



Student Handbook

**Important Information for Current and
Prospective Students**

Table of Contents

Welcome	3
Our Contact Details	3
Relevant legislation	4
Courses.....	4
Enrolment	5
Unique Student Identifiers (USI).....	6
Fees and Refunds	7
Induction	8
Language, Literacy and Numeracy	8
Student Services.....	9
Workplace Health and Safety.....	9
Access, Equity and Fair Treatment.....	10
Recognition of Prior Learning (RPL)	10
Recognition of Qualifications issued by other Registered Training Organisations.....	11
Course Delivery	11
Flexible Learning	12
Student Participation	13
Learning Materials	14
Course Assessment	14
Appeals and Complaints Procedures.....	15
Course Withdrawal	16
Student Records and Privacy Act	16
Permissions Release	17
Revision History.....	17

Welcome

Thank you for choosing Churchill Education (Churchill) as your preferred Registered Training Organisation (RTO) 31430. This handbook has been designed to provide you with information that will assist you in getting the most out of your training during your time with Churchill.

Some important things to know about us:

- Churchill courses are open to all students.
- We provide clear advice to students regarding course selection, enrolment and induction.
- Our selection practices are at all times ethical, responsible and consistent with the requirements of courses.
- We ensure that equity and access principles are observed during application and selection processes.

Churchill uses a flexible learning and assessment approach to enable you are able to study in a way and at a pace that suits your learning needs and life situation. To achieve competency you will need to commit yourself to completing the learning and assessment tasks for each unit, as guided by your trainer. This will involve organising your time to plan for your learning. We are here to assist you in any way that we can.

Prior to enrolment in one of our courses, you will have an opportunity to discuss the courses we are offering and have access to the information in this Handbook with one of our staff.

If you have any questions prior to enrolment, please contact Churchill:

Our Contact Details

Telephone Number:	1300 793 002
Fax number:	1300 793 020
Street address:	2 Cliff Salisbury Court, Samford Village QLD 4520
Postal address:	PO Box 691 SAMFORD QLD 4520
Web Site:	www.churchilleducation.edu.au
Churchill Inquiry email address:	info@churchilleducation.edu.au
RTO Registration Number:	31430

Relevant legislation

As a Registered Training Organisation (RTO), we work with a number of Government authorities and departments, and we are required to comply with a range of legislation and guidelines. We work hard to meet all of these requirements. There are a range of these requirements that affect each and every one of us in our roles, as described more fully throughout this Handbook.

These include:

- National Vocation Education and Training Regulator Act 2011
- Higher Education Support Act 2003
- Work Health & Safety Act 2011
- Anti-discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy Act 1998

We regularly access the relevant websites, such as:

- QLD Acts and Regulations <http://www.legislation.qld.gov.au>
- Commonwealth legislation <http://www.austlii.edu.au>
www.asqa.gov.au
www.training.gov.au

If you require further information about any of Churchill's policies and procedures please contact Churchill directly on 1300 793 002 or visit www.churchilleducation.edu.au

Courses

Churchill offers nationally recognised qualifications under the Australian Qualifications Framework (AQF), www.aqf.edu.au which can be found at <http://www.training.gov.au/?/rto/31430> or www.churchilleducation.edu.au

Our scope of available qualifications changes from time to time, as courses change.

After you have met the requirements of your course, you will be issued the relevant Graduate Diploma, Advanced Diploma, Diploma or Certificate with an academic transcript listing all of the units of competency you have achieved.

Nationally recognised qualifications are made up of individual units of competency. If you do not meet all of the course requirements, but have completed the requirements for one or more units of competency, you will be issued an AQF Statement of Attainment for the unit(s) you have completed.

Enrolment

Churchill has open, fair and transparent procedures, based on merit for making decisions about:

- a) The selection, from among prospective Students; and
- b) The treatment of students.

Prospective students seeking to enroll with Churchill, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process. To enroll in a course at Churchill you are required to participate in an enrolment process. This process includes completing an enrolment form. You may obtain an enrolment application from Churchill by contacting us on 1300 793 002 and our staff will assist you with information about your prospective enrolment.

When enrolling with Churchill Education in a qualification that is part of a Queensland Government subsidised training program, you will be required to complete a survey within three months of completing (or discontinuing) your course. Please refer to the [Student Training and Employment Survey Fact Sheet](#).

Courses may have entry requirements for students and these may change from time to time. Visiting our [Course Information Hub](#) is a great way to ensure you have the most current information about courses and course entry requirements. The enrolment procedure also includes an interview with our Student Services team.

In this interview (which can be on telephone or in person), we will discuss why you are interested in the course, your learning needs and life situation. This is to help us understand whether this course, delivered in the manner that Churchill offers the course, is going to best suit your needs. It will also consider a student's academic suitability for a course.

This interview will also cover a discussion of the course Study Plan and Recognition of Prior Learning (RPL) opportunities. RPL allows you to obtain credit for your existing work skills, previous employment and life experiences. Churchill will assist you to complete RPL if you have previous relevant and current experience, and discuss what evidence you will need to compile in order to satisfy RPL requirements.

Also, the interview will cover:

- Information about the course (such as course title, duration, mode of delivery, course content, course cost, entry requirements)
- Information about student loans or funding that a student is interested in accessing
- An explanation of the enrolment process
- Our obligations and your obligations

At the conclusion of the interview, you will be able to decide if you wish to continue with your application for enrolment.

If you do elect to continue, your application will be considered.

Churchill's student selection process is completed in a timely, ethical and responsible manner, and enrolments will only be accepted where the applicant meets the published entrance requirements.

Final enrolments may be conditional upon the provision of proof of completion of pre-requisite criteria or upon other factors detailed in an offer to a student. Failure to meet the conditions of offer shall result in the withdrawal of the offer and cancellation of the enrolment.

Churchill reserves the right to cancel the enrolment of any person where the enrolment was made on the basis of incomplete or inaccurate information supplied by the applicant or a certifying authority.

Copyright acknowledgement

It is a condition of enrolment that you acknowledge and agree that all copyright and other intellectual property rights, in the materials provided to you as a student, remain the property of the lawful owner/proprietor and do not, at any stage, vest in you, the student.

Unique Student Identifiers (USI)

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life.

If you are a new or continuing student undertaking nationally recognised training and course you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

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.

If you are a New Zealand citizen you cannot apply for a USI while overseas. You will require a USI if you undertake a VET course in Australia, and you will be able to apply for a USI once you have entered Australia on your NZ passport.

However, if you are an Australian expat or resident and have an Australian ID, you need a USI even if you do the VET course while outside Australia.

You can create an USI by going to <https://www.usi.gov.au>

Fees and Refunds

When you enroll in a course of study, there are fees payable.

Fees vary according to courses.

Students have a range of payment options that really let you make the best choices to suit your financial situation. For example, you can choose to:

- Pay all of your tuition fees upfront. This might mean using money you have saved up or using your own personal credit facility, such as a credit card.
- Pay your tuition fees progressively through the course. This means you can structure your finances and study to suit your budget.
- VET FEE HELP Existing Students Only: Pay some of your tuition fees upfront and use a VET-FEE HELP loan for the rest if you are eligible, repaying the Australian government for the loan.
- VET FEE HELP Existing Students Only: Use a VET-FEE HELP loan for all of your tuition fees if you are eligible (and up to your FEE-HELP limit), repaying the Australian government for the loan.
- Access other available government funding in part or full. Funded training programs change from time to time, and Churchill may not be approved to deliver training under all funding programs. It is important to visit the information relevant to your state or territory:

[Queensland](#)

[New South Wales](#)

[Victoria Tasmania](#)

[Western Australia](#)

[ACT](#)

[Northern Territory](#)

[Australian Federal Government](#)

The range of payment options available is designed to suit everyone's personal circumstances and still help you develop your education.

A copy of the Churchill Refunds Policy can be found at: <http://www.churchilleducation.edu.au/refund-policy/>

VET FEE-HELP- Existing VET FEE HELP STUDENTS ONLY

This program ended 31st December 2016. Under the program, The Government offered VET FEE-HELP assistance, to eligible students, with the cost of their tuition fees for VET qualifications at the diploma level and above.

VET FEE-HELP, (VFH), was an income contingent loan scheme. It has a maximum loan amount set for eligible students over the course of their life that limits how much may be borrowed. A person is not required to start repaying their loan until their income reaches the minimum repayment threshold amount, which is adjusted from time to time.

To check the most up to date information on VET FEE-HELP it is best to visit the Study Assist Website: [Study Assist VET FEE HELP Information](#)

Churchill Education does not offer VET FEE-HELP to new students.

The [VET FEE-HELP Information booklet was](#) designed to assist students understand VFH, and their rights and responsibilities when accessing VFH assistance.

The timeframe for completion of most of our qualifications is 12 to 18 months. We work with our students to complete their course in this timeframe. However, after this re-enrolment fees may occur and cost of new resources if a qualification is superseded.

Induction

You will be provided with an induction at the commencement of your course. This induction will cover:

- Introduction to Churchill staff and resources available to assist your training.
- Confirmation of the units of competency in the course and qualification to be issued.
- How training will be conducted and the method, format and purpose of assessment.
- Learning and assessment resources to be provided.
- Outline of traineeship/apprenticeship requirements, if you are undertaking the study as part of a traineeship/apprenticeship.
- Overview of the support services offered by Churchill, especially for those students who might require additional language, literacy or numeracy support.
- Access to information about assessments, complaints, appeals and other information that will be helpful on your course.

Language, Literacy and Numeracy

Language, literacy and numeracy, (LLN), skills are important to learning success and Churchill will assist and accommodate, wherever possible, a student who has language, literacy and/or numeracy difficulties.

Students needing LLN support, identified on application, will be required to complete a numeracy and literacy assessment to assess current LLN capabilities. Churchill will then provide extra – curricular assistance to develop these skills or find appropriate referrals for support services.

Please inform Student Services at the time of application for enrolment, or your trainer, upon commencement if you have any language, literacy or numeracy concerns. If you require help with literacy and numeracy you can also contact support services such as the Reading, Writing Hotline: 1300 655 506.

Student Services

It is important for students to have the assistance they need in order to complete their training program. Churchill has a compassionate approach to the needs of students and will endeavor to provide support services either from our internal resources or refer a student to an appropriate external agency.

Should you be experiencing any difficulties with your studies, please discuss this with your trainer or a staff member.

Useful support contacts include:

Police/Fire/Ambulance	000
Telephone Interpreting Services	13 14 50
Alcohol and Drug Information Service	1800 422 599
Poisons Information Centre	13 11 26
Family Drug Support hotline	1300 368 186
Lifeline 24 hour counseling and information	131 114
Australian Council of Adult Literacy	03 9469 2950
Men's Line Australia	1300 789 978
Pregnancy Counseling Australia	1300 737 732
Salvation Army Salvo Care Line	1300 363 622

Workplace Health and Safety

Each student is responsible for ensuring the health and safety of their environment by:

- Making themselves aware of the relevant policies, procedures and instructions.
- Complying with all policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Co-operating with Churchill staff to enable them to carry out their duties in accordance with relevant Workplace Health and Safety legislation.
- Reporting all known or observed hazards, incidents and injuries.

Churchill will provide a work health and safety briefing prior to commencement of face to face training.

Access, Equity and Fair Treatment

Churchill operates in accordance with and its personnel are aware of and implement the relevant legislative and regulatory requirements, in its dealings with partners, employees, prospective employees, and with clients.

Churchill will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. These are incorporated into Churchill's operational procedures and we prohibit discrimination towards any group or individuals in any form.

Churchill will ensure that equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without harassment, bullying and discrimination.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by clients.

For more information refer to our [Equity & Access Policy](#).

Recognition of Prior Learning (RPL)

The aim of Churchill's Recognition of Prior Learning Policy (RPL) is to ensure that individual's prior learning, achieved through formal and informal training, work experience or other life experiences, is appropriately recognised. Completing a Recognition of Prior Learning process still requires that students are assessed against the same criteria as students without prior experience. The method of assessment will be different, through Recognition of Prior Learning.

Churchill works according to the National Assessment Principles in accordance with the Australian Skills Quality Authority (ASQA), www.asqa.gov.au or Australian Quality Training Framework, (AQTF).

All students will be offered the opportunity to undertake recognition of prior learning from the outset of their course.

Recognition of prior learning focuses on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal and informal training.

Churchill will ensure that the procedure for Recognition of Prior Learning incorporates a range of valid and reliable techniques designed to accurately assess competencies held.

Where a full qualification can be assessed by Recognition of Prior Learning, there may be available a reduction in course fees, compared to studying in full each unit of competency with Churchill. To have a conversation and preliminary assessment of your suitability for Recognition of Prior Learning assessment call our Skills Recognition Advisors on 1300 793 002 or visit <http://www.churchilleducation.edu.au>

For more information refer to our [Recognition of Prior Learning \(RPL\) and Credit Transfer \(National Recognition\) Policy and Procedure](#).

Recognition of Qualifications issued by other Registered Training Organisations

Credit transfer assists students to progress through qualifications by recognizing and giving credit for learning outcomes they already have achieved. This credit may allow a student entry into a qualification and/or provide credit towards the qualification, reducing the time required for a student to achieve the qualification.

Churchill recognises and gives credit for the Australian Quality Framework qualifications and statements of attainment achieved by a student and awarded by other Registered Training Organisations.

Statements of Attainment and/or qualifications already held by the student must be provided to Churchill. These must be authentic and clearly document the units of competency that have been achieved.

The credit transfer process involves:

- mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- making a judgment about the credit to be assigned between the matched components of the two qualifications.

Ideally, any prior qualifications or Statements of Attainment should be provided immediately upon enrolment to ensure your study plan recognizes any available credit. The student will then be exempt from studying these units, and these will be credited to their current studies with Churchill where appropriate.

Your trainer will ask you if you have completed any prior qualifications or Statements of Attainment. If you wish to apply for a credit transfer, your trainer will work with you to complete this process.

Course Delivery

Students have different learning needs and therefore, Churchill delivers training using multiple modes of training, to suit the course and the student groups.

Course delivery modes may include:

- face to face training,
- distance education
- online education

Depending on the course, your course may also involve:

- group workshops
- research projects
- individually supervised learning
- observation of student performance
- workplace mentoring
- site visits
- web based workshops
- online training platform
- personal skills development
- reading activities
- presentations

Whichever blend of delivery, trainers are available to discuss your needs and support you throughout your training program.

Flexible Learning

Flexible learning and assessment procedures are an important part of offering our students support in their learning process. If you speak with your Trainer or Student Services, we will endeavor to customise our learning process and assessments to best meet the needs of our students. The important aspect is to ensure that the assessments meet the requirements of the units of competency. Your Trainer will be able to advise you on how the assessments and learning can be customised for the specific unit or units you are considering. This process is called reasonable adjustment and may address (for example):

- The scheduling of the learning sessions
- Providing self-paced learning experiences
- Negotiating workplace learning projects
- Providing learning materials that meet your individual needs and reflect your current workplace activities
- Allowing for a variety of assessment methods and tools
- Providing flexible assessment to meet specific physical needs

Churchill uses the principles of flexible delivery to maximise the opportunity for students to access information for learning and assessments.

Student Participation

During class time, students are expected to participate by answering questions, giving opinions, demonstrating tasks, working with others, making presentations and engaging in role plays.

We will tailor your assessments to suit your learning needs, as necessary. Feel free to discuss parts of the training and assessment program that make you feel worried and we will work with you to create a learning environment that suits your needs.

Churchill monitors consistently students' course progress and staff apply interventions when a student is in danger of not progressing satisfactorily. We want you to do well and move forward on your career path.

Students who may require intervention include:

- Those who fail to attend classes without prior notification
- Those who do not maintain communication with their trainer
- Students who have been assessed as Not Yet Competent in a subject within the preceding calendar month

If you begin to show signs of poor progress, you will be contacted via email and/or SMS and/or telephone and be asked to discuss this with one of Student Services team or your trainer. Please assist us in helping you to achieve your goals by responding to these communications.

To maintain healthy academic progress:

- Attend all training sessions and pay attention to the work and activities undertaken
- Study the skills and knowledge that are taught and imparted in training sessions
- Ensure that you submit all assessments
- Make an appointment with your Trainer or Student Services if you are having any difficulties with your studies. We want to help.

Churchill requires that all students observe the following principles whilst undertaking training and assessment:

- Respect other students and the trainer
- Feel free to contribute but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work must be the original work of the student
- Complete and submit all assessment material on time
- Satisfy assessment criteria through participation and attendance at scheduled training sessions

Churchill expects all students to conduct themselves with honesty and integrity in all their dealings with their trainers, Churchill's staff and other students. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

All students are also asked to operate within the general guidelines of the policies and procedures of Churchill as outlined here in the Student Handbook. For students, these do not replace or override the policies and procedures of the workplace where the student is employed, but rather apply only in regards to their training with Churchill.

Churchill, where educating a trainee, is required as part of the apprenticeship/traineeship to report regularly to the employer. Therefore, Churchill reserves the right to report all incidents that might be handled under this procedure to the apprentice's/trainee's employer.

Failure to uphold the policies and rules as described in this Handbook is considered to be misconduct, and may result in disciplinary action. Depending on the seriousness of the offence, disciplinary action can result in:

- expulsion from the course
- suspension from the course for a specified duration
- caution / warning given
- apologies to affected persons
- a review of the student's assessment result

The student has the right to appeal the decision made if they disagree with the proposed disciplinary action.

Learning Materials

Churchill supplies each student with one complete set of learning materials including online access, workbooks, assessment records and texts as applicable.

Recommended learning resources are also communicated to students.

Course Assessment

Each course will require an assessment of the student's learning.

The objectives of the assessment process are to confirm that you have acquired the competencies relevant to your qualification and to demonstrate that you are competent to the agreed industry standard.

Assessment methods include, but are not limited to:

- observations
- case studies
- verbal questioning
- role plays
- practical demonstrations
- projects and assignments
- multiple choice tests
- exams

In keeping with the principles of competency-based assessment, the determination of competence will be made on an aggregate of the evidence, rather than on isolated assessment activities or events. Students are assessed as either “competent” or “not yet competent” relative to the required performance standard. Students are not graded by percentage marks or order grades (A,B, C, etc).

Churchill’s Assessors will mark and finalise your assessments within the time frame for your course.

For students who have been assessed as Not Yet Competent, the following options will be available:

- approve extension for re-submission
- join another student intake
- see the Trainer for coaching/counselling

Students must complete all assessments within the course period (exclusive of any supplementary assessment periods granted).

If a student remains Not Yet Competent for an assessment re-submitted, the student will be notified that the result is final and the student will be unable to successfully complete the course in which they are enrolled at that point.

If a student has not completed the assessments within the course duration AND the student provides evidence that compassionate or compelling circumstances precluded the student from completing an assessment within the course period, the student can submit the assessment, without penalty.

Compassionate or compelling circumstances may include:

- serious illness
- death in the family
- any other reason which the student is able to substantiate through written evidence.

Students who are dissatisfied with a decision made by Churchill in relation to their assessment and re-assessment may access our Complaints and Appeals process.

Appeals and Complaints Procedures

If a student is not happy with an assessment outcome they have the right to appeal the decision. This should be discussed with the assessor, in the first instance, as soon as possible.

If a student makes a complaint about any matter other than assessment, the staff member, to whom it is reported, will attempt to resolve it immediately.

For more information about Complaints and Appeals, visit our [website](#).

If the student/candidate is not happy with the outcome from Churchill, you may seek independent avenues of appeal, including Australian Skills Quality Authority (ASQA), www.asqa.gov.au or National Training Complaints Hotline on 1800 000 674.

Course Withdrawal

To withdraw from a unit, you must advise Churchill Education.

In some circumstances, a refund of course fees may be available. Contact Student Services to discuss your situation.

VET FEE HELP EXISTING STUDENTS NOTE: No VET FEE-HELP debt is incurred if a student withdraws from a Unit of Study on or before the published census date for that Unit of Study.

Student Records and Privacy Act

Churchill takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information, which is necessary for Churchill Education to carry out its functions. Churchill Education will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction. The right to privacy is a value that is highly regarded.

Privacy Policy:

[Churchill Education Privacy Policy](#)

You may obtain more information about Australia's privacy laws at www.comlaw.gov.au or at the Privacy Commissioner's website at www.oaic.gov.au.

Churchill will make available for inspection all personal information that it holds in relation to a student when the student requests access. There is no charge for an individual to access personal information that Churchill holds about them. However, we may charge a fee to make a copy. You will be advised of any fees before action is taken.

Students may contact Student Services for information on how to access their personal information.

At any time after completing your course, you may request a re-print of your qualification or Statement of Attainment.

Please call our Student Services team on 1300 793 002 for any questions relating to your student file and/or re-printing qualifications.

Permissions Release

In the enrolment form and from time to time on written releases, there is provision for your permission that will allow Churchill Education and its agents to use your name, image and/or words in any relevant material including feedback forms, emails, phone calls, photographs and videos, in its advertising and marketing materials, intended to showcase Churchill Education.

Churchill Education will not make any of these materials public without your prior authority. You may opt out at any time by notifying Churchill Education in writing that you wish to withdraw your consent for any future use of your name, image and or/words.

If you do not want to provide your permission, simply do not complete the release on the enrolment form or in a written form provided to you.

Revision History

Revision Date	Changes made
14 December 2012	Version 1 of document – new student handbook
14 February 2013	Version 2 of document
03 February 2014	Version 3 of document
12 November 2014	Version 4 of document
December 2015	Version 5 of document
May 2016	Version 6 of document
July 2016	Version 7 of document
February 2017	Version 8 of document