the appeals process.

Applicants who meet the published entry requirements nominate their payment option 2 days after receipt of their offer for entry to the course. Upon receipt of the student's payment information, an Enrolment Pack and preliminary course material is provided to the student.

## 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 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 fully completed in their current course.

Students are required to pay the relevant fee of the Unit/s of Study which they are required to complete for the new course current at the time of completing the respective Unit/s of Study.

## Statement of VET Tuition Assurance

- 1 Life Coaching Institute (Aust) Pty Ltd ATF Life Coaching Institute Trust T/As Estrada College ABN: 28 615 332 651 ACN: 099 379 352 (the first provider) must comply with the VET Tuition Assurance requirements. This is to protect students in the event we cease to provide a VET course of study in which a student is enrolled.
- 2 These requirements are covered under Schedule 1A to the *Higher Education Support Act 2003* (the Act) and chapter 3 of the *VET Guidelines 2015 (the VET Guidelines)*. The meaning of 'ceasing to provide a VET course of study' is set out in the *VET Guidelines* which are available from: <http://www.comlaw.gov.au/Series/F2015L00430>.
- 3 In the event we cease to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:
  - a) an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement VET units (this is known as the 'VET Course Assurance Option')
  - OR
  - b) a refund of the student's up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part (this is known as the 'VET Tuition Fee Repayment Option').
- 4 We have met the VET tuition assurance requirements, as specified in the *VET Guidelines*, through current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (the Scheme). Contact details for ACPET (TAS Administrator) are:
- 5 Australian Council for Private Education and Training (ACPET)  
Website: [www.acpet.edu.au](http://www.acpet.edu.au)

Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)  
Phone Number: 1800 657 644

- 6 If we cease to provide a VET course of study, the TAS Administrator will send a student enrolled in the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify the TAS Administrator of the choice they have made for each affected VET unit. The TAS Administrator will provide this Offer within 20 business days after it knows, or should know by reasonable enquiries that we have ceased to provide the VET course of study.
- 7 For the purposes of VET FEE-HELP, all courses offered by us, in accordance with the course requirements of clause 45 of Schedule 1A to the Act, are covered by the Scheme as part of our membership of the Scheme.
- 8 A student may choose either:
  - a) the VET Course Assurance Option
  - b) the VET Tuition Fee Repayment Option

These options are explained below.

#### **The VET Course Assurance Option**

- 9 Under the VET course assurance option, a student will be offered a place in a similar VET course of study by the TAS Administrator. If the student accepts this option, the TAS Administrator will make all necessary arrangements to ensure the student is able to enrol with the second provider in a similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the second provider any tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the second provider for any VET units of study successfully completed with the first provider.
- 10 The second provider nominated by the TAS Administrator may have different tuition fees to the fees the student would have paid for VET units of study that were part of the VET course of study we ceased to provide but which the student had not yet started studying.
- 11 A student is not obliged to enrol in a VET course of study with a second provider offered by the TAS Administrator under the VET Course Assurance Option. However, if the student enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the first provider or to offer replacement VET unit/s free of charge.

#### **The VET Tuition Fee Repayment Option**

- 12 Under the VET Tuition Fee Repayment Option, the TAS Administrator undertakes to pay the student the total of any up-front payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

## **Student Change of Address and Transfers**

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

The College's offering of external courses allows 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 workshops and utilise local facilities at the Student Support Centre closest to where they reside.

## Competencies to be Achieved

As outlined on the Course Outline 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 complete units in which a student has obtained **competency**. The qualification is 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

Recognition of Prior Learning is the recognition of skills and knowledge obtained through previous education, training or experience, which may entitle a student to a unit exemption.

Individuals who consider they possess the skills and knowledge of one or more of the units of competency included in the respective course are able to apply for Recognition of Prior Learning (RPL) through the College's Credit Transfer Application Kit.

Details of the Recognition of Prior Learning process and the 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.

## 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 competencies listed in the respective Course Outline for the course in which the student is enrolled, the student is able to apply to transfer competency of the unit/s towards their course with Estrada College.

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

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

## **Student Grievance Policy and Procedures (Academic & Non-Academic)**

### **Definitions**

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*.

**Student/s** refers to all persons enrolled or seeking to enrol in a course with the College (including persons who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act).

**Complainant** refers to Students (as defined above) who have lodged a grievance.

### **1. Overview**

Estrada College ("the College") is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a Student chooses to access this policy and procedure, the College will maintain the Student's enrolment while the grievance and appeals process is ongoing.

### **2. Responsibility**

The College Head is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during induction and Students and Complainants are made aware of its availability through orientation and on our website.

### **3. General principles**

These principles, which will be adhered to by the College, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.

- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at the Estrada College Head Office, Locked Bag 15, Fortitude Valley QLD 4006. Access to these records may be requested by writing to the College Head at the aforementioned address.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by the College and the Complainant.

#### **4. Informal Grievance Procedure**

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance Procedure.

#### **5. Formal Grievance Procedure**

##### **5.1 Stage One**

Formal grievances of an academic nature should be submitted in writing to the Training Manager. Formal grievances of a non-academic nature should be submitted in writing to the Operations Manager.

Grievances can be submitted to the Training Manager or Operations Manager respectively at the Estrada College Head Office, Locked Bag 15, Fortitude Valley QLD 4006. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Training Manager or Operations Manager will notify the Complainant of receipt of the grievance within 5 working days. The Training Manager or Operations Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

##### **5.2 Stage Two**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Head of College at the Estrada College Head Office, Locked Bag 15, Fortitude Valley QLD 4006.

The Complainant's appeal will be determined by the Head of College who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

##### **5.3 Stage Three**

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested through the Resolution Institute.

Complainants can contact the Resolution Institute directly as follows:

|                 |   |                  |                              |
|-----------------|---|------------------|------------------------------|
| <b>Address:</b> | Level 1, 13-15 Bridge Street, Sydney NSW 2000 |                  |                              |
| <b>Phone:</b>   | 02 9251 3366                                  | <b>Freecall:</b> | 1800 651 650                 |
| <b>Fax:</b>     | 02 9251 3733                                  | <b>Email:</b>    | infoaus@resolution.institute |

Costs of such mediation will be shared equally by the College and the Complainant. As a guide, a mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

The College will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations and the CEO will ensure they are fully implemented.

#### **5.4 Further action**

If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may:

- contact the National Training Complaints Hotline on 13 38 73 (Monday–Friday, 8am to 6pm nationally) or by email: [skilling@education.gov.au](mailto:skilling@education.gov.au)
- contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: [www.asqa.gov.au](http://www.asqa.gov.au)

## **Student Review Procedures for Re-Crediting a FEE-HELP Balance**

### **Overview**

This policy relates to the process Estrada College (“the College”) will follow to re-credit a Student’s FEE-HELP balance when a Student withdraws from a Unit of Study after Census Date, or has been unable to successfully complete a Unit of Study, and special circumstances apply.

### **Definitions**

**The Act:** Refers to the *Higher Education Support Act 2003*.

**Student:** Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their Units of Study, and who access VET FEE-HELP for payment of their tuition fees in respect of the Units of Study in which they are enrolled.

**Census Date:** A published date set by the provider, no earlier than 20% of the way through a Unit of Study.

**Tuition Fees:** Fees paid for a Unit of Study that is approved for VET FEE-HELP and applies to Students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Unit or Unit of Study:** A VET Unit of Study approved for VET FEE-HELP that a Student may undertake with the provider, for which the Student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

**The Department:** The Commonwealth of Australia represented by the department which has the responsibility for administering the *Higher Education Support Act 2003*.

### **1.0 Incurring a VET FEE-HELP Debt**

- 1.1 A Student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that Unit.

- 1.2 Students who have requested VET FEE-HELP Assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt for the Units in which they are enrolled. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.
- 2.0 Re-crediting a FEE-HELP Balance**
- 2.1 Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.
- 3.0 Special Circumstances**
- 3.1 If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit, and believes this was due to special circumstances, the Student may apply to have their FEE-HELP balance re-credited for the affected Unit/s.
- 3.2 The College will re-credit the Student's FEE-HELP Balance if it is satisfied that special circumstances apply where:
- these circumstances were beyond the Student's control; and
  - these circumstances did not make their full impact on the Student until on, or after the census date; and
  - these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit in the period during which the Student undertook or was to undertake the Unit.
- 3.3 For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 3.4 Special circumstances do not include:
- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
  - a Student's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).
- 4.0 Re-credit of a Student's FEE-HELP Balance - The Process**
- 4.1 Each application for re-credit of a Student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.
- 4.2 The Student Support Centre Manager is the designated officer responsible for the assessment of a Student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.
- 4.3 A Student must apply in writing to the Student Support Centre Manager at the Estrada College Head Office, Locked Bag 15, Fortitude Valley QLD 4006 within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit.
- 4.4 The College has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
- 4.5 The application for re-crediting a FEE-HELP balance must include details of the:
- Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
  - special circumstances as referred to above, including supporting documentation.



4.6 The College will consider each application within 28 days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 28 days.

## **5.0 Review of Decision**

5.1 Where the College makes a decision NOT to re-credit a Student's FEE-HELP balance that decision may be subject to review.

5.2 If a Student is not satisfied with the decision made by the College, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision;
- include the date of the original decision;
- state fully the reasons for applying for the review;
- include any additional relevant evidence.

5.3 Applications should be made in writing to the Head of College at the Estrada College Head Office, Locked Bag 15, Fortitude Valley QLD 4006 as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

5.4 The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

5.5 The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student;
- provide written notice to the Student of the decision, setting out the reasons for the decision;
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

## **6.0 Reconsideration by the Administrative Appeals Tribunal**

6.1 At the time of the original decision, and at the time of the subsequent review decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

6.2 Full details of the application process and fees payable are available on the AAT's website: [www.aat.gov.au](http://www.aat.gov.au). An application fee may have to be paid in the amount of \$861 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

- 6.3 Details of the closest AAT office can also be found on the AAT website:  
[www.aat.gov.au/ContactUs.htm](http://www.aat.gov.au/ContactUs.htm).
- 6.4 The Secretary of The Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon The Department's receipt of a notification from the AAT, The Department will notify the College that an appeal has been lodged. Upon receipt of this notification from The Department, the Review Officer will provide The Department with copies of all the documents that are relevant to the appeal within 5 business days.

## 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 College staff with respect and courtesy at all times including during telephone conversations, at workshops, in the College branches and training rooms, and via web or email communication.
- Abiding by all College Policies as detailed on the College website ([www.estrada.edu.au](http://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 College 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 College branch, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the presenter or Student Support 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 Head as per the College's Student Grievance Policy and Procedures (Academic & Non-Academic).

The College's Student Conduct Policy is in place to protect the interests and safety of all students, and to enable College staff to provide a high level of service to all students.

## 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 for each Unit of Study and consist of Study Guide/s, Assessment Book/s and practical assessment guidelines and information required for each unit of competency included in the Unit of Study.

### Issuing of Learning Materials

Enrolled students are eligible to have access to the learning materials for the next Unit of Study at commencement of the Unit of Study as per the commencement dates shown on the student's Course Planner if:

1. The student is competent in any pre-requisite Units of Study (as per Course Planner).
2. The student is currently enrolled and fees for their enrolment are up to date.

If the above are satisfied, access is automatically available to the student on My.Estrada at <http://my.estrada.edu.au>.

## 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.

## Plagiarism

The course assessment is designed to allow students to express their own understanding of the relevant theory and its application. 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 including copying the work of another student does not demonstrate a student's own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

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.

## Student Cards

Student Cards are available from the College at \$11 each and are valid for the expected duration of your course. If you are interested in obtaining a student card please contact your local Student Support Centre for an application form.

## Copyright

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