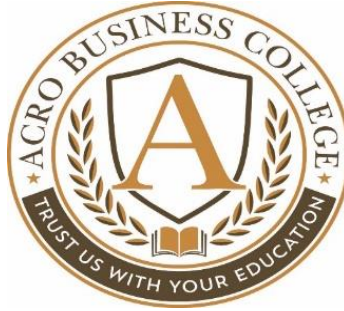


Student Handbook



ACRO Business College 2024

RTO ID: 45598

ACRO Business College

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **ACRO Business College** policy may impact on the currency of information included. **ACRO Business College** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **ACRO Business College**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **ACRO Business College**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

ACRO Business College

Phone: 07 3341 4658

Email: mohammed@taxsolutions.com.au

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ACRO Business College

Introduction

Congratulations on your decision to enrol in a nationally recognised vocational course with **ACRO Business College**.

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered, your rights and responsibilities as a VET student.

Students should take the time to study this handbook carefully and ask their Trainer and Assessor if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represents the key points of various VET policies and procedures governing ACRO Business College. You can access the full copies of all the policies and procedures at any time by making a request to the RTO Manager.

Contact Details

ACRO Business College

Provider Code: 45598

Head Office:

Address: Unit 5A, 2994 Logan Road, Underwood, QLD 4119



Phone: 07 3341 4658

Email: mohammed@taxsolutions.com.au

Business Hours: Monday to Friday, 0900 to 1700 hrs

ACRO Business College

About Us

Acro Business College (ABC) is an Australian private training organisation based in Underwood, a suburb located 19 kilometres south-east of the Brisbane CBD. The college's purpose is to provide quality accredited vocational education in accounting to Australian and international students in Brisbane and the surrounding areas.

The college is being established by Mohammed Saheed, an experienced CPA accountant and owner of a successful accounting practice, Acro Accounting & Financial Planning (AAFP), in response to the growing demand for quality, affordable and flexible accounting and business courses in Queensland.

ABC delivers nationally recognised qualifications and skill sets in:

- FNS40217 Certificate IV in Accounting and Bookkeeping
- FNSSS00004 – BAS Agent Registration Skill Set
- FNSSS00008 – Tax Law for Tax Agents Skill set (Tax Documentation)

Our courses are delivered by appropriately qualified and experienced trainers. We offer above qualifications using a modern and user-friendly learning and assessment management system (LMS).

ACRO Business College

Welcome

It is our pleasure to welcome to you to Acro Business College. At **Acro Business College**, we are passionate about student's learning and their personal growth.

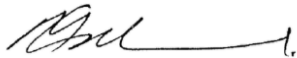
Our aim is to provide you with a high-quality learning experience in a safe and inspirational environment, that will give you the skills, training and confidence to enable you to become a constant learner and continue to develop yourself professionally and personally.

At **Acro Business College**, we have dedicated team that will support you through your studies and will provide you with quality training to support your career ambitions. We understand your requirements and we work directly with the industry to provide you with the most current and relevant training. We provide real-time training with flexible timing to understand your needs and help you in achieving your goals and ambitions.

Acro Business College is very proud to welcome you again to our professional community. We are excited to be with you and guiding you every step of your journey.

Our Slogan, "***Trust Us With Your Education***".

Thank you.



Kind regards

Mohammed Saheed, ***Chief Executive Officer (CEO)***

FCPA, CTA, FIPA, MPA, DFS (FP)

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Legislation

ACRO Business College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, **ACRO Business College** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Australian Human Rights Commission Act 1986/Anti-discrimination Act 1991*
- *Child Protection Act 1999 (QLD)*
- *Copyright Act 1968 (2006)*
- *Education (General Provisions) Act 2006*
- *Fair Work (including harassment and bullying)*
- *Privacy Act 1988(2014)*
- *Information Privacy Act 2009*
- *Student Identifiers Act 2014*
- *Workplace Health and Safety Act 201*

ACRO Business College is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, **ACRO Business College** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **ACRO Business College** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

A copy of the Code of Conduct can be obtained by contacting **ACRO Business College** on 07 3341 4658

Privacy

ACRO Business College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988* and *Information Privacy Act 2009*.

Certain general, non-specific information such as location, sex, age and results may be passed on to government agencies to for statistical data gathering requirements. We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

Individuals have the right to access or obtain a copy of the information that ACRO Business College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office and complete a Request for Information Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Entry Requirements

Please contact **ACRO Business College** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Enrolment

An electronic enrolment form must be completed, together with any required supporting documentation and/or reports regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, your application will be reviewed, and you will be assigned a trainer and assessor along with username and password to access online system. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

ACRO Business College operates on a system of rolling start dates. This means you are able to enrol and start studying when a new unit is offered. Please contact ACRO Business College for the next available intake.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. A USI will allow your USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing you to see all of your training results from all providers, including all completed training units and qualifications

This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

ACRO Business College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

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Access and Equity

ACRO Business College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **ACRO Business College** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

ACRO Business College will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support as well as the following reasonable adjustments:

Acro Business College recognises the importance to ensure that this course is accessible to all potential clients through reasonable adjustment. The needs of individual client would be identified and discussed on enrolment and prior to the course commencement.

The following reasonable adjustments may apply, depending on the identified needs of the individual clients.

- Provision of large-print materials (e.g. by printing at a larger font size)
- Allowing for a scribe or reader to assist with written tasks
- Adjusted time frames for assessment
- Use of software such as voice-to-text or text-to-voice transcribers
- Additional tutorial support where this is considered reasonable (see Disability Standards for Education, 2005)

It is the responsibility of all staff at **ACRO Business College** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on mohammed@taxsolutions.com.au or 07 3341 4658

Other Support Services

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. We can assist clients in accessing professional welfare services. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

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Fees

Information about fees and charges is documented clearly on our website www.abc.qld.edu.au or can be obtained by contacting **ACRO Business College**.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, agents.) who will be paying the tuition fees. All fees are subject to change. Please contact **ACRO Business College** if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees

| Qualification | Course Code | Funding Type | Fee | RPL Cost |
|--|-------------|-----------------|--------|----------|
| Certificate IV in Accounting and Bookkeeping | FNS40217 | Fee for service | \$1800 | \$1800 |
| BAS Agent Registration Skill Set | FNSSS00004 | Fee for service | \$800 | N/A |
| Tax Law for Tax Agents Skill Set | FNSSS00008 | Fee for service | \$1870 | N/A |

Other Fees

Replacement of Training Materials: \$50

Re-Issue of Testamurs / Statements of Attainment - \$50

Each Reassessment Fee \$220.00 (after third attempt)

Re-Issue of Student Card \$20.00

Late payment of semester fees - \$250.00 per instalment

Unit re-enrolment fee \$500.00(for students who exceed the maximum duration period)

Payment Options

Payment of course fees can be made to **ACRO Business College** via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **ACRO Business College** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **07 3344 4658** to discuss options.

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Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, **ACRO Business College** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **ACRO Business College** as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact **ACRO Business College** on **3341 4658** to discuss individual circumstances.

Course Withdrawal

If you wish to withdraw from a course, you must advise **ACRO Business College** in writing of your decision within **10 working days**. Send your notification to request a refund to **mohammed@taxsolutions.com.au** and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within **[7 working days]**.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of **\$250**. This is because **ACRO Business College** will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

If the course has already commenced, there will not be refund granted.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of **\$250** may be waived, at the discretion of **ACRO Business College**

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Cancellation of Course by ACRO Business College

In the event that a course is cancelled by **ACRO Business College** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Please contact **ACRO Business College** for a full copy of the Refund Policy.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access **ACRO Business College's** online learning platform (LMS).

You may be given an outline for training appointments which may be:

- Classroom sessions
- Online modules
- A combination of the above

Course induction

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

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

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

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

| AQF Qualification Level | Typical Volume of Learning |
|-------------------------|--|
| Certificate I | 0.5 - 1 year |
| Certificate II | 0.5 - 1 year |
| Certificate III | 1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements) |
| Certificate IV | 0.5 - 2 years |
| Diploma | 1 - 2 years |
| Advanced Diploma | 1.5 - 2 years |

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

All the courses taught by **ACRO Business College** is based on the Competency Based Training (CBT). CBT is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

ACRO Business College

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Conduct a presentation on a specific topic/project
- Compiling a portfolio of work samples
- A combination of the above

ACRO Business College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

ACRO Business College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and **ACRO Business College**. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

ACRO Business College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim

ACRO Business College

of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **us** to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

- **Credit Transfer**

ACRO Business College recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **us** on **07 3341 4658**

Foundation Skills

All training and assessment delivered by **ACRO Business College** contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

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Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. **ACRO Business College** does not charge a fee for the first two resubmission of assessment. If, after 2 resubmissions your work is still 'Unsatisfactory', you will be charged a fee of \$220 that allows you to resubmit your work. If you still receive 'Unsatisfactory' after the third re-submission, you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Academic Integrity

ACRO Business College takes Academic Integrity seriously. It is the role of the Training Manager and trainer/ assessor to ensure that academic integrity is maintained in all learning and assessment activities. Trainers must create opportunities to re-enforce students understanding of what cheating, plagiarism and collusion is and what will be the outcome if they undertake such practices. All work submitted by a student must be their own. A student will have to sign a declaration at the start of each assessment

Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friends answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **ACRO Business College**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

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If a student copies another student's work and passes this off as their own then this is also a form of plagiarism and cheating.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Client Information handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the unit
- have their enrolment cancelled

Student submissions are reviewed in accordance with the Academic misconduct policy and procedure. The authenticity of submissions is verified in accordance with this policy and procedure.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. **ACRO Business College** expects that you use *Harvard Referencing* style of referencing when writing your assessments. More information about how to do this can be found:

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are

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not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow **ACRO Business College**'s procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on **07 3341 4658**

Student Code of Conduct

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

ACRO Business College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **ACRO Business College** and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Verbal warnings
- Formal written warnings
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **ACRO Business College**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

ACRO Business College

Smoking, Drugs and Alcohol

ACRO Business College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **ACRO Business College** premises, to use **ACRO Business College** facilities or equipment, or to engage in any **ACRO Business College** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

ACRO Business College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

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

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

Issuing Qualifications/Certificates

Students deemed competent in all the units of competency required for this qualification will be issued with a Nationally Recognised Qualification and a Record of Results listing the core and elective units of competency. Students deemed competent in some of the units of competency that do not meet the requirements for the qualification will be issued with a Statement of Attainment listing the units in which they were successful. This will be issued to the student within 30 calendar days and providing all agreed fees have been paid. This meets the compliance requirements as set for **ACRO Business College** and other RTOs under the Standards for RTOs 2015.

If for some reason **ACRO Business College** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by **ACRO Business College**')