



AUSTRALIAN COLLEGE OF
PROFESSIONAL DEVELOPMENT

Student Handbook

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Introduction

Message from the CEO

As an Registered Training Organisation (RTO) at the Australia Skills Quality Authority (ASQA), Australian College of Professional Development (ACPD) will deliver flexible and accessible vocational education across Western Australia and New South Wales. Specialising in electrotechnology, construction, and solar energy, ACPD supports local students and professionals in gaining industry recognised qualifications to enhance their careers.

Our mission is to deliver high-quality, industry-accredited training, fully compliant with ASQA's RTO Standards 2025, through flexible learning pathways that empower individuals to develop practical skills and achieve professional success in technical trades and renewable energy sectors.

Many aspiring tradespeople and professionals struggle to find relevant, flexible training that integrates both theoretical knowledge and practical experience, particularly in fast-changing fields like renewable energy and electrotechnology. Australia requires an estimated 32,000 to 40,000 additional electricians to achieve its renewable energy target of 82% by 2030. If this gap is not addressed, the shortfall could grow to 85,000 by 2050. We offer a specialised range of nationally recognised courses facilitated by experienced local trainers, utilising flexible delivery methods tailored to diverse learner needs. This approach ensures practical skills development alongside theoretical understanding, making education accessible and career-relevant.

The college provides accredited vocational courses in electrotechnology, construction, and solar energy, including nationally recognised certificate programs designed to meet current industry standards and workforce demands.

About Us

Our vision is to produce graduates who are job-ready that meets the needs of the industry. ACPD believes in the importance of providing a high-quality training and assessment experience, placing our students at the centre of all that we do and ensuring we are compliant with all laws and regulations applicable to our services and operations.

We believe in supporting our students achieve their vocational goals and providing a safe and equitable learning environment to enable our students realise their potential for them to advance, grow and contribute positively to their respective communities, industries and workplaces.

Our Trainers and Assessors are qualified, dedicated and passionate, and they provide the highest standard of training to our students.

As a Registered Training Organisation (RTO), we offer training and assessment services in non-accredited short courses, as well as nationally recognised training programs via online and face-to-face delivery. We are responsible under our registration with our vocational education and training regulator – the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment we deliver, and for the issuance of any AQF certification documentation that may result based on your achievement of the course requirements.

Our Vision

In recognition of our vision, we strive to maintain:

- **Student Focused.** We believe that our students should be at the centre of all that we do. This encourages us to place our students' needs at the forefront of our operations and decision making processes.
- **People.** In our organisation, we strive to take care of our team as best as we can, as we believe that if we do a stellar job at taking care of their needs and goals, they will take good care of our students. We endeavour to attract, recruit and retain talented, dedicated and qualified personnel who are excited to be a part of our family!
- **Industry.** Vocational education is all about preparing students who are job-ready at the end of their training. We are committed to engage with the industry to help us develop training and assessment strategies that would deliver graduates that matches the industry's needs and expectations.
- **Compliance.** As an RTO delivering nationally recognised training, it is imperative that we are compliant in all aspects of our operations. This is to ensure our students are able to trust that we are doing right by them.
- **Fairness & ethics.** We believe in justice and equality for everyone and will endeavour to be consistent and fair in our approach and in our decision making processes. We believe in conducting ourselves in accordance with agreed standards of behaviour at all times.
- **Safety & equitable.** We are committed to providing an environment which is safe,

equitable to enable our students to realise their potential.

- **Quality committed.** We aspire to deliver high-quality services and implement high-quality systems which support training and assessment excellence. We are constantly looking at new and innovative options and offerings available on the market to improve our students' experiences with us.

Your Rights and Responsibilities

Student Code of Conduct

ACPD strives to provide a supportive, inclusive, safe and positive experience to our students from all cultural backgrounds including students from Aboriginal and Torres Strait Islands.

In order for us to be able to do so, we seek your co-operation to:

- Treat others with respect, dignity and fairly;
- Respect the rights and privacy of other students and staff members;
- Accept cultural, gender, race, sexual preference, political affiliation, disability, religious belief and other individual differences of other students and staff members;
- Engage in practices that provide a positive, safe and secure environment for all;
- Follow all reasonable instructions and directives provided by our staff members;
- Attend classes punctually and be responsible for your own learning and

development by ensuring that you maintain progress with your learning;

- Participate in the training and assessment activities actively and positively;
- Seek out help and assistance where required ;
- Not disrupt the class consistently and egregiously;
- Not bring any dangerous items onto any training and/or assessment sites, such as lighters and knives;
- Not smoke in or around the training and/or assessment sites;
- Maintain the peace of the learning environment;
- Act and present your work honestly and ethically, without plagiarism, cheating or collusion;
- Be free from any prohibited drugs and substances, including alcohol;
- Not be aggressive or behave in a violent manner towards any individual;
- Not use or behave in an offensive, bullying, discriminatory or harassing manner;
- Refrain from any activity that deliberately obstructs, offends, harms or injures others;
- Make use of our facilities, equipment and resources responsibly and respectfully without intentionally destroying or damaging them; and

- Abide by all laws, regulations, terms of enrolment, as well as our policies and procedures diligently.

Breach of Student Code of Conduct

Where a student has conducted themselves in a manner that contradicts the Student Code of Conduct, they may be liable for student misconduct and disciplinary action may be taken, such as:

- A formal warning may be issued;
- A student may be suspended from their training program;
- A behavioural management contract may be enforced; and/or
- A student's enrolment may be cancelled – where serious misconduct involving violence and aggression to others, damage to property, or a breach of law.

Bullying, Discrimination and Harassment

ACPD is committed to ensuring that our practices, systems, policies and procedures support an environment that is free from bullying, discrimination and harassment. We do not tolerate any kind of harm, be it physical, emotional or mental harm, regardless of the circumstances. We encourage equal opportunity and encourage our students, staff members and visitors to report any discriminatory or harassment behaviours they experience or witness. We strive to treat all complaints in a sensitive and just manner, as well as guaranteeing protections by the complainant or appellant from any victimisation or reprisals.

Students who believe that they have been bullied, discriminated against or harassed

should approach an ACPD staff member they trust and report the matter to them. Students can be rest assured that their privacy will be respected and the situation will be treated with sensitivity and care. Where a student wishes to report the matter to an independent agency, they are advised to contact the Human Rights and Equal Opportunity Commission – 1300 369 711.

Safe Training Environment

ACPD is committed to providing a safe learning and working environment for our students, staff members and visitors alike.

We endeavour to do so by following a systematic approach to the planning and the management of work health and safety matters within our premises and our online learning platform which enables our students and staff members to interact with one another.

We encourage all students to report any potential hazards, accidents and near misses to us, as well as if you notice anything amiss or out of the ordinary. This includes hazards such as the misconduct of other students taking place within the classroom environment, or on our online learning platform.

We encourage you to notify us via e-mail at: admin@professionaldevelopment.au. This will enable us to investigate and control or eliminate the hazard and promote an adequately safe and secure environment.

Cyber safety

- Bullying, discriminatory or harassing behaviours occurring on our online learning platform, or on other platforms such as social media sites are to be

reported to us as soon as possible. In order to keep our students safe and our learning environment harmonious, it is crucial that we are aware of these behaviours as soon as possible to be able to counsel and support those involved.

- Where students are provided with access to interact with others on the online learning platform, we will monitor the conduct and behaviours of the students to ensure that learners are interacting with each other in a respectful manner.

Fire safety

- Evacuation and emergency procedures will be communicated to students on induction day (where applicable). Students will also be shown the location of fire equipment and first aid stations.
- Students are not to bring any lighters, matches or flame starters onto any training and/or assessment site. Should any lighters, matches or flame starters be required for training and assessment purposes, ACPD will provide these requirements to the students and provide safe instruction for use.
- Fire drills will be conducted at least once a year to familiarise students and staff members with the evacuation plans, routes and assembly points.

Electrical safety

- Electrical equipment that is not working, or that has experienced a short circuit should be reported to our Administrative & Support Staff immediately.
- No liquids in open containers or canisters are to be present around electrical

equipment, sockets, points, plugs, wires or cabling.

- The use of electrical cables are strictly prohibited by students. Should a student notice an electrical cable or extension cable cross any walkways, pathways or open spaces, it should be reported to our Administrative & Support Staff immediately.
- Electrical work should only be performed by appropriately licensed electricians. Students are not to fix any electrical equipment, socket, point, plug, wire or cabling on their own accord.

Work and learning station safety

- Students are to observe ergonomic practices to help reduce the strain on their eyes, necks, backs and wrists when working at your workstation, particularly for long periods of time.
- Students should endeavour to get up from their workstations and stretch every hour.
- Feet should be comfortably placed on the floor, or footrest and arms are to be positioned at a 90-degree angle.
- Work and learning stations are to be kept neat and tidy at all times.
- Rubbish should be disposed of in the respective bins.
- Desks, tables, machinery and equipment are not to be sat on.
- Desks, tables, chairs, machinery and equipment should not be used to climb or stand on.

Personal safety

- Students are expected to take reasonable precautionary measures to ensure their own safety, and the safety of others.
- Students are to always be aware of your surroundings.
- Stay home and rest if feeling unwell, particularly if experiencing symptoms of a communicable or contagious disease.
- If something or a situation is triggering, bring it to the attention of your Trainer or our Administrative & Support Staff so that we are aware of it and can help you manage them appropriately.
- Do not lift or move any heavy equipment, furniture or items. Contact the Administrative & Support Staff for assistance.
- It is strongly encouraged not to discuss or engage in conversations that are sensitive, or can be viewed as sensitive by others, such as racial, religious, gender orientation, and political matters.
- It is strongly advised not to share any personal information with others such as your bank or credit card numbers, your address and your personal identification information such as your driver's licence number.
- We encourage you to report any violent, attacking, bullying or unacceptable behaviours to the Administrative & Support Staff immediately.
- Any and all accidents and hazards are also to be reported to the Administrative & Support Staff immediately, including, but not limited to:

- Physical accidents and hazards
- Flammable accidents and hazards
- Chemical accidents and hazards
- Biological accidents and hazards
- Equipment accidents and hazards
- Electrical accidents and hazards
- Psychological accidents and hazards

IT Acceptable Use and Security

ACPD seeks to provide our students with a secure and timely access to IT equipment as well as online services and resources necessary to be able to carry out their training and assessment activities.

ACPD's IT facilities and services shall be used in an approved, ethical and lawful manner to avoid loss or damage to our operations, image, or financial interests and to comply with official acceptable use.

Users of ACPD's IT facilities and services shall contact the Administrative & Support Staff prior to engaging in any activities not explicitly covered by these policies.

Acceptable and unacceptable use:

- ACPD's IT facilities and services are provided for use specifically for the training and assessment activities of students. Some reasonable non-training and assessment related personal use may be allowed, but this is a privilege and is not a right. If that privilege is abused, it will be treated as a breach of this Policy.
- The use of the IT facilities and services must not jeopardise the fair, safe and productive IT environment of our community, nor our operations, assets and reputation.

- The IT facilities and services provided must not be used unlawfully or for an unlawful purpose.

Access and accounts:

- All students are entitled to access the IT facilities and services via a unique password protected account.
- ACPD may impose quotas on the use of the IT facilities and services (including print, file storage, e-mail and internet download) and will revise them as necessary. Where quotas exist, account holders are expected to comply with them. If an account holder exceeds any of their quotas, they may be temporarily prevented from using ACPD's IT facility or service.
- When students no longer have a relationship with the organisation or are no longer authorised to have access to the IT facilities and services, their accounts will be disabled for a period of 3-months, and then deleted.
- Users may have their IT access suspended immediately where there is a suspected breach of the organisation's Policy.
- All users must:
 - Not use their access to gain any inappropriate personal, professional or other advantage;
 - Not manipulate ACPD's data without authorisation; and
 - Maintain the confidentiality of any personal or confidential information accessed via the IT facilities and services.

Security:

- ACPD will take reasonable steps to protect the IT facilities and services from unauthorised and unacceptable use and intrusions.

- To preserve the organisation's standard operating environment and ensure compliance with licensing obligations, users of the IT facilities and services may only modify the standard configuration of any of the IT facilities and services, after first gaining approval from the IT Manager. Users must never install or use unlicensed or malicious software on the IT facilities and must not connect unapproved networking devices to our organisation's IT infrastructure.
- Users of the IT facilities and services must not circumvent the authorised internet connection(s) or subvert our IT security measures.
- All ACPD's IT hardware, especially portable devices, must be kept secured at all times against damage, misuse, loss or theft. In addition, hardware and software containing sensitive information or data must be protected with appropriate security measures such as passwords and encryption.

User responsibilities:

- It is a condition of use of the IT facilities and services that this Policy, particularly the principles of acceptable and unacceptable use, and its associated procedures must be complied with.
- Users must not:
 - Access pornographic or obscene material or material that could offend others;
 - Let anyone else use any of your accounts or tell anyone else your password;
 - Download videos, music or anything else that is copyrighted by other people;

- Use the IT facilities to bully or harass other people;
 - Install unlicensed or malicious software;
 - Use the IT facilities to advertise for goods or services for personal purpose;
 - Forget to log out of the computer systems when you have finished using them;
 - Use the IT systems for purposes not relating to your work or learning at ACPD; and
 - Forget to think carefully about your online conduct to protect personal information.
 - Users are responsible for all activity initiating from their account.
 - Users must only access the IT facilities and services using their own account.
 - Users must ensure that their passwords are securely stored.
 - Users of the IT facilities or services provided by a third-party provider on ACPD's behalf must comply with any terms and conditions issued by that third-party provider.
 - Users of the IT facilities and services must not create, send, store, upload, access, use, solicit, publish or link to:
 - Offensive, obscene, profane or indecent images or material;
 - Material likely to cause annoyance, inconvenience or distress to other individuals or cultures;
 - Discriminating or sexually harassing material or messages that create an intimidating or hostile work environment for others;
 - Defamatory material or material that makes misrepresentations or could otherwise be construed as misleading;
 - Material that infringes the intellectual property (including copyright) of another person or organisation;
 - Malicious software such as viruses, worms or address-harvesting software.
 - The IT facilities and services must not be used in the conduct of any personal business or unauthorised commercial activities.
 - The IT facilities and services must not be used for any illegal activity such as sending chain letters, breaching the SPAM Act 2003, or attacking of other computer systems.
 - Electronic materials must never be forwarded on without the express or implied permission of the material's creator.
 - Peer-to-peer and torrent software must only be used for lawful purposes.
 - Any observed security weaknesses in or is a threat to the IT facilities and services, as well as any known or suspected breach of this Policy and its associated procedures must be reported to the Administrative & Support Staff as soon as practicable.
- Managing and monitoring:
- ACPD will manage user accounts, maintain a secure IT environment and keep users of the IT facilities and services informed of their user responsibilities and expected best practice standards.
 - ACPD reserves the right to investigate any and all aspects of its electronic information systems if it is suspected that any user of the IT facilities and services is acting

unlawfully or violating this Policy or any other business Policy.

- ACPD may take action it considers necessary to remedy immediate threats to the IT infrastructure or security, including suspending authorised accounts and/or disconnecting or disabling relevant IT facilities or other equipment, with or without prior notice.
- ACPD reserves the right to block or filter any network traffic that potentially breaches this Policy or is potentially illegal.

Consequences of non-compliance:

- Minor breaches of this Policy will be addressed by sending e-mails to users requesting that they desist from the breaching behaviour.
- Ongoing or serious breaches of this Policy by any user will be addressed by the relevant disciplinary procedures.
- If a breach of this Policy, including procedures, appears to constitute an offence under State or Commonwealth law, ACPD may (and in some cases is obliged to) refer the suspected breach to the appropriate law enforcement agency(ies).

Critical Incident Response

A critical incident is a traumatic event, or the threat of such, which causes extreme stress, fear or injury. Critical incidents may include, but are not limited to, a missing student, severe verbal or psychological aggression, death, serious injury, a natural disaster, domestic violence, physical abuse, sexual abuse, and other potentially life-threatening events. It should be noted that this does not include serious academic misconduct.

Exposure to a critical incident can be overwhelming and threatening. This can be harmful when a person has demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies. This distress can result in a decline in one's wellbeing.

If you witness or experience a critical incident, contact us immediately on 08 7948 7000 to notify us of the incident.

Privacy Notice

- Why we collect your personal information – as a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.
- How we use your personal information – We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.
- How we disclose of your personal information – we are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.
- How the NCVER and other bodies handle your personal information – NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy

Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

- NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:
 - administration of VET, including program administration, regulation, monitoring and evaluation
 - facilitation of statistics and research relating to education, including surveys and data linkage
 - understanding how the VET market operates, for policy, workforce planning and consumer information.
- NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.
- For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy [here](#).
- If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
- DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle

your personal information, please refer to the DEWR VET Privacy Notice [here](#).

- Surveys – you may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.
- Contact information – at any time, you may contact us at admin@professionaldevelopment.au to – request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled and ask a question about this Privacy Notice. You can access our Privacy Policy on our website for more information.

Further Privacy Information

- You have the right to access information we retain that relates to you. You can do so by completing a Student Information Release Form and we will action your request within **2 business days**.
- Where a third-party requests for personal information about you, we will seek written permission from you before disclosing any information. The only exception is where an employer or a job network provider has paid for your training and they have requested for your training activity information and outcomes, or where we require the services of an organisation for the purposes of our operations such as a Compliance Consultant and sharing your personal information is required, or where we are bound to by law such as with the national regulator – ASQA, and with NCVER.

- At any time, you may contact us to correct any personal information we hold about you, this includes your legal name and your contact information.
- Where we receive any unsolicited personal or sensitive information, it will be treated and managed according to the Australian Privacy Principles.
- ACPD use Google Analytics and Cookies on our website which provides us with the ability to track and report website traffic, and the tools we would need to better understand our website visitors and users. This information would help us strategise and help inform our future operations. These cookies are stored on Google's servers in the United States and may transfer this information on to third-parties, if required by law, or for information processing on its behalf.
- It is important to note that no personal information is recorded and this data is only used for website management and improvement purposes. You can choose to disable cookies by changing your web browser's settings and to opt-out of Google Analytics. It is important to note that by disabling the Google Analytics function may affect a user's experience on our website.
- If you have concerns about this information, or about how we are managing your personal and sensitive information, we encourage you to reach out to us.
- Under the Privacy Act 1988, you have the right to make a complaint to the Office of the Australian Information Commissioner

(OAIC) about the handling of your personal information by us.

Our guarantee

If ACPD is not able to fulfil our agreement with you, regardless of the reason, we will issue a full refund for any services not provided. This means that if we cancel a training program which has not yet commenced, we will refund the full amount of the fees paid. Where we cancel a training program part way through the course, we will action a refund based on the unit of competency not yet delivered and issue you with a Statement of Attainment for the units you have completed.

ACPD reserves the right to amend our agreed services, policies relating to a learner's rights and the payment of fees and charges, or to the conditions of a student's enrolment at any time. ACPD will inform current learners prior to the changes coming into effect at least 5 business days prior to any changes coming into effect. Where this is not possible – such as when there are training package updates or when legislation is assented, we will notify learners within 5 business days of the changes being published.

Administration Matters

Unique Student Identifier

The Council of Australian Governments (COAG) agreed to implement the Unique Student Identifier (USI) to provide students with the ability to obtain a complete record of their nationally recognised training activity and outcomes easily.

If you're undertaking any nationally recognised training, you are required to have a Unique Student Identifier (USI). Your USI is linked to an online account that contains all your training records and results that you have completed from 1 January 2015 onwards.

Without a USI, a student will not be issued with their AQF certificate or qualification at the completion of their nationally recognised training program.

Should a student not have a USI, they are to obtain one online from the Australian Government's USI platform.

Under the Student Identifiers (VET Exemptions) Instrument 2021, eligible students will not be required to provide us with their USI in order for their AQF certificate or qualification to be issued. Where this is the case, it is important to be aware that the assessment results will not be accessible through the Commonwealth and will not appear on their VET transcript or be available to them through the USI registry system.

Fees Payable

ACPD will only collect up to \$1,500 prior to the commencement of training. Where the course fees are over \$1,500, with the balance invoiced prior to the commencement of each

intake. For a full list of current fees and charges please refer to our website.

ACPD may discontinue training if fees are not paid as required.

ACPD accepts payment for fees using:

- Credit / debit card; or
- Electronic funds transfer; or
- Payment plan via credit / debit card.

Statutory Cooling-Off Period

ACPD is required to inform individuals considering enrolling into a course with us of their right to a statutory cooling off period.

A statutory cooling-off period of 10-days is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales activities. These include activities such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10-days of having received a sale contract without penalty.

It must be noted that ACPD does not engage in unsolicited marketing or sales tactics.

Fee Extension

If you are experiencing difficulty paying your fees by the due date and require a reasonable extension, you may submit a request to our Administrative & Support Staff via [e-mail](mailto:admin@professionaldevelopment.au) to: admin@professionaldevelopment.au Your request will be reviewed and you will be notified within **10 business days**.

Refunds

To obtain a refund, a student is required to give written notice to cancel their enrolment and submit a Deferral, Extension, Suspension or Withdrawal form to: admin@professionaldevelopment.au Once the cancellation is approved, we will provide you with a Payment Refund Form if you are eligible for a refund.

Where refunds are approved, if the student had paid for their course fees via credit or debit card, the refund will be made to the card used to pay the course fees. If the student had paid for their course fees via bank transfer, the refund will only be made via electronic funds transfer using the authorised bank account in the student's name.

Students who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a refund of up to 75% of the course fees paid.

Students who cancel within **28-days** of the course commencing will be entitled to up to 25% of the course fees paid. The amount retained by ACPD is required to cover the costs of staff, learning materials and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after **28-days** of their training program commencing will not be entitled to a refund of any fees paid.

Where a student has purchased a text, workbook or materials ACPD will not refund the monies for them.

Continuous Improvement

ACPD strongly believes in continually improving our practices, systems and processes to be able to deliver a high standard of training and assessment services. In order to achieve this, we apply a clear and systematic approach as part of our operations and strategies.

We encourage you to provide us with suggestions and feedback to help us improve our services and operations to provide a better experience for you and other students. You can submit your suggestions and/or feedback via our Suggestions and Feedback Form. If you are not comfortable in providing frank feedback, you may do so anonymously.

Complaints and Appeals

ACPD is committed to managing complaints and appeals in a fair, efficient and effective manner.

ACPD will do our best to address, acknowledge and resolve issues that arise during as they occur. Where it is not possible, the individual should be encouraged to lodge a complaint.

A complaint is dissatisfaction expressed about the services or people connected with ACPD such as the quality of our courses, the efficiency of our systems, the conduct of another student, interactions with one of our staff members, or the marketing of courses.

To lodge a complaint, you are encouraged to complete a Complaint Form and submit it to our Administrative & Support Staff via e-mail to: admin@professionaldevelopment.au

A learner can appeal any decision made by ACPD or a third-party providing services on ACPD's behalf, not just assessment judgements. At times, a learner may appeal a decision due to compassionate or compelling circumstances. These circumstances are generally those beyond the control of the learner and they have an impact on the learner's capacity and/or ability to progress through a course. These circumstances may include chronic illness or severe injury sustained (including any mental health illnesses or injuries); the passing of a close family member; major political upheaval or natural disaster; or a traumatic experience.

To lodge an appeal, you are to complete an Appeals Form within **20 business days** of being notified of the decision or finding and submit it to our Administrative & Support Staff via e-mail to: admin@professionaldevelopment.au

These forms can be requested for from our Administrative & Support Staff.

ACPD resolve to:

- Review and finalise all complaints and appeals as soon as possible, and no longer than 60-days, unless absolutely necessary;
- Keep the complainant or appellant informed of the process and update them on the progress of their complaint or appeal every fortnight;
- Keep all records of the complaint or appeal on our Complaints and Appeals register securely and safely;
- Utilise any complaint or appeal received as an opportunity for continuous improvement and take immediate

corrective action to eliminate or mitigate the likelihood or re-occurrence;

- Ensure any complaint or appeal is treated with the strictest of confidence and not negatively impact or discriminate against the complainant or appellant;
- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- Handle all complaints and appeals at no cost to the complainant or appellant;
- Provide adequate support mechanisms, such as providing the complainant or appellant to be accompanied or assisted by a support person at any meeting or interview;
- Provide the complainant or appellant with the opportunity for a review by an appropriate party independent of ACPD if our internal processes are not satisfactory; and
- Co-operate with any statutory body or external agency that may investigate the handling of a complaint or appeal.

Complaints and Appeals Process

- ACPD will send an acknowledgement letter to the complainant or appellant within **2 business days** confirming receipt of a complaint or appeal.
- The handling of a complaint or appeal will commence within **5 business days** of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- We will aim to resolve the complaint or appeal within **10 business days**, and no

longer than 60-days, unless absolutely necessary.

- Where ACPD considers that more than 60-days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified in writing on a fortnightly basis.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint or appeal, including details of the reasons for the outcome. A meeting is organised with the complainant or appellant to communicate the outcome of the appeal, with a written response to be provided to the complainant or appellant in the meeting. This meeting should occur within **5 business days** from when the CEO has finalised their response to the complainant or appellant.
- Where the complainant or appellant is dissatisfied with the outcome or the handling of their complaint or appeal, an appropriate independent third-party such as The Dispute Settlement Centre of Victoria or Mediate Today will be appointed to review our handling of the complaint or appeal.
- Where the complainant or appellant wishes to appoint a separate third-party, they may have to contribute to the cost of engaging the third-party to undertake the review.
- ACPD will accept any recommendations made by the independent third-party as final and will be advised to the complainant or appellant and implemented by ACPD within **10 business**

days (unless circumstances do not permit) without prejudice.

- Where the complainant or appellant is still unsatisfied with the outcome, they may refer the matter to the National Training Complaints Service – 13 38 73, or the Commonwealth Ombudsman – 1300 362 072.

Training and Assessment

Academic Integrity

Academic Integrity is the commitment to and the demonstration of honest and moral behaviour in an academic setting. This is most relevant at a vocational level as it relates to providing credit to other people when using their ideas and it requires the acknowledgement of other individual's contributions. Failure to provide such acknowledgement is considered plagiarism.

It is important to know what plagiarism is, what form it takes and how plagiarism happens. Many students who plagiarise do so unintentionally, often because they do not have the academic skills to avoid over-reliance on the work of others or because they do not know what constitutes plagiarism.

Plagiarism is the act of using someone else's work or ideas and passing them off as one's own work. It is a type of intellectual theft and can take on many forms:

- Incorrect referencing – when the material is copied word for word and acknowledged as paraphrased, but should have been presented in quotation marks, or material paraphrased without appropriate acknowledgement of its source.
- Collusion – when learners submit the work of someone else and call it their own, with full knowledge and consent of the other person who has supplied the work, in order to give a false representation of one's effort or performance on the assessment item. The person supplying the work can also be deemed to have participated in collusion. Unintentional

collusion can arise from study groups and from group-based assessment where students are unsure about the boundaries between what is considered acceptable group work and collusion.

- Ghost writing – when an assessment is purposely written by another person and represented by the student as his or her own work.
- Purloining – when material is copied from another student's assessment or work without their knowledge.
- Re-submission of material – when the material has previously been submitted by another student.

Where plagiarism has been detected, ACPD will consider the extent of the plagiarism, noting that the more extensive the plagiarism, the more likely it was intentional.

Where it has been determined that the plagiarism or colluding has arisen from a lack of understanding, the learner will be issued with a formal warning and requested to revise and re-submit the work for assessment. The Trainer and Assessor is also to sit down with the learner to help them understand our Academic Integrity policy by explaining it to them clearly and clarifying any doubts they may have. Where a learner continues to commit plagiarism or collusion, they will be removed from the training program.

Where it has been determined that plagiarism, cheating or colluding was intentional, their work is not to be accepted, and the learner will be issued with an alternative assessment to complete. The learner will be issued with a formal warning in writing detailing the seriousness of the incident and the

consequences if the learner is found to plagiarise, cheat or collude again – they will be removed from the training program.

Use of Artificial Intelligence (AI)

The use of AI tools such as ChatGPT and other generative AI platforms has become increasingly common in academic and vocational settings. While AI can be a useful tool for research, idea generation, and improving writing clarity, it must be used responsibly.

At ACPD, learners and staff are expected to adhere to the following AI usage guidelines:

- AI-generated content must be properly acknowledged when used in any submitted work.
- AI tools should not be used to generate any assessment responses or replace a learner's independent effort. We use tools such as [insert software program name] to detect any AI written content.
- Trainers & Assessors will provide clear guidance on when AI tools are permissible and when they are not.
- Unauthorised or excessive reliance on AI tools, including using AI to complete assessments is considered a breach of academic integrity and will result in a learner's work not being accepted. Careless or inadequate referencing is considered as poor practice. Where careless referencing is identified, the learner will be required to correct the error and re-submit their assessment.
- Failure to comply with these guidelines may result in appropriate disciplinary action.

Learning Texts and Training Workbooks

In certain training programs, students may be required to purchase learning texts and training workbooks. Where required, students will be responsible for these expenses.

For a full list of current fees and charges please refer to our website.

Student Support

We endeavour to explain our policies, procedures and marketing materials in simple and plain English to our prospective and current students. If you are having difficulty in understanding the information in this handbook, our marketing materials such as course brochures and emails, please reach out to our Admin Team at admin@professionaldevelopment.au with the points of clarifications needed. We endeavour to return back to you with clarifications within **3 working days.**

Core skills is an essential aspect of the basic foundations of any work task – from communicating instructions, to completing reports. The five core skills crucial for students to effectively participate in vocational education and training are learning, reading, writing, oral communication and numeracy.

We are compassionate to student's comprehension abilities and provide them with information to assist them in making decisions with regards to their training. Where we have identified that the learner has minor language, literacy, numeracy proficiency and digital literacy deficiencies through the learner's responses in the Core Skills Indicator

assessment, the Trainer & Assessor will draw up a tailored Support Plan. The plan is to be tailored to the student's specific needs and can include:

- Additional one-on-one tuition support;
- Weekly sit-downs with the Trainer to find out how they are progressing and what level of assistance may be required;
- Provide reasonable extensions for submissions; and
- Provide learners with additional resources to assist them in understanding the learning and assessment materials.

Where we have identified major core skills deficiencies, we would refer the student to a specialist provider before they are eligible to commence their training with ACPD. Selected specialist providers are listed below:

- Read Write Now – 1800 018 802;
- Reading Writing Hotline – 1300 655 506
- TAFE NSW – 13 16 01
- TAFW WA – 13 64 64

Where you prefer a specific support system, please reach out to our Admin Team at admin@professionaldevelopment.au to discuss options that may be available.

Where a learner has been recognised as having learning difficulties, the Trainer & Assessor assigned will schedule additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions should be structured in

accordance with the planned learning for the intended training program. The learner should be consistently encouraged during their learning and offered additional support where required. The Trainer & Assessor will provide the learner with additional advice on the best approach and schedule for them to complete their learning.

For example, if learners learn better reading, the learner will be provided with adequate learning texts and reading materials. Where a learner learns better visually, they will be provided with adequate videos and images to help them with their learning. Where a learner is an auditory learner, the Trainer & Assessor will provide the learner with audio recordings of classes and learning material.

All possible allowances will be provided to persons with disabilities. Trainers & Assessors will use their judgement in assessing the learner's ability to perform tasks in a safe manner and ensure that if training is to take place in-person, the entry and pathways should be easily accessible by a person in a wheelchair and special accommodations will be made to ensure the comfort and safety of the learner.

We aim to support learners with vision impairments on an individual basis. For those who can identify images, we may provide materials with larger fonts and offer audio recordings of classes and learning resources to support their learning. If a learner's vision impairment requires additional specialist resources or support beyond our capacity, we will guide them towards an RTO better equipped to meet their specific needs, ensuring they have access to the necessary assistance.

Students with a hearing impairment, whether mild, moderate, severe or profound may require particular support such as an Auslan interpreter, a specialised tutor or training participation assistance. Where a student has mild hearing impairment, this means we are able to communicate with them with ease. ACPD can support them by speaking at a slower pace or providing them with the opportunity to record the class in order for them to play it back later or providing them with additional notes and learning resources. Reasonable adjustments can also be made for practical activities involving speech such as role plays.

Where a student is unable to keep up with their training and assessment plan due to chronic medical issues, we would review their training plan and provide options such as an extension to their enrolment or offer them additional time to complete their assessments. The Trainer & Assessor may consult with their medical practitioner to better understand the learner's medical condition in order to be able to support them practicably.

Learners diagnosed with low general intellectual functioning and acquire brain impairment would require specific support mechanisms which we may not be equipped to cater to. We may consult with the learner's medical practitioner to help us understand more about the condition before preparing a specific Support Plan for their learning. Where ACPD does not believe we are in a position to accommodate to such particular need, we will refer them to another RTO that may be able to provide the support required for the learner.

Students with a mental health disorder may exhibit different symptoms, and the symptoms

may flare up in the presence of triggers. It is important that we provide as much support to these students as possible. If the student requires time off, we may offer deferment options. If the student requires an assessment extension, we will provide them with an extension within reason.

Where a learner is requiring counselling, we may refer them to the following service providers:

- Kids Helpline – 1800 551 800 – www.kidshelplines.com.au. Focuses on counselling for children and young people between 5 to 25.
- Headspace – 1800 650 890 – www.headspace.org.au. Focuses on mental health support for young people aged 12 to 25.
- Lifeline – 13 11 14 – www.lifeline.org.au. Focuses on crisis support and suicide prevention.
- Beyond Blue – 1300 224 636 – www.beyondblue.org.au. Focuses on anxiety, depression and mental health support.
- MensLine Australia – 1300 789 978 – www.mensline.org.au. Focuses on support for men dealing with relationship, family or emotional issues.
- 1800Respect – 1800 737 732 – www.1800respect.org.au. Focuses on support for individuals experiencing domestic, family or sexual violence.
- SANE Australia – 1800 187 263 – www.sane.org. Focuses on support for people affected by complex mental health issues.
- GriefLine – 1300 845 745 – www.griefline.org.au. Focuses on support for individuals dealing with grief and loss.

- QLife – 1800 184 527 – [www.qlife.org.au](http://www qlife.org.au).
Focuses on support for LGBTQIA+ individuals

Where you prefer a specific support system, please reach out to our Admin Team at admin@professionaldevelopment.au to discuss options that may be available.

Student Wellbeing Support

It is important that we do our best to maintain an environment that is supportive of our learner's mental and emotional wellbeing. Where a learner has expressed that they are stressed out or is experiencing emotional stress or anxiety, we are to refer them to appropriate counselling services such as those outlined above and do our best to accommodate their needs – such as offering extensions on their assessment submissions or offering deferment options. It is also crucial for us to schedule in regular check-ins with them in order for us to keep track of their wellbeing and progress.

Some learners will be trying to juggle work, families and their studies at the same time. We are to assist the student prepare a manageable and flexible schedule to balance their learning, family and work commitments.

Where a student is undergoing financial difficulties that prevent them from being able to make their tuition payments on time, ACPD will offer them with a payment plan to assist them or be flexible with their payment due dates. Should a student be in dire need for necessities such as food due to their financial difficulties, we will direct them to the nearest soup kitchen.

Some learners may not have the knowledge and skills to seamlessly use the resources such as computers, and our online learning platform. Where the learner is struggling with utilising these ICT resources, the Trainer & Assessor is to provide assistance to the student to help them navigate and utilise the ICT resources appropriately.

Other individual needs will need to be considered on a case-by-case basis in consultation with the CEO.

Reasonable Adjustments

From time to time, in addition to support to be provided to learners, we offer reasonable adjustments to enrolments and assessments as required. Reasonable adjustments are designed to enable students to achieve their maximum potential within a framework of academic standards. We observe the Disability Standards for Education 2005 to ensure that we remain fair, equitable, flexible and balanced when deciding on what constitutes as reasonable adjustments for our learners, without compromising the outcome and purpose of the assessment(s).

In determining whether an adjustment is reasonable, the factors in the Disability Standards for Education 2005 (Section 3.4.2) are to be considered, which includes:

- Ensure course activities are sufficiently flexible;
- Provide additional time to complete assessments or the opportunity to submit a draft for feedback;
- Provide assistive technology options;
- Provide alternative formats for learning materials;

- Customise resource, activities or presentation mediums;
- Offer choice in assessment format (where appropriate);
- Offer flexible scheduling of training or assessment;
- Make physical changes to the learning environment, such as accessible room layout;
- Offer a reasonable substitute within the context of the course where a student cannot participate;
- Any effect the proposed adjustment will have on the education provider, staff and other students; and
- The costs and benefits of making the adjustment.

It is also imperative that the principles of assessment – validity, fairness, reliability and flexibility are maintained. Where reasonable adjustments result in unfair advantage to one or more students, subsequent disadvantage will occur for other students. In this situation the award being conferred can be invalidated.

The following are examples of unreasonable adjustments:

- The provision of unlimited time in examinations. The amount of additional time allowed must be justifiable based on the nature and degree of the individual's difficulties.
- Reduced workloads are viewed as lowering standards and expectations. In contrast adjusting the mode of the assessed task is reasonable in situations where the original assessment task format was not inherent to the knowledge and skills

required to succeed in the unit of study.

- Extreme demands on Assessor time can also be considered unreasonable and must be determined in consultation with CEO in the planning of reasonable adjustments.
- Provision of reasonable adjustments where there is no evidence base. Students who receive support through reasonable adjustments have a responsibility of disclosure and must provide authentic documentation such as the Educational Psychologist assessment that outlines explicitly the specific learning disability and recommended adjustments.

Examples of some reasonable adjustments that can be made for learners:

- **Unable to meet assessment deadlines**
Where a learner is genuinely unable to meet assessment deadlines, such as due to illness or work commitments, we can provide up to 2 weeks' worth of extensions to the learner to enable them to complete their assessment tasks.
- **Learner with a dyslexic condition**
Where a learner has dyslexia, depending on their severity, we can read the assessment instructions and task out to them, and provide a scribe or use Assistive Technology – like voice to text technology to record down his responses.
- **Learner with mental health conditions**
Where a learner has a mental health condition or is going through difficulties in their personal lives, we are to offer to connect them to a

psychologist or contact services such as Lifeline, and provide as much extension and flexibility for them to submit their assessments.

Where a reasonable adjustment is needed to be made for a learner due to cultural sensitivities, reasonable adjustments will be guided by our cultural awareness policy.

Where a reasonable adjustment is made for a student, this information is to be recorded on their file and on the applicable assessment tool. Where a reasonable adjustment is not possible, the reasons why is to be communicated to the learner promptly.

Assessment

At ACPD, we will endeavor to assess and provide you with feedback on your assessment submission within **10 business days**.

Assessment is conducted using a combination of Written Knowledge Assessments, Project Work and Practical Activities.

The following provides a brief explanation of the primary assessment methods:

- **Knowledge Tests.** The student is required to participate in knowledge tests over the course of his or her study. The student will be required to individually complete the test. The student may research their answers from the course training materials and notes as well as relevant workplace references.
- **Project Work.** The student is required to undertake a range of projects in the context of his or her own workplace or on a case study that is provided by the assessor. A

project will require the creation of various workplace documents (reports, memos, etc.).

- **Presentations / Role-Plays:** The student is required to demonstrate a range of skills whilst being observed by, or interacting with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the student apply their knowledge and skills during practical activity.

Re-assessment

Students will be provided with detailed verbal and written feedback if they are assessed as 'not yet competent'. This feedback on their submission is designed to assist the students in identifying the gaps in their knowledge and skills to be addressed through further training and support, preparing them for re-assessment.

It is a policy of ACPD to provide our students with **one additional opportunity** for training and re-assessment at no additional cost to the student.

Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

For a full list of current fees and charges please refer to our website.

Where students are not satisfied with the outcome of their assessment, they are able to access the appeals process. A student can appeal an assessment decision by submitting an Appeals Form.

This appeal must be lodged to ACPD within **20 business days** of the student being informed of the assessment decision.

You can refer to our Complaints and Appeals policy for more information.

Credit Transfer

It is a requirement of ACPD to accept and provide credit to student for nationally recognised units of competency and/or modules, unless licensing or regulatory requirements prevent us from doing this.

In application for a credit transfer, a student must submit a completed and signed Credit Transfer Application Form which can be requested for from our Administrative & Support Staff, and certified as true copies of the following:

- AQF certificate or qualification showing the completion of the training program and the units of competency issued by an RTO or an AQF authorised issuing organisation; or
- Authenticated VET transcripts issued by the Registrar.

In applying for credit, students should note:

- Any student is entitled to apply for a credit transfer where they have completed the unit of competency (or its equivalent unit) for the training they are enrolled in;
- Students are encouraged to apply for a credit transfer during the enrolment process to reduce any unnecessary training and assessment;
- Students may not apply for a credit transfer for all of the units of competency

in a training program – they must participate in the training and assessment in at least one unit of competency;

- Students may only be awarded credit for the equivalent unit of module, as published on the National Register;
- Students may only apply for a credit transfer for units of competency which ACPD are approved to deliver on the National Register;
- Students authorise for ACPD to verify the information with the relevant authorities to confirm the authenticity and validity of the attained competencies; and
- There are no fees applicable for a credit transfer application.

Recognition of Prior Learning

ACPD will provide students with the opportunity to seek recognition of prior learning (RPL) toward a qualification or units of competence for which they are enrolled in.

RPL is a process that assesses a student's competency which has previously been acquired outside of the formal training and education system to determine if a student meets the requirements for a unit of competency. The RPL process removes any duplication of training and assessment and enables students to gain formal qualifications based on the informal training and education they possess.

It is important to note that credit transfer is not the same as a recognition of prior learning process. Recognition of prior learning is a form of assessment whilst credit transfer is an administrative process.

In application for RPL, a student must submit a completed and signed Recognition of Prior Learning Application Form which can be requested for from our Administrative & Support Staff.

Once the application is submitted, the assigned Trainer and Assessor will review the form in order for them to prepare an RPL Assessment Plan for the student. The student will then be briefed of the requirements and will be required to collate the required evidences and submit it to the Trainer and Assessor by the due date. The evidence provided must substantiate the student's claim that they have previously learnt the skills and knowledge through work, study, life and other experiences, and that they are currently using that knowledge and skills.

The evidence must also confirm the student's ability to adapt their knowledge and skills to the context of the intended workplace or industry.

Forms of evidence to support your RPL application may include, but is not limited to:

- Certificates of informal learning or training undertaken by the candidate in the past 5-years;
- Examples of work products or samples;
- Job descriptions and/or letter of offer detailing the candidate's job scope;
- License documents;
- Performance appraisals or reviews;
- Photographs or videos of the student carrying out their work;
- Professional or trade memberships;

- Records of workplace training;
- Reports from current and previous supervisors or managers;
- Testimonials from clients; and
- Work samples.

The Trainer and Assessor may also require the student to answer knowledge questions verbally, or in writing, or undertake practical tasks as part of their RPL assessment.

Written feedback will be provided to the student regarding their RPL assessment submission once their submission has been reviewed. Students will also be informed of their assessment outcome at the end of the RPL assessment process. Where the student is unsatisfied with the outcome of the RPL assessment process, they have the opportunity to access our appeals process. You can refer to our Complaints and Appeals policy for more information.

In applying for RPL, students should note:

- Any student is entitled to apply for an RPL for the training they are enrolled in;
- Students are encouraged to apply for RPL during the enrolment process to reduce any unnecessary training and assessment;
- Students may only apply for RPL for units of competency or qualifications which ACPD are approved to deliver on the National Register; and
- There are no fees applicable for an RPL application.

Your Certificate and Transcript

At the completion of your training program, ACPD will issue students with their certificate and/or transcript within 30 calendar days of the completion of their training program, providing all agreed fees and charges have been paid and the USI provided is valid and correct.

Where you require for a re-issue of your certificate and/or transcript, there is a fee payable. For a full list of current fees and charges please refer to our website.

Course Duration

Students are responsible for their own learning and development and ensure they are maintaining progress with their learning as outlined in their training plan.

We acknowledge that a student's circumstances can vary from when they commence their course to the circumstances they face whilst progressing through the course.

ACPD will work with our students to support them in completing their course within the duration specified in their Confirmation of Enrolment.

ACPD will maintain and track each student's course progress to ensure a student is continuing to meet course requirements and that the course is completed within the expected duration of study.

ACPD will monitor a student's academic performance and alert the student where necessary should they be falling below the requirements.

Extension to Course Duration

ACPD will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's Confirmation of Enrolment, as the result of:

- Compassionate or compelling circumstances;
- An approved deferment or suspension of study has been granted in accordance with the Deferral, Extension, Suspension or Withdrawal policy; or
- After implementing an intervention strategy for students who are at risk of not meeting satisfactory course progress.

All intervention strategies or extensions will be assessed individually, taking into account the circumstances of the student.

Students will only be permitted a maximum enrolment period of 2-years. If a student has reached their maximum allowable enrolment period, they will not be granted any further extensions and will have to re-enrol into the course.

Monitoring and Tracking of Course Completion

ACPD tracks a student's progression during the training program to ensure the student is meeting the course requirements and is on track to complete their course on schedule as outlined in their Confirmation of Enrolment.

This enables ACPD to identify any concerns immediately and help minimise any adverse effects to the student. This also assists us in

implementing the necessary intervention strategies, where required.

Please do not hesitate to approach your Trainer, or our Administrative & Support Staff if you are experiencing any difficulties with your studies, and we will endeavour to provide any additional support where possible.

Intervention Strategies

It is a policy of ACPD to implement intervention strategies for students not meeting satisfactory course requirements. A student's progress will be reviewed to at the start of each academic quarter (i.e. January, April, July and October) to allow ACPD to identify 'AT RISK' students:

- The student has failed more than 50% of the units;
 - The student has been identified as unable to complete the course within the set duration;
- Face-to-face students only:**
- The student has missed more than 20% of classes for the term.

Strategies for intervention may include, but are not limited to:

- Modifications to their course load or training plan;
- Additional tuition support from the student's Trainer and Assessor where appropriate;
- Extension in their course duration (to no more than 2-years from the date of commencement);
- Assist students in accessing appropriate support services such as counselling support services.

All students identified as 'AT RISK' will be sent a meeting request to discuss their academic progress and appropriate support and

intervention strategies. An intervention strategy plan is developed and if the student does not agree with the intervention strategy plan, the student has **20 business days** to lodge an appeal. You may refer to our Complaints and Appeals policy for more information in accessing the appeals process.

Deferral, Extension, Suspension, Withdrawal and Cancellation of Enrolment

Students can defer, extend or temporarily suspend their enrolment on compassionate grounds or compelling circumstances.

Students may also withdraw from their course. Students who withdraw from their course may be entitled to a refund of their course fees. Kindly refer to the Refunds process for more information about a refund you may be entitled to.

Applications for deferment, extension or withdrawal must be made by completing a Deferral, Extension, Suspension or Withdrawal Form. This form can be requested from our Administrative & Support Staff. The completed form is to be submitted together with any supporting evidences to our Administrative & Support Staff via e-mail to: admin@professionaldevelopment.au

Applications for deferment and temporary suspension must be received at least **10 business days** prior to the commencement of the course (where the student is withdrawing) or prior to the date of deferment or suspension.

ACPD may suspend a student's enrolment on the grounds of:

- Serious misconduct or misbehaviour by the student; or

- Continuous misconduct or misbehaviour by the student where formal warnings have previously been issued.

ACPD may cancel a student's enrolment on the grounds of:

- Serious misconduct or misbehaviour by the student;
- Continuous misconduct or misbehaviour by the student where formal warnings have previously been issued;
- Failure to comply with the Student Code of Conduct;
- Failure to comply with any formal warnings issued;
- Criminal misconduct or behaviour occurring on our premises or using our facilities, resources and/or equipment; or
- The non-payment of outstanding course fees and charges – generally where they have been overdue for 90-days and the student makes no resolution or plan with ACPD to fulfil the payment.

In any given situation that leads to a suspension or cancellation of a student's enrolment instigated by ACPD, formal written notification will be provided to the student. In turn, the student has **20 business days** to lodge an appeal.

The suspension or cancellation of enrolment instigated by ACPD cannot take effect until the appeals process has been completed should

the student choose to lodge an appeal, unless extenuating circumstances relating to the welfare of the student applies.

Course Transfer

Requests for transfers to another course within ACPD can be arranged if ACPD is advised in writing more than **10 business days** prior to the program commencement date and there is availability in the selected program. A fee will be incurred for transferring courses. Kindly refer to our website for more information about the current fees and charges.

Students are to complete a Course Transfer Form and the completed form is to be submitted to our Administrative & Support Staff via e-mail to: admin@professionaldevelopment.au

All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.

Transfer requests will be processed within **10 business days** from the date of submission, with an outcome provided.

If a student does not agree with the outcome, a student has **20 business days** to access our appeals process.

Kindly refer to our complaints and appeals policy for more information on the appeals process.

I, _____ hereby declare that I have read the Student Handbook and acknowledge and understand the policies and procedures outlined within ACPD's Student Handbook. I agree to be bound by ACPD's policies and procedures and will adhere to them during the duration of my course with ACPD.

Student Signature

Date