

STUDENT HANDBOOK



VERSION:
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WWW.AXIOMCOLLEGE.COM.AU

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Handbook Disclaimer

The Student Handbook contains information that is correct at the time of printing. Changes to legislation and or Axiom College's Training policy may impact on the currency of the information included. Axiom College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting Axiom College.

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

Any queries can be directed to:
Axiom College
PO BOX 1041
18 Mayneview St, Milton, QLD, 4064
support@axiomcollege.com.au
1800 029 466



WELCOME

Thank you for choosing to study with Axiom College
Since 1994, Axiom College has provided quality training outcomes that are current, flexible and convenient.

Our collection of nationally recognised qualifications and courses are designed to provide you with the best training to meet today's tough industry expectations.

During your time with Axiom College you can expect the following:

- unique and flexible approach to training
- professional and highly competent trainers and assessors
- industry guidance through our consultants and networks
- professional and friendly team
- strong customer focus
- quality based approach
- continuous professional development of all trainers and assessors and support staff

Axiom College is a registered training organisation (National Provider Number (80849) and as such we operate in compliance with the **Standards for Registered Training Organisations 2015 (The Standards)**. For further information on Axiom College's Training Scope of registration go to www.training.gov.au

OUR VISION AND VALUES

OUR VISION

To be a centre for learning where students are inspired to be the best they can be in their chosen field of study; where they are encouraged to develop their confidence and ability to achieve their vocational goals; and to gain the skills and commitment to have a positive outcome on the world.

OUR VALUES

Axiom college is a value-driven organisation, holding the following values:

- | | | |
|-------------------------------|--------------------------|--------------------------|
| • the customer comes first | • continuous improvement | • bias for action |
| • high standards of integrity | • quality | • building relationships |
| • respect for individuals | • innovation | |

We endeavour to provide high quality learning by:

- listening to our students and stakeholders
- providing you with ongoing access to professionally qualified staff who are specialists in their field
- keeping up to date with the latest training methods, trends and technologies
- keeping up to date with the latest industry trends and legislation
- adopting a business approach to training
- working in partnership with our learners to help them achieve their goals.

ABOUT US

As a Registered Training Organisation (RTO) we deliver **nationally recognised training** in the following industries;

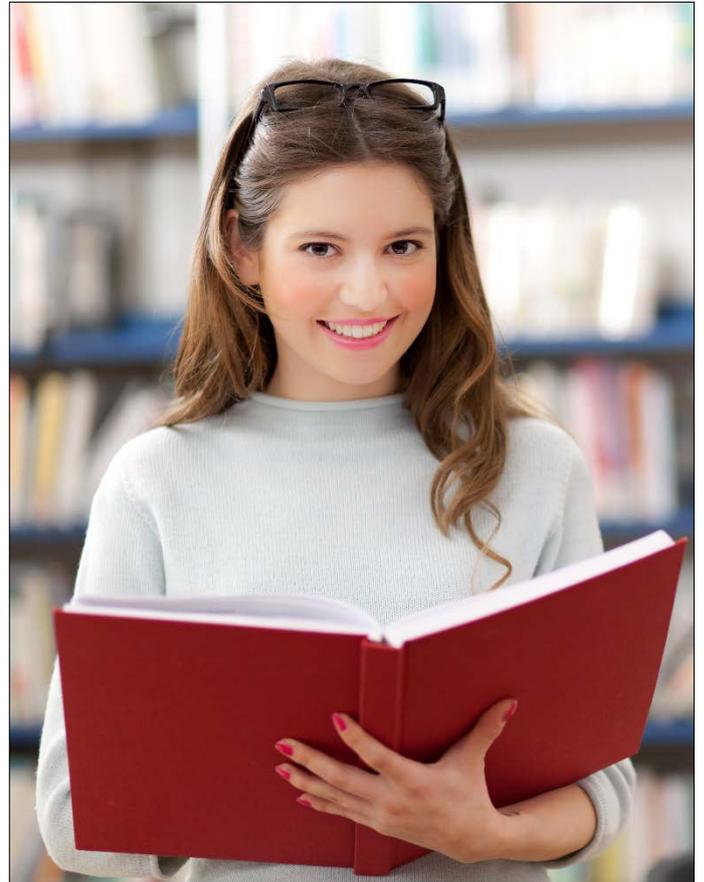
- Agriculture, Horticulture and Conservation and Land Management
- Business Services
- Community Services
- Construction
- Property Services – Cleaning
- Financial Services
- Foundation Skills
- Health
- Information and Communications Technology
- Manufacturing and Engineering
- Retail Services
- Tourism, Travel and Hospitality
- Transport and Logistics

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.

Our RTO provider code is 40489

Our office and training facilities are located at:

Milton (Head Office)	Hervey Bay	Mackay
18 Mayneview St	4/59 Torquay Rd	1/13 Wellington St,
Milton	Pialba	Mackay
3510 8000	4194 2622	3510 8085



FACILITIES

Axiom College's head office is conveniently located at 18 Mayneview St, Milton, Queensland.

- At the Milton campus there are two (2) training rooms, which are resourced comfortably for groups of up to 25 students.
- The Mackay Campus has four (4) training rooms, which are resourced comfortably for groups of up to 20 students.
- The Hervey Bay campus has two (2) training rooms which are resourced comfortably for groups of up to 12 students.

All training rooms and facilities are available for hire 6 days a week. The prices for hiring our rooms is available on request.

GOVERNANCE AND ADMINISTRATION

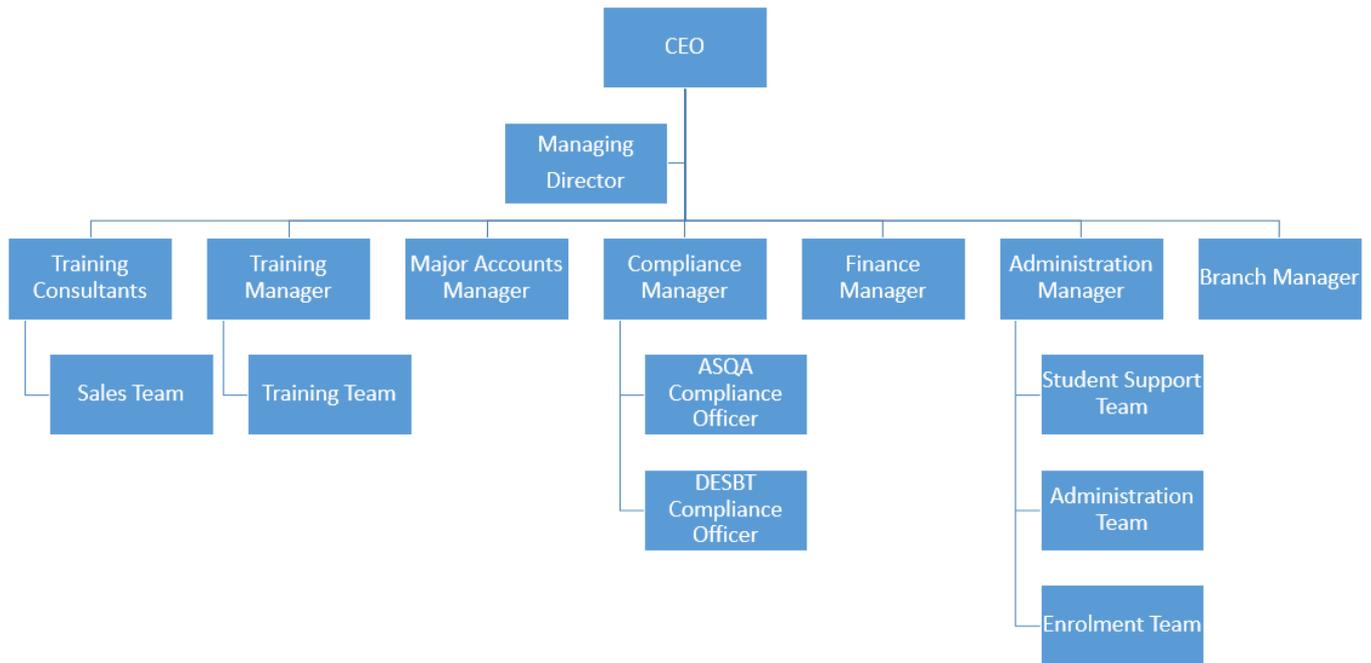
Clause 7.1 of the Standards states that the RTO ensures its executive officers or high managerial agents:

- Are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all time, and
- Meet each of the relevant criteria specified in the Fit and Proper Person requirements in Schedule 3.

To meet this requirement the Chief Executive Officer maintains RTO compliance through a systematic approach and ongoing continuous improvement.

The CEO is the legally responsible person and is accountable for the way in which the RTO operates. Responsibility for the day to day operation of the RTO rests with the Managing Director who regularly provides updates to the CEO and council through weekly meetings, fortnightly key personal meetings and bi-annual governance meetings.

AXIOM COLLEGE ORGANISATIONAL STRUCTURE



COMPLIANCE

Axiom College ensures that the highest standards are maintained in the provision of vocational education and training and professional development. Axiom College will ensure compliance with relevant policies, legal requirements, codes of practice and national standards, including commonwealth and state legislation that may affect training and assessment in the VET sector and business operations.

Axiom college is dedicated to following the provisions in the VET quality Framework.

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

- www.comlaw.gov.au which is the Australian Government Website for Commonwealth Law, and
- www.desbt.qld.gov.au which is the website for the regulator of Queensland’s Vocational Education and training (VET) sector.

For further information about the legislation, codes and standards that have been identified as relevant to the operation of Axiom College as a Registered Training Organisation read the Legislative Requirements Policy.

CODE OF CONDUCT

High standards of professional conduct and student behaviour are central to the role of training and assessment. The Axiom College Training Codes of Conduct clarify the expectations of its trainer, assessors and students.

The purpose of the Code is to assist Axiom College to establish and promote the maintenance and improvement of standards of all training delivered by Axiom College

- [Trainer Code of Conduct](#)
- [Student Code of Conduct](#)

PRIVACY

Axiom College is committed to complying with its obligation under the Privacy act 1988, and the associated Australian Privacy Principles (APPs). Furthermore Axiom College is committed to safeguarding any confidential information obtained by the RTO, individuals or organisations acting on its behalf.

In doing so Axiom College will ensure:

- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

For further information about our privacy requirements access the following policies:

- [Axiom College Privacy Policy](#)

DATA PROVISION

Under the Data Provision Requirements 2012, Axiom College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Axiom College for statistical, regulatory and research purposes.

Axiom College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey, which may be administered by a government department or an NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988, the National VET Data Policy and all NCVER policies and protocols (Including those published on NCVER'S website at www.ncver.edu.au)

Axiom College provides personal information to its contractors, who provide training with services to assist us with conducting our business. This includes our Student Management System (SMS), Learning Management System (LMS) and Customer Relationship Management System (CRM)

SCOPE OF SERVICES

Axiom College offers a wide range of services;

Training Services

- Short Courses - accredited and non-accredited short courses
- Fee For Service Qualifications
- Government Funded Training Programs (Eligibility Requirements Apply)
 - [User Choice](#) – Apprenticeships & Traineeships
 - [VET in Schools - VETiS](#)
 - [Certificate 3 Guarantee](#)
 - [Higher Level Skills](#)
 - [Free Tafe for Year 12 graduates](#)
 - [Skilling Queenslanders for Work](#)

Other Services

- Assessment Services Only – Including Recognition of Prior Learning (RPL)
- Room Hire, consulting and customised courses.

You can find more information relating to our course offerings and funding options at our website www.axiomcollege.com.au



COURSE INFORMATION

After enrolment, you will be given access to training materials in a digital format. If attending a face to face class you will be provided with hard copy resources.

A welcome email will be sent with log-in details (where applicable) so you can access Axiom College's eLearning portal.

You will have access to:

- Student Handbook
- Axiom College's Policies and Procedures
- Your learning resources and assessments
- Student Assessment Template and instructions
- Student Portal user guide
- Axiom style guide for assessments

LEARNER SUPPORT

Learner Support is provided by trainers and assessors, administration and management staff. This service helps to identify learners who require additional support and will ensure appropriate interventions are implemented to enable a learner to successfully progress their studies.

Our **Student Support Policy** details how we facilitate this on an ongoing basis.

LANGUAGE, LITERACY AND NUMERACY

It is vital that all Axiom College students possess the language, literacy and numeracy (LLN) Skills to read, understand and apply what they learn.

- Axiom College has adopted the policy that a Language, Literacy and Numeracy screening will be carried out on all students enrolled in a traineeship, apprenticeship or government funded program, 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, 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.
- Axiom College makes appropriate concessions for LLN issues of clients where these concessions do not compromise the requirement of the relevant training package and the integrity, equity and fairness of assessment.
- **Axiom College's Student Selection and Enrolment Policy** document and stipulate the requirements for meeting the fundamental LLN needs for learners to successfully progress through their courses.
- Advice is given to all students on the appropriate action if there is a need to update their LLN Skills or if support will be provided to them throughout their training.
- Axiom College's Language, Literacy and Numeracy assessment and process is in line with the [Australian Core Skills Framework](#).
- Assessment covers the five (5) core skills of learning, reading, writing, oral communication and numeracy.

For further information about our Language, Literacy and Numeracy requirements please access the following documents:

- [Access and Equity Policy](#)
- [Student Selection and Enrolment Policy](#)
- [Language, Literacy and Numeracy Policy](#)

DISABILITY

Please advise us prior to enrolling for training if you have any physical or other impairments (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect your ability to complete the selected training course. To assist with answering the disability question on the enrolment form access the [Disability Supplement](#) for more information.

Axiom College will provide support to those with special needs by:

- Discussing with the student at enrolment the support that will be required.
- Endeavouring to provide the support, or
- Referring the student to a source of support that will then provide a pathway into the selected course of study. For example, a student who presents with poor written skills when completing the application form or LLN Assessment will be advised about the requirements for the course they want to enrol into and advised to improve their written skills through further training at TAFE.
- Reasonable adjustment including use of assistive technology, providing education support, using alternative assessment methods, extra time to complete a course or assessment (reasonable adjustment – there are Commonwealth and State legislative requirement with which RTOs must comply, To find out more access the [DEBST – Reasonable adjustment in teaching](#)).
- Maintaining written records of outcomes and the actions taken for each individual student in the student management system, where reasonable adjustment is required.
- Ensuring that reasonable adjustment is provided while maintaining the fundamental components of course which cannot be removed without compromising the learning outcomes.

LEARNER SUPPORT SERVICES

In the event students supports needs fall outside of the skills of the Axiom College Training Team we will refer the student to an appropriate support service to assist them to acquire the required skills.

Axiom College is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support there are a number of professional organisation well equipped to offer services to help. Includes are:

- Lifeline: 13 11 14
www.lifeline.org.au
- Beyond Blue: 1300 22 4636
www.beyondblue.org.au
- Salvation Army: 13 72 58
www.salvos.org.au

UNIQUE STUDENT IDENTIFER (USI)

All students undertaking nationally recognised training require a USI in order to receive a qualification or Statement of Attainment. If you do not have a USI you will not receive you qualification or Statement.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

A USI must be provided by all students enrolling in accredited training as part of the enrolment process. The USI is stored in and verified via the Student Management System (SMS) in accordance with the student Identifiers Act 2014 and the Privacy Act 1988.

For more information and to register for a USI visit: www.usi.gov.au. If you have trouble creating a USI follow the instructions to [Create a USI](#).

For further information on our records, management requirements access our [File Storage Policy and Procedure](#)

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.

Axiom College is committed to maintaining effective financial management process for fees and charges, refunds, and transfers in accordance with legislative and regulatory requirements, which include:

- Standards for Registered Training Organisations 2015
- GST (Goods and Services) ACT 1999
- Competition and Consumer Act 2010
- Fair Trading Act 2010

Our fees and charges policy and associated schedules cover:

- All relevant fee information including:
 - Fees that must be paid to the RTO: and
 - Payment terms and conditions including payment plans and refunds;
- The learners rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- The learners rights to obtain a refund for services not provided by the RTO in the event that:
 - Arrangement is terminated early; or
 - The RTO fails to provide the agreed services.

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

PAYMENT OPTIONS

Payment of course fees can be made to Axiom College via the following methods:

- Credit Card
- Debit Card
- Electronic Funds Transfer
- Cash

For further information about our fees and charges policy and associated schedules please access the following:

- [Fees and Charges Policy and Procedure](#)
- [Refund Policy and Procedure](#)
- www.axiomcollege.com.au

CHANGES TO AGREED SERVICES

Axiom College agrees to provide services in accordance with the information provided to students at the time of their enrolment. There may be circumstances where this agreement cannot be met. In the unlikely event that Axiom College is unable to deliver an agreed service the following process will apply:

CHANGE OF LOCATION

If we have to another venue the below process is to be followed

- Confirm details with new training venue
- Provide written notification to DESBT and ASQA if the RTO has moved permanently to these premises.
- Provide written confirmation (via email) to students as soon as possible including a map and information on parking
- Update marketing materials and website

COURSE CANCELLATION

If we have to cancel a course the below process will be followed

- Provide written notification (via email) to students as soon as possible.
- Provide alternative options for course attendance or refund of course fees in line with Axiom College's Refund Policy
- Update marketing materials and website

REGISTRATION OF THE RTO HAS CEASED

Registration of an RTO may cease if:

- The period of registration expires
- The RTO wishes to cease its operations
- The business is sold
- There are grounds to cancel or suspend registration due to non-compliance with the Standards for Registered Training Organisations (RTOs) 2015

- In the event that the RTO wishes to cease its operation, ASQA must be notified using the 'Application to Withdraw Registration' process in ASQANET. Until ASQA has approved the application, the RTO will remain registered.
- In the event that the RTO has been sanctioned to cease operation the RTO must follow the 'Policy and Procedure for the Application of Sanctions'.
- In the event the business is sold the RTO must follow ASQA's Policy on Change of legal entity of a RTO – 'Registration cannot be transferred, sold or otherwise assigned to another individual, legal entity or organisation. Registration is 'personal' to the legal entity that obtains it. It is not a transferable commodity or asset. A business may be bought or sold, but not the registration'
- Provide written notice (email) to all students that the RTO will no longer be operating, preferably with at least 30 days' notice, or as per the relevant ASQA requirements
- Axiom College will ensure that all student information is submitted in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting requirements.
- Arrangements must be made for all current students to receive a copy of their student records including a statement of attainment for any units of competency completed.
- Axiom College will assist all enrolled students to find a training place with another registered training provider.

COMPLAINTS AND APPEALS

COMPLAINTS

Axiom College acknowledges a student's right to lodge a complaint or grievance when they are dissatisfied with the training and /or assessment services that they have been provided by Axiom College.

Axiom College will ensure that students have access to a fair and equitable process for handling complaints or grievances according to the principles of natural justice.

In doing so, Axiom College will:

- have written procedures in place for collecting and dealing with complaints/grievances in a constructive and timely manner;
- ensure that these procedures are communicated to all staff, consultants and students;
- ensure that all necessary procedures, relevant documentation and resources are in place to enable students to submit a complaint or grievance;
- ensure that each complaint/grievance and its outcome is recorded in writing; and
- ensure that complaints and grievances and their outcomes are fed into continuous improvement initiatives.

Processing complaints or grievances

The processes available to resolve complaints or grievances are – conciliation and investigation. Axiom College will aim to finalise the complaint to the satisfaction of the complainant within a reasonable timeframe, which will vary according to the nature of the complaint and the process to finalise it. Where it is likely that more than 60 calendar days will be required to process and finalise the complaint, Axiom College will inform the complainant in writing that more than 60 calendar days are required and the reasons why. Axiom College will then regularly (weekly) update the complainant on progress of the matter.

APPEALS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a Qualification or Statement of Attainment within the Australian Qualifications Framework (AQF).

Axiom College will ensure that students have access to a fair and equitable process for dealing with appeals against assessment decisions and will provide an avenue for students to appeal against decisions which affect their progress.

Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal.

Every effort is made to settle the appeal to both the appellant's and Axiom College's satisfaction. Should this not be possible then a suitably qualified independent assessor may be asked to make an independent assessment. Axiom College will bear any costs associated with this process.

In its handling of appeals, Axiom College will:

- have written procedures in place for collecting and dealing with appeals in a constructive and timely manner;
- ensure that these procedures are communicated to all staff, consultants and students;
- ensure that all necessary procedures, relevant documentation and resources are in place to enable students to submit an appeal;
- ensure that each appeal and its outcome is recorded in writing;
- ensure that each appeal is heard by an independent person or panel; and
- ensure that each person has the opportunity to formally present his or her case;
- ensure each person is given a written statement of the appeal outcomes, including reasons for the decision.

Processing appeals

Appeal durations will naturally vary dependent on the nature of the appeal. Axiom College will aim to conclude each appeal within 15 working days. Should more than 15 working days be required to process and finalise the appeal, the Compliance Manager will inform the appellant in writing of the delay and advise of the reason. The Compliance Manager will then regularly (weekly) update the appellant on the progress of the matter.

For copies of a complaints or appeals forms contact Axiom College and to find out more about our complaints and appeals process access the following policies:

- Complaints Policy and Procedure
- Appeals Policy and Procedure

DELIVERY OPTIONS

Axiom College strives to provide industry relevant training which fits the needs of learners and employers. We are pleased to offer training via several different delivery methods, including;

- Scheduled classroom delivery.
- Scheduled on-site delivery at the workplace.
- Distance education methods, which may include traditional correspondence or web-based.
- Blended flexible delivery, which uses a range of delivery modes:
 - Distance education methods
 - Self-paced and self-directed learning
 - Scheduled Classes
 - Work-based

Axiom College can also offer:

- Customised programs
- Training that can be delivered during our outside work hours.

For more information relating to delivery options are available for specific courses please visit www.axiomcollege.com.au

CLASSROOM DELIVERY

Classroom delivery is where a learner will attend training in a classroom environment.

- This classroom training may run at the RTO's premises, in a classroom environment or other training venue.
- Students will be provided with a detailed schedule at the commencement of their course
- Classes usually run from 9am until 3pm, 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 and are encouraged to undertake self-paced learner tasks to assist with gaining knowledge and consolidating the learning process.
- Axiom College will supply all resources required to deliver training, provide simulation and undertake role plays or practical activities.
- Questions testing knowledge and practical tasks/scenarios testing skills of the assessment are normally completed in the class environment.
- In some cases a project may be taken away to be completed in the students time within a specified timeframe (usually two weeks).
- If the student is employed supervisors / Mentors are encouraged to contribute and mentor the student to complete the project.
- Some units do require a mandatory Vocational Placement to be successfully completed, the student is notified upfront during the enrolment process if the qualification they are enrolling into requires placement and the procedures relating to that.
- For qualifications requiring work placement, Axiom College provides the students with a handout regarding placement that is to be completed and returned to Axiom College, this document also includes the log book where the student notates the hours and tasks undertaken during placement.

ONSITE CLASSROOM DELIVERY

- Onsite *Class* delivery is similar to an Axiom campus classroom delivery however; the classes are conducted at the student or employers specified premises.
- 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.
- If employed workplace supervisors are required to provide resources, suitable task and approved suitably qualified supervision to help develop the learner's skills and relate these tasks to the workplace and encourage them to complete all assessment items. Axiom College for all Apprenticeships and Traineeships conducts an in-depth Employer Resource Assessment to ensure the workplace has all the requirements for the student to be successful.
- For qualifications requiring work placement, Axiom College provides the students with a handout regarding placement that is to be completed and returned to Axiom College, this document also includes the logbook where the student notates the hours and tasks undertaken during placement.
- Students are encouraged to contact the Student Support Centre during business hours when assistance is required.

DISTANCE DELIVERY

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.

HARD COPY

- Traditional correspondence methods using manuals/texts and working through courseware and completing activities and assessments.
- Assessments are submitted for marking via mail or email

ONLINE STUDENT PORTAL

- Students are provided a log-in and password to their online student where they will have access to learning resources, assessments and important documents.
- Units where specified follow an order of progression that the student's will follow, this is clearly marked with which units are currently available for the student to commence work on. Once unit is submitted, the next unit will unlock.
- Assessments are downloaded and submitted through the portal for marking.
- 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 to the Student Support Centre via support@axiomcollege.com.au who will respond within 2-3 work days (24-72 Hours)

FLEXIBLE DELIVERY

- Flexible delivery allows the student to undertake training using a variety of delivery methods, these can be discussed with an Axiom College Training Consultant during the enrolment process.

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 and 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 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.
- Please contact the Student Support Centre if you are considering applying for RPL.
- 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.
- Students can also provide Axiom College with an up to date USI Transcript showing the Units of Competency for credit transfer.

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:

- If employed internal resources within your workplace e.g. Quality Assurance Manuals, Annual Reports, Workplace Health & Safety Policies.
- Industry publications specific to your area of study.
- 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.

THE ASSESSMENT PROCESS

ASSESSMENT

- 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'. A 'competent' result can only be awarded when all assessment and evidence requirements are met.

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, simulation, role play scenarios or observation, third party reports.
- Mandatory work placement as required by the course.
- Self Paced Learner Tasks
- Case studies, scenarios, portfolios of work produced, or project work.
- 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 will complete all activities in their workbooks, as directed by their trainer.
- **Self-Paced Learner Tasks** are issued to the student upon commencement of each unit. Axiom College provides structured tasks for students to research in their own time in order to develop and consolidate the learning experience. These tasks can be worked on unsupervised at the student's own pace. The student may ask for help and direction with these self-paced learner tasks by contacting Student Support or their trainer. Once the self-paced learner tasks are completed students are advised to confirm the completion of these tasks either online or by contacting Student Support. This is verified by the trainer before the unit is deemed 'competent'.
- **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 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 and knowledge requirements as presented in your responses.

SUBMITTING COMPLETED ASSESSMENTS

Assessments can be submitted to Axiom College for marking in the following ways. 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.

- In class handed directly to the trainer.
- Through the online Student Portal
 - Students accessing their learning resources using Axiom College's Online Student Portal, can upload and submit their completed assessments for marking through their online account.
 - For information on how the student can upload assessments for marking Axiom College provides a Portal User Guide to students in their portal and also in the welcome/induction email they receive with their portal log in/password details.
- By Mail
 - Student Support Services - Axiom College - Po Box 1041, Milton, QLD, 4064
 - Axiom College strongly recommends that you retain a photocopy, or saved copy, of your completed assessment for your records, to safeguard against if your assessment is not received by Axiom College.
 - In the instance where mail is lost or damaged, students will be asked to resubmit their assessment for marking

RECORDING OF ASSESSMENT RESULTS

Details of each completed unit will be recorded in Axiom College's Student Management System. The student will have access to these results via the following methods:

- Email from trainer advising result and feedback
- Students can see results in their online student portal
- For Trainees and Apprentices a copy of the final assessment outcome will be emailed and also placed in the students training record book folder that is accessible through the online student portal.

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 and will be sent to you via mail.

- As part of the completion process the student will be asked to complete and return to Axiom College the AQT Learner Questionnaire
- The answers provided on this form will be entered into Axiom College's SMS and will be collated and Quality Indicator data will be submitted to ASQA on a yearly basis as per requirements of the National Vocational Education and Training Regulator Act 2011.
- Please ensure you provide us with your current postal address to avoid delay in receiving your certificates. A charge may 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

Or Email – support@axiomcollege.com.au

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.

POLICIES

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

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| • Access and Equity Policy | • Fees and Charges Policy and Procedure | • Student Code of Conduct |
| • Appeals Policy and Procedure | • Schedule of fees and charges | • Student Selection and Enrolment Process |
| • Certification Documents & Issuance Policy | • Language, Literacy and Numeracy Policy | • Trainer Code of Conduct |
| • Complaints Policy and Procedure | • Refund Policy and Procedure | • File Storage Policy and Procedure |
| • Code of Practice Policy | • Privacy Policy | |

CONTACT LIST

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|---|---|
| • Axiom College – General Enquires
07 3510 8000 | • Axiom College – Student Support Centre
1800 029 466 |
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