



Student Handbook



An information guide for students engaged in training at Axiom College

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General Information

ORGANISATIONAL OVERVIEW

Axiom College has been operating successfully for 20 years delivering accredited and non-accredited training and assessment services throughout Queensland and nationally. Our Queensland campuses include Brisbane – Milton, Mackay and Townsville.

We are a Registered Training Organisation (RTO) operating within the National Training Framework. We deliver nationally recognised Training Package qualifications in areas such as Business, Information Technology, Financial Services, Hospitality, Retail, Transport and Logistics, Asset Maintenance, Training and Competitive Manufacturing.

Axiom College operates under the Vocational Education and Training Quality Framework, which means that our management systems and processes are endorsed for providing quality training and assessment. We are also registered as a Pre-qualified Supplier with the Queensland Government to deliver training for eligible studentships.

Axiom College is committed to providing you the best possible services that we can and we continually strive to improve, remain current with industry standards and achieve best practice in all that we do.

LOCATIONS

Brisbane – (Head Office)	Hervey Bay	Townsville Campus
18 Mayneview Street Milton Qld 4064	4/59 Torquay Road Pialba QLD 4655	Tenancy 1, 162 Denham Street, Townsville QLD 4810
Phone (07) 3510 8000 Fax (07) 3510 8050 <i>PO Box 1041, Milton, Qld 4064</i>	Phone (07) 4194 2622	Phone (07) 4772 3366 <i>PO Box 1041, Milton, Qld, 4064</i>

Axiom College also delivers training in other Australian States and Territories. These training venues are subject to change.

FACILITIES

Axiom College head office is conveniently located at 18 Mayneview St, Milton, QLD.

At the Milton premises there are three (2) training rooms, which are resourced comfortably for groups of up to 25 students.

The Townsville campus has one (1) training room which is resourced comfortably for a group of up to 12 students.

The Hervey Bay campus has one (1) training room

All training rooms and facilities are available for hire 6 days a week. The structure for customised courses is available on request.

GOVERNMENT FUNDED TRAINING

Certificate III Guarantee Program – is a Queensland Government initiative that offers a government subsidy to support eligible individuals to complete their first post-school certificate III qualification.

For more information and eligibility criteria please refer to the Certificate III Guarantee Fact Sheet available on the <https://training.qld.gov.au/> website.

Higher Level Skills – assists eligible individuals no longer at school gain higher level skills required to secure employment or career advancement in a priority industry or to transition to university.

For more information and eligibility criteria please refer to the Higher Level Skills Fact Sheet available on the <https://training.qld.gov.au/> website.

Be aware that if you are successful in having your course subsidised by the Queensland Government you will probably be excluded from future training fund options offered by the Queensland Government.

A BLENDED / FLEXIBLE APPROACH TO TRAINING

Axiom College strives to provide industry relevant training which fits the needs of learners and employers. We have found that industry seeks a blended-learning approach which does not require the learner to be away from the workplace for extended periods of time and has the benefits of learning about things that happen in the real-life workplace.

TRAINING DELIVERY

Training no longer occurs solely in a classroom. Both businesses and students prefer training that is delivered at times and locations that suit them.

Axiom College is pleased to offer training via several delivery methods, including:

- Scheduled classroom delivery.
- Scheduled on-site delivery at the workplace.
- Distance education methods, which may include traditional correspondence, web-based, online, e-learning and virtual classrooms.
- Blended flexible delivery, which uses a range of delivery modes, such as:
 - Distance education
 - Online/e-learning
 - Self-paced and self-directed learning
 - Scheduled classes

- Work-based

Axiom College can also offer:

- Customised programs
- Training that can be delivered during or after work hours.

CLASSROOM DELIVERY

Classroom delivery removes the student from routine work duties to undertake training in a classroom environment. This can take place as block release or day release at the RTO's premises, in a classroom environment at the business premises, or other training venue.

Scheduled classes are *conducted at one of our campuses* and selected regional sites. Classes usually run from 9am until 4pm, however this may vary.

A qualified Axiom College Trainer leads the class step by step through the unit of competency. The class environment is interactive with the student encouraged to participate and ask questions. Students are provided with learning resources at commencement of their training.

Questions testing knowledge and practical tasks/scenarios testing skills of the assessment are normally completed in the class environment. A project may be taken away to be completed in the workplace within a specified timeframe (usually two weeks). Supervisors / Mentors are encouraged to contribute and mentor the Student to complete the project.

ONSITE CLASSROOM DELIVERY

Onsite *Class* delivery is similar to an Axiom campus classroom delivery however; the classes are conducted at the student's specified premises. The onsite classes usually consist of a group (a minimum of 5 students attending the class at the same time) of students from the same employer. *This method of delivery should be approved by the Axiom College General Manager.*

ONSITE DELIVERY

In onsite delivery, the method is more self-paced and work-based learner centred. The student is provided with essential learning materials, exercise files (where applicable) and assessments for the student to work through at their own pace.

Learners are encouraged to research information available from their workplace and other reasonable sources. The trainer supports the student, provides coaching, guidance and mentoring through the unit, and explains the assessment requirements thoroughly. Workplace supervisors and mentors are required to provide tasks that will develop the

learner's skills and relate these tasks to the workplace and encourage them to complete all assessment items.

Students are encouraged to contact the Student Support Centre during business hours when assistance is required.

DISTANCE DELIVERY – TRADITIONAL AND ONLINE TECHNOLOGY

Distance delivery encompasses a range of methodologies and technologies which need to be fully understood before commencing in the course, so you know what to expect. It may include using traditional correspondence methods using manuals/texts and working through courseware and completing activities and assessments; or it may utilise web based resources in e-learning, computer based resources on a CD, online interactions both off and on campus using email, telephone, videoconference, and virtual classes, or even audio conferencing may be used.

To be successful it is essential that the learner is proactive with their learning and utilise the support services Axiom College provides. It is the most difficult form of delivery for some people, but preferred by others given its flexibility. Participants need to understand that they are the driver of their learning.

The student would work their way through the program and be given direction and support by their trainer. The trainer is available for contact to assist the learner with activities and other questions via email or telephone.

Students are encouraged to call the Student Support Centre on 1800 029 466 and arrange to speak to a trainer if they have any questions. An email can be sent the Student Support Centre via ssc@axiomcollege.com.au, who will respond within 48 hours.

ONLINE

In online delivery, units/modules are allocated to the student via the internet. A Log-in and Password is issued, enabling access to the online course. Some courses may require assessment items to be printed and posted into Axiom College, as on-line marking may not be allowed or available.

Students work through the course, complete the reading and activities, and complete all parts of the assessment.

Students are encouraged to consult with the trainer and their supervisor/mentor. Trainers will provide feedback online, via email, or at workplace visits where this is possible.

NOTE: If online delivery has been selected, the selection of units within the qualification may be affected. For some qualifications, the student must select pre-determined units.

FLEXIBLE DELIVERY

Flexible delivery allows the student to undertake training using distance, correspondence, online or Internet training, combined with instruction delivered using face-to-face, video link or teleconferencing methods.

CUSTOMISED DELIVERY

Customised delivery means planning and creating training products and services tailored to the specific requirements of different clients.

Business clients in particular are increasingly demanding workplace-oriented delivery and assessment solutions that:

- Fit with production and work schedules.
- Support learning in context.

Axiom College provides in-house training that is client specific using their processes and tools, and designed in ways to suit their settings and needs.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL provides an opportunity for you to have previously acquired skills formally recognised. RPL skills may have been acquired through practical work, life experience, or formal education. In order to have these skills recognised you need to be able to clearly define these skills and provide evidence of your experience and ability. This evidence may take the form of official certificate, demonstration of skill or previous work samples.

All RPL applications should be submitted within four (4) weeks of course commencement.

Your trainer/assessor will contact you within 2 weeks to issue discuss your application and assessment through RPL.

To formally apply for RPL, you will be required to fill out the RPL Application Kit, submit evidence documentation and send by mail (registered mail recommended) or hand deliver to Axiom College, or to an Axiom College representative.

NB: Any documentation submitted for RPL will not be returned to the applicant, please ensure that you send copies and not originals.

National Recognition/Credit Transfer

Axiom College recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO's). Students who have already acquired an officially recognised qualification or Statement of Attainment for one or more Units of Competency may apply for credit transfer for those units. Students who wish to

gain credit for already acquired training must bring their Qualification, Statement/s of Attainment, Record of Results, or other relevant evidence to Axiom College to be evaluated and sighted as a true copy by an authorised Axiom College representative. Alternatively, a certified copy of any or all of these (as required) can be submitted to Axiom College.

RESOURCES AVAILABLE

A wide range of resources are available to assist you with the completion of units of competency. It is strongly recommended that you utilise at least some external resources or texts to supplement information required to complete tasks. Information is available from a number of sources including:

- Internal resources within your organisation e.g. Quality Assurance Manuals, Annual Reports, Workplace Health and Safety Policies.
- Industry publications specific to your area of business.
- Libraries – Local, TAFE Colleges and Universities.
- The Internet – Most Government Departments and regulatory bodies now maintain useful websites.
- Training Providers – may maintain libraries of information available.
- Textbooks and Other Reference Materials such as computer manuals.
- In addition, Axiom College offer resources to assist both the supervisor and student.

LEARNERS WITH DISABILITIES INCLUDING LITERACY AND NUMERACY

Axiom College has adopted the policy that a basic Language, Literacy and Numeracy screening will be carried out on all students enrolled in a studentship, for the purpose of identifying special learning needs. Where necessary and appropriate, reasonable adjustments will be made to methods of delivery and assessment processes to suit the needs of the individual, so that the student has a reasonable chance of success in their training.

For students enrolled in fee-for-service qualifications or short courses, no formal LL&N assessment will be undertaken; however it is the responsibility of the trainer to ensure that they are conscious of individual learning needs in class, and will adapt their delivery and assessment methods to suit the needs of their students. Reasonable adjustments to the learning and assessment process will be undertaken by the trainer where necessary to assist students in successfully completing their course.

Many people with a disability participate in mainstream training successfully if support is given. Support for students with a disability participating in mainstream vocational and technical education can include:

- Tutorial assistance.
- VET Disability Support Service (VDSS).
- Disabled Australian Apprentice Wage Support (DAAWS).
- Literacy and numeracy support.
- Disability Services Officers.

As soon as possible after making a decision to enrol in training, people who believe their disability may affect their full participation should contact the training provider to discuss whether adjustments or additional support will be necessary.

THE ASSESSMENT PROCESS

Assessment will only be carried out for accredited training where a qualification or statement of attainment or licence may be issued on successful completion of a course.

Assessment will be carried out on completion of learning in unit/s of competency, or under RPL processes to ascertain whether the participant can be deemed 'competent'.

Assessment evidence submitted by the student will be marked and feedback given advising whether the evidence is satisfactory (successful) or unsatisfactory (unsuccessful) and other feedback provided as appropriate. All evidence is retained by Axiom College.

Formal assessment instruments are used to enable a judgment to be made of the attainment of knowledge, skills, attitudes and abilities to establish whether the candidate is competent. In a studentship a competent result can only be awarded when all evidence requirements are met and both off-the-job and on-the-job training is successfully completed.

A formal **summative assessment** tool will be administered and may consist of a range of instruments, for example:

- Written, short answer, multiple choice, true or false type, or verbal questions.
- Practical tasks, exercises, activities, role play scenarios or observation, third party reports.
- Case studies, scenarios, portfolios of work produced, or project work.
- RPL methodologies.

The summative assessment tool and evidence is used to make a final judgement.

Formative assessment is undertaken during the learning process and contributes to the readiness for final assessment outcome. The activities will build learner's skills and knowledge and provide a picture to the trainer of their progress. It is expected learners complete all activities in their workbooks, as directed by their trainer.

Plagiarism and Cheating

Axiom College maintains a firm stand against plagiarism and cheating. All work submitted as evidence must be entirely the student's own. Where research is used, its source and details must be acknowledged appropriately. Students who are caught plagiarising work or cheating will be subject to disciplinary action.

Style Guide for Assessments

Assessments must be submitted according to the applicable Style Guide. Assessment may otherwise be returned for resubmission. If you are unsure about the requirements please contact the Student Support Centre or an Axiom College Trainer for advice.

General Assessment Criteria

Your assessments will be judged according to how well you have:

- Expressed your ideas clearly and concisely in logical sequence.
- Presented your response in a business case or report format.
- Displayed minimal spelling and grammatical errors.
- Understood and interpreted the assessment requirements as presented in your responses.

SUBMITTING COMPLETED ASSESSMENTS

Axiom College has implemented an automated system for receiving Assessments from students who do not complete their work in class.

As this is computer automated, it requires that students email any documents a certain way. If documents are emailed incorrectly, there may be a delay in them being formally received and acknowledged. If certain criteria cannot be found by our system, an email will be sent back to the student requesting a resubmit with the correct information. Assessments received correctly will have confirmation emailed to the student.

To assist us with this system, if you are forwarding an email to assessments@axiomcollege.com.au please make the subject line to include:

<Student Name> - <UnitCode> - <Enrol ID> (ie, Joe Citizen – BSBADM307B – 44444). This will stop the system from rejecting the email.

All submitted assessments should comply in accordance with the Style Guide and include your name, the unit code and unit name. A signed Training Assessment Record sheet should also be attached to correspond with each unit code. If you are not uploading to your student portal, the completed unit / assessment documentation can be delivered by email or post.

EMAIL	assessments@axiomcollege.com.au Emailing assessments or scanning and emailing assessments is the PREFERRED option.
POST	Axiom College PO Box 1041, Milton Q 4064

It is strongly recommended that you retain a photocopy, or a saved copy, of your completed assessment for your records, to safeguard against if your assessment is not received by Axiom College. Axiom College does maintain a register of assessments as they are received.

On receipt of your assessments, you will receive an emailed confirmation from the Student Support Centre. Please note we will require a current email address to advise you of the receipt of your assessment.

If you do not receive this confirmation within 48 hours of sending in your assessment, please contact the Student Support Centre.

Partnered Assessment

Axiom College may work together with a suitably qualified workplace assessor who holds current technical competencies to conduct assessment in a studentship. In this event a documented arrangement will be made with the third party.

In a partnered assessment process, a person who holds the vocational competencies may work with a person with the relevant training and assessment competencies in determining competency of a candidate.

In all cases, Axiom College will ensure the suitability of the contractor according to Vocational Education and Training Quality Framework (VETQF) standards.

RECORDING OF ASSESSMENT RESULTS

Details of each completed unit are recorded in the Training Record issued to students at commencement.

The student completes the “STUDENT” section at completion of each set of tasks. In signing it the student is agreeing they have completed the unit.

The supervisor completes the evidence notes as required in the “PEER/SUPERVISOR” section to indicate that, in their opinion the required level of competency has been achieved by the student.

THE COMPLETION PROCESS

Axiom College has strict quality processes in place to ensure all outcomes are achieved by the learner and all obligations to stakeholders are met. Once the quality checking process is complete Axiom College will issue the qualification and Statement of Results, or Statement of Attainment to the participant.

A completion agreement will be sent to you for signing prior to issuing full qualifications. Please ensure you have provided your current address to avoid delay in receiving your certificates. A charge will be levied for the re-issue of such documents.

Refer to the Fees and Charges Policy accessible from <http://www.axiomcollege.com.au> , or contact the Student Support Centre on 1800 029 466 for further details, or to update your address and contact details.

STUDENT SUPPORT CENTRE

The Student Support Centre aims to deliver an integrated professional service to all students. This is achieved by providing quality customer service, which will lead to an overall enhanced learning experience.

Axiom College provides this service to assist learners and employers. The team are committed to providing support, guidance and advice to students and employers. Some services provided include:

- Answering questions in relation to the student training program (including classes, training schedules, online units).
- Arranging trainer visits.
- Arranging for additional training material to be issued.
- Monitor progress of assessments submitted (ensuring deadlines are adhered to).
- Advising students when assessments have been received.
- Providing guidance with online courses and online logs.
- Ensuring the student is not experiencing any difficulty progressing through their chosen course / qualification.
- Assisting employers with processing incentive payments / claim forms.
- Assisting employers and students with new enrolments.

**A toll free number has been set up just for students
18000 AXIOM (1800 029 466) – Business Hours**

AXIOM COLLEGE POLICIES AND PROCEDURES

A range of policies and procedures information is available to stakeholders, which covers the following topics:

- Fees and Charges.
- Refunds.
- Grievance Complaint.
- Appeals.
- Access and Equity.
- Language, Literacy and Numeracy.
- Recognition of Prior Learning and National Recognition.
- Code of Practice.

- Privacy.
- Student's Code of Conduct.
- Courseware / Manual.

As policies are subject to change without notice please access the current version from the Axiom College website.

<http://www.axiomcollege.com.au/policies.htm>

People who do not have access to the internet can contact Axiom College on 18000 AXIOM (1800 029 466) and request a hard copy or further information.

COURSE FEES AND CHARGES

Axiom College is obliged to declare all of its fees and charges relating to your course prior to and at the time of enrolment.

Be aware that from time to time and depending upon the circumstance, there may be additional fees incurred.

These fees relate to costs incurred for:

- Reproduction of statements of attainment / certificates.
- Resitting of an assessment after the second attempt or for misconduct\
- Replacement of resource materials.
- Student contribution / co contribution fees associated with subsidised qualifications.

At no stage will the student be charged for any additional fees that is not declared prior to and at the time of enrolment.

REISSUE OF REPLACEMENT CERTIFICATES FEES

Axiom College will charge for the reissue or for copies of awards, including Record of Results, Statements of Attainments, Qualifications or other formal certification as per the current price list.

Please contact Axiom College for current charges information if you require a replacement certificate.

CONTINUOUS IMPROVEMENT

Axiom College is committed to continuously improving the quality of product and service that we provide. This is done through the vigorous application of Quality Assurance processes and systems for reviews, evaluation, audits and improvements. Feedback is sought and encouraged from clients, students, various interested parties, government

and industry bodies and our own staff members. All improvement initiatives will be linked to the mission, vision and values of the company.

You may email or post feedback directly to Axiom College, alternatively you can choose to use the Feedback link on our website.

YOUR TRAINING GUARANTEE

Axiom College will provide quality training and assessment services and prepare its students for a fulfilling professional career.

Axiom College is committed to upholding its values of providing excellence in training.

Whilst specific programs may have unique or regulatory conditions (which can override certain clauses of the Participant Training Agreement), Axiom College guarantees that from the moment the student begins vocational training in any of its accredited courses, that the training and its associated assessment will be available for the duration of the agreed training period.

In the unlikely event that Axiom College is unable to provide the service, it will take all reasonable steps to provide the student with alternative arrangements.

STUDENTS' CODE OF CONDUCT

Rights and Responsibility

The adult learning environment at Axiom College encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

Students are responsible for:

- Undertaking and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at the time of enrolment including their USI and to advise Axiom College of any personal changes to their address, phone number or email address within 7 days.
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable.
- Signing in when attending class or onsite training.
- Abide by the dress code for Axiom College.
- Not cheat / plagiarise in course work / assessments submitted for assessing
- Recognise the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.

- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free and smoke in designated areas
- The security of their personal possessions while attending a course'
- Promptly reporting all incidents of harassment or injury to their designated trainer / assessor.
- Respect the college's property and observe policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

COMPLAINTS AND APPEALS

Axiom College's complaints and appeals policy will ensure that students who have a complaint or appeal, have the right to raise the complaint or appeal and expect that every effort will be made to resolve it promptly without prejudice or fear of reprisal or victimisation.

Axiom College will also provide regular updates on the progress of the complaint or appeal and if it is likely that a solution will take longer than 60 calendar days, then a reason will be provided in writing.

The policy and procedures for both complaints and appeals are available of the Axiom College website.

CONTACT LIST

Axiom College – General enquiries

07 3510 8000

Axiom College – Student Support Centre

18000 AXIOM (1800 029 466)