



# Student Handbook & Key College Policies

2023



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**Australian  
College**  
of Commerce & Management

# Summary of Key Points

## Starting Your Course: WebclassM

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- WebclassM is the digital learning platform for ACCM College students.

It allows you to:

- Access your course materials
- Complete and submit assessment tasks
- See your results
- Look at the due dates for assignments, and
- Provide ACCM College with required administration documents.



- You will receive an email when you apply to enrol. It will give you your WebclassM Username and Password.

## Required Administrative Items

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- Completion of all administrative items is required before your enrolment can be finalised.
- All students must meet the identity requirements for enrolment. Follow the **ID Instructions** on WebclassM and create copies or photos of your documents. Then simply lodge them via WebclassM.
- **Initial Skills Assessment** is a short online questionnaire you must complete. It is the next item you will see on WebclassM. It requires you to answer questions that help ACCM College ensure you are in the right course and suited for online delivery. It also helps us work out how we can best help you finish your course.
- **Training Plans** will be agreed upon, sent to you and your employer to be signed and returned if you are enrolled in a Traineeship or NSW Smart & Skilled Entitlement course.

## Student Information & Policies

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➤ As a Registered Training Organisation, ACCM College must have in place and apply a range of quality practice policies.

This information and Policies are found on the ACCM College Policies page at:

<https://accm.edu.au/our-college/policies/>

➤ Under most government funded or subsidised training programs students are required to be made aware of, and acknowledge, important student information that is contained in these policies and to also be aware of the enrolment process.

➤ For more information about these programs follow this link:

<https://accm.edu.au/for-employers/funded-courses/>

## Student Contact Procedures and Requirements

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A key aspect of ACCM College's online learning program is that we will proactively stay in touch with you for the whole duration of your course.

The following is a guide to the types of contact you can expect:

- Weekly phone contact in your first 6 week on-boarding period
- Monthly phone contact if you are progressing well after your initial on-boarding
- Fortnightly phone contact if we have concerns about your progress
- Weekly or more contact if your progress means you may not complete on time
- Emails are also sent if we are unable to get through to you and need to pass on important information
- SMS is used where you are not responding to our urgent attempts to get in touch

In instances where you are enrolled in a Traineeship or a course by your employer, your supervisor will also be contacted by phone and email where we have concerns about your progress or where the high quality of your work has been noticed.

If you are progressing ahead of schedule - and don't wish to be contacted as much - simply let us know.

Just remember - we are here to help and really want to provide all the assistance you need.

## Are you worried about completing an online course?

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- If you are worried about completing an online course or you are not comfortable using computers (or have concerns about using WebclassM)
- Please give us a call or talk to your Student Training Adviser straight away.
- We want to make sure you are suited for online delivery and set up for success.
- For more information about online learning, click here:

<https://accm.edu.au/about-online-learning/>

## How to Complete Your Assessments

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- Assessments are made up of a variety of tasks including multiple choice questions, written responses and a range of projects, which are completed directly on WebclassM, via your Assessment Tasks.
- WebclassM will also show you any additional activities or supporting documentation you must complete within the subject, such as role plays/skills checks, Supervisor Competency Agreements (trainees only) or the Practical Evidence Record/Training Record Book.

*These activities will appear as a question within the task, you simply work your way through the sections in the Assessment Task (i.e. 1.1, 2.1 and so on).*

- We recommend you simply work through the Assessment Task, this can be done by clicking the blue **Start** button – or **Continue** once you have made your progress.
- TIP: Please answer the questions and complete the sections sequentially, as there is information from case studies and questions that may carry on or flow from previous sections.
- You will note some sections will show as locked. It is simply based on your own progress. Once you work through each section sequentially, later ones will open.

## Requesting Extensions

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- WebclassM also shows the due date for each subject and your course completion date.
- Contact your ACCM College Student Adviser if you need more time to complete a subject.



## Reporting if Lack of Regular Progress (for Government funded programs)

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- Government funded courses, including traineeships, require you to submit subjects regularly, and to complete the qualification within the course time frame.
- If limited progress is made, ACCM College is required to advise your employer and the relevant authorities in Department of Education, who may decline extension requests.

## Recognition of Prior Learning (RPL)

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- If you think you will not need to do a subject because you already have that skill or have studied it in the past – you may be able to apply for an exemption.
- If you are considering applying for RPL – please talk to your ACCM College Student Adviser.
- You can visit our website for more information here:

<https://accm.edu.au/our-college/policies/rpl/>

## Students to submit their Own Work

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- All assignments submitted must be your own work.
- If you work with other people in study groups, your answers must show your own opinions, knowledge and skills and be in your own words.
- If ACCM College receives 2 assessments that have the same or nearly the same answers, we are required to contact the employer to investigate further.
- As a minimum, you and any others involved will be required to re-do a new assessment task.

*Your employer (if applicable) will also be notified and provided with a formal letter acknowledging the breach and the repercussions of a further breach.*

# WebclassM – A Guide to Getting Started

WebclassM is our student online portal. It is the way for students to access their course materials and lodge their assessment tasks, as well as complete the administrative requirements for enrolment.

Your Student Adviser can talk you through using WebclassM if you have questions..

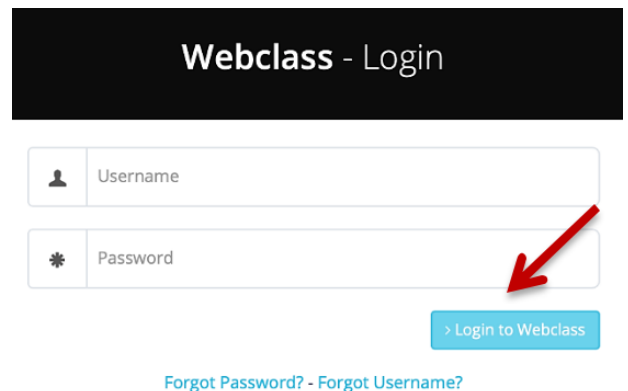
## How to Log On

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- You will receive an email from ACCM College with your Username and Password.

**Navigate to the following website address:** <https://webclass.austcollege.edu.au/>

- On the left-hand side, you will see this Login menu
- Your enrolment confirmation email from ACCM College will include your WebclassM Username and your initial Password to use.
- If you have **forgotten your Username or Password**, click the link on the Login screen and follow the prompts to reset your own password.
- Use of the ACCM College Website and WebclassM is subject to the Terms of Use published on our website.



Webclass - Login

Username

Password

> Login to Webclass

[Forgot Password?](#) - [Forgot Username?](#)

## WebclassM User Guide

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**For more information on how to navigate WebclassM, use the WebclassM User Guide found here:**

<https://accm.edu.au/assets/WebclassM-User-Guide.pdf>

*There is also a link to the User Guide in your confirmation email – or you can download it after logging on to WebclassM.*



# Student Information & Access Policies

As a Registered Training Organisation the ACCM College must have in place and apply a range of quality practice policies. This information and our Policies are on the College Policies page at:

<https://accm.edu.au/our-college/policies>

➤ Under most Government funded or subsidised training programs, students are required to be made aware of and acknowledge, important student information that is contained in these policies and to also be aware of the enrolment process.

Please ensure that you are familiar with these policies before you enrol:

- Fees Policy
- Fees Chargeable
- RPL Policy
- Deferrals, Suspensions and Discontinuation
- Refunds
- Complaints and Consumer Protection
- Standard Enrolment Terms and Conditions



## Overview of the Enrolment Process

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The following information will assist you in understanding the steps of the enrolment process:

- *Employer Authorises Enrolment* (For Employment-Based Enrolments Only) by forwarding the enrolment e-mail they receive from ACCM College to the student.
  
- *Student Applies to Enrol* - This is done on the enrolment page of the ACCM College website. That page links to the ACCM College Policy page, which includes important information that students must be aware of before enrolment, such as: Fees, Refund Policy; Privacy policy; USI requirements; Consumer Protection Policy, Support Services and other Student Information.
  
- *Fees will be Quoted – so no surprises.*
  
- *Checks performed for Government Subsidised Program Eligibility* - This includes notifying the relevant government Department of your details and your request to enrol in a subsidised program. The Enrolment Terms and Conditions include your consent for ACCM College to do this.
  
- *Student Goes to WebclassM to complete Administrative Items* - WebclassM has instructions to enable you to do key items such as providing ID Documents; USI and Initial Skills Assessment. ***Your enrolment cannot be approved until these administrative items are completed.***
  
- *ACCM College Assessor Determines Course Suitability and Individual Learning Needs* - You will be allocated a Student Adviser to assist you with progress. They will call you within the first few days of enrolment to confirm that you meet course entry requirements and to customize the course to suit your needs by selecting suitable subject electives. Before this can be done – you must complete the Administrative items.
  
- *Training Plan Developed* - A Training Plan will be developed that confirms the content of your course and due dates for assignments. Trainees will need to get this signed by their employer and returned to ACCM College.

**Enrolment is approved at this stage. Your Enrolment Confirmation is issued.**

# Welcome to ACCM College

## Congratulations on enrolling

You are now on your way to having a Nationally Recognised Qualification delivered by the Australian College of Commerce and Management (ACCM College).

The Australian College of Commerce and Management Pty Ltd (ACN 073 576 315) is a Registered Training Organisation (RTO ID: 1441).

As a Registered Training Organisation, ACCM must meet the high standards of the VET Quality Framework and meet all associated compliance and legal obligations.

ACCM does not outsource training delivery.

You deal directly with ACCM College at all times.



# Flexible Online Course Delivery

- Your course is delivered via online delivery (also called “distance” delivery). That means you access learning and assessment materials “online”. You will have the support of a Student Adviser whose role is to keep you on track and provide assistance along the way.
- You will be emailed log on details for WebclassM, where you can access your course materials.
- You will need to complete the administrative items shown on WebclassM; such as providing identification documents and your initial skills assessment.
- ACCM College’s course content is delivered in separate subjects. Each subject concentrates on a specific theme and may cover several “units of competency” (these are the “national standards” that apply to your qualification). Each qualification will have compulsory subjects and possible electives to select from. This allows the qualification to be contextualized to meet your needs.
- All of your learning materials are found in *WebclassM*. There are no textbooks, the content needed is in front of you as you go! Each section within a subject contains the course content and information to learn, followed by relevant questions to test your knowledge.
- Your Course Timetable will tell you the due dates for each subject, and the number of subjects in your course.
- Start with the first subject that is listed on your timetable. Once you have completed all questions within the subject, click ‘Submit Assessment’. ACCM College will then assess/mark your written answers.
- When your first subject has been marked, the results and your original task (with the assessor’s comments) will be updated on *WebclassM*.
- ACCM College’s role is to help keep you on track and provide assistance along the way.
- If your course is workplace-based (i.e. a traineeship), we also work with your employer regarding your progress and determine any on-the-job learning activities that would be beneficial to you.

## Choosing Course Electives

- At the time of enrolment and induction, if there are any elective choices required for your qualification, you will be asked to select them. Most programs do not require this.
- If applicable, and you aren't able to tell us your elective choices at the time, we will select the most commonly studied subjects for you.
- These can be changed at a later date.
- You can simply contact your Student Adviser to request the change. They will advise you in detail about the content and difficulty of each subject.

## Subject Due Dates

- WebclassM clearly shows your individual subject due dates as well as the scheduled course completion date.
- For most courses, you may request adjustments to Subject Due Dates. Contact ACCM College to request an extension.
- The maximum course duration is specified in the terms and conditions at enrolment.

# The Marking (or Assessing) Process

- At the end of each subject you will be asked to demonstrate your competency by completing set tasks that we have designed. This process is called the marking or “assessment” stage.
- Assessment generally takes place by way of multiple-choice questions, written answers, role plays or skills checks and practical examples to demonstrate specific skills. You may suggest alternative methods of assessment if you believe they will still meet national standards.

## Your Results

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There are two possible results once we review your Assessment Tasks. They are:

- Competent i.e. you have demonstrated knowledge of all of the criteria; or
  - Partially Assessed i.e. there is still some work left to complete or revise.
- If you are advised that an Assessment Task is “Partially Assessed” you will also be able to click ‘Review’ in WebclassM, so you can see the specific feedback on which questions need to be reviewed.
  - Then you can re-do or revise the required questions and resubmit them to us.

*There is no limit on the number of times you can resubmit, our courses are a learning process, and so getting questions incorrect is not a problem!*

*You just review the feedback, and have another go! It’s all a part of the learning process.*

## TRAINEESHIPS – require Supervisor Signatures

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- It is required that you print a hard copy of any assessment pages that require supervisor signatures.
- Obtain your supervisor's signature and other listed details. Scan that document, then lodge it on WebclassM with your assessment.

*Supervisors and Trainees must have signed all Supervisor Competency Agreements and the Training Plan*

# Student Responsibilities

Students enrolling agree to:

- ✓ Make every possible effort to meet your course subject due dates
- ✓ Make regular progress and complete the qualification within the agreed /contracted course time frame
- ✓ Participate in any workplace training provided by your employer
- ✓ Participate in any training or progress meetings with ACCM College
- ✓ Notify your employer and ACCM College if you are having any difficulties completing the tasks or workbooks
- ✓ Notify ACCM College if you leave your employer during the term of a traineeship.



# Student Participation & Progress Requirements

| LEVEL OF COURSE              | CONTACT ACCM COLLEGE                         | PROGRESS REQUIREMENTS  | ESTIMATED STUDY TIME |
|------------------------------|--|--|----------------------|
| Certificate II or III Course | Contact us approx. every 2 weeks for 20 min. | <ul style="list-style-type: none"> <li>• 18-24 Questions per week (based on course)</li> <li>• Subjects to be complete every 4-6 weeks on average</li> </ul> | 2 - 4 hrs p/w        |
| Certificate IV Course        | Contact us approx. every 2 weeks for 20 min. | <ul style="list-style-type: none"> <li>• 20-24 Questions per week (based on course)</li> <li>• Subjects to be complete every 6-8 weeks on average</li> </ul> | 4 - 5 hrs p/w        |
| Diploma Course               | Contact us approx. every 4 weeks for 30 min. | <ul style="list-style-type: none"> <li>• 18-22 Questions per week (based on course)</li> <li>• Subjects to be complete every 6-9 weeks on average</li> </ul> | 4 - 5 hrs p/w        |

## Why are Participation and Progress standards necessary?

a) These standards advise prospective students of the nature and level of interaction and progress involved to successfully undertake their course before they commit.

b) Our experience shows that students who actively interact with ACCM College, and make regular progress on their course, have a greater level of course completion.

*We also recognise that one of the dangers in "distance" or "online" learning is that people can procrastinate and incorrectly feel that they can "do it all in one go". This can lead to students losing motivation.*

## What happens if students don't meet the participation or progress standards?

a) The College, at its discretion, may discontinue a student's enrolment at any stage, where they are not meeting the Student Participation Standards.

b) Employers of students and trainees will also be advised where an employee / trainee is not meeting the Participation Standards.

For more information visit our participation and progress policy here:

<https://accm.edu.au/our-college/policies/progress/>



## Student's Original Work

- All work must be your own work. In all Colleges and Universities, submitting work that is not yours is regarded as a serious offence that can result in your disqualification from completing the course.
- As a minimum, you and any others involved will be required to re-do a new assessment task.
- If you work with others in study groups, ensure that your submissions are your own work, and in your own words.

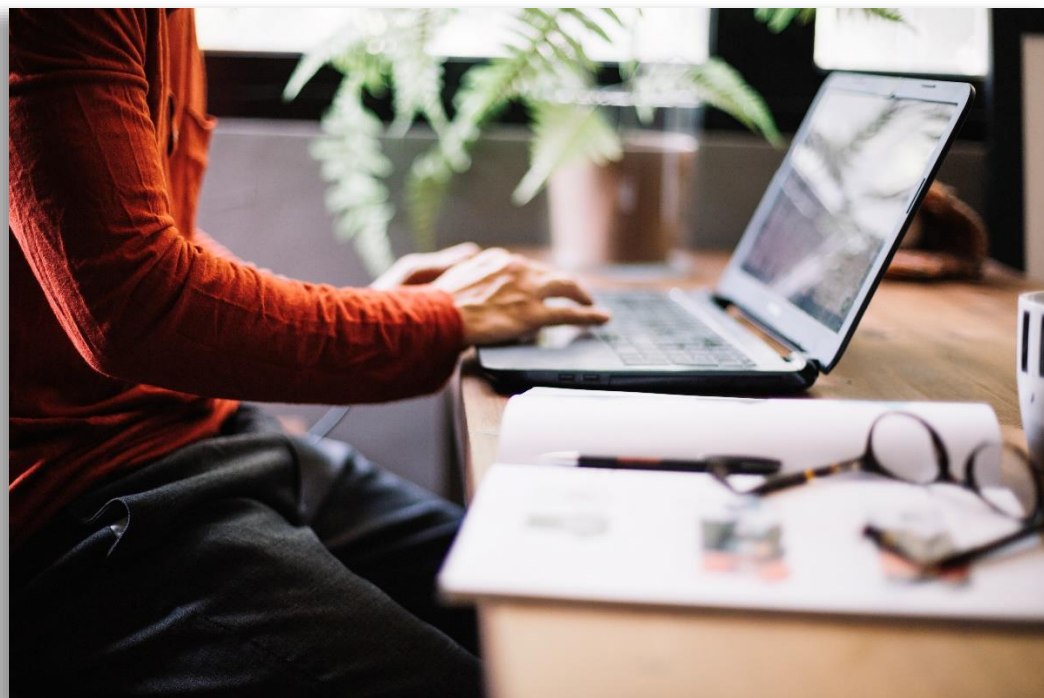
## ACCM Notification - Trainees

- To help you reach your educational goals on time, ACCM College policy is to notify your employer via letter/email if you fall behind by 2 subjects, which is generally 2 months of no progress.
- If no progress is made after 3 months, ACCM College may advise the appropriate authorities in Department of Education (this may be earlier in some states).

# Employer Responsibilities

Employers enrolling their staff as students are responsible for:

- Providing appropriate on-the-job training, support and supervision
- Ensuring their employees have access to the full range of work that is required on-the-job to complete the assessment tasks
- Notifying ACCM College of any work related barriers affecting their employee's ability to complete the qualification.
- Complying with Traineeship requirements if applicable.
- Sign all Workplace Verification Checklists, Assessment Submissions and Training Plans.



# Assessment Appeal Process

Students have the right to appeal an assessment decision.

- If you are advised that a subject result is Partially Assessed, but you believe you have shown the required degree of competency, and you have provided reasonable proof of this to the ACCM College, you may appeal that result.
- To appeal a decision, you should ask your Student Adviser to have your work re-marked by another Trainer/Assessor, or send this request via the Feedback page on our website.
- The second assessor's result will be the official result.
- If you are still dissatisfied with the outcome, you may appeal again. You will be asked to explain the reasons for the appeal. In this instance, ACCM College will ask for an independent assessor to review your assessment.
- You will be advised if any costs will be applicable for an external review.
- Refer to the Academic Appeals Policy on our website for more information:

<https://accm.edu.au/our-college/policies/appeals-policy/>

# Obtaining Help

You will have been allocated a team of qualified ACCM College Student Advisers to assist you.

To contact them:

**T:** 02 4225 9881 or 1300 270 881

**E:** [support@accm.edu.au](mailto:support@accm.edu.au)

In your email use the subject line "Request for Assistance" and your name. Include the best contact details and times.

- If your designated Student Adviser is not available, another qualified adviser will assist you. Assistance is normally available immediately - we will contact you within the next business day.
- Please be aware, your Student Adviser may change during your time with ACCM College.
- As our student population changes (students enrol or complete their studies) it is often necessary to balance the number of student's assigned to any one Student Adviser.
- This balance ensures that our Student Advisers have the capacity to fully support the various needs of their students and help them progress.
- Allowing Advisers to support too many students would impact our ability to guarantee the high level of support our students deserve.
- Please do not be concerned, as every ACCM College Student Adviser is dedicate to your success and trained to meet your needs.

## Course Entry Requirements

- All ACCM College courses are delivered in the English language and require average literacy levels. Specific entry requirements for each course are listed on the Course page for that qualification on our website.
- The Course page will also explain the specific vocational outcomes that each qualification offers, and what qualifications you could progress to upon completion.
- In some cases, you may be required to work in an environment that allows you access to equipment and/or work experience to apply your skills. ACCM College may ask for evidence that you meet the entry requirements.
- Refer to the full Student Selection and Admissions Policy on the ACCM College website.

<https://accm.edu.au/our-college/policies/admissions-and-enrolments-policy/>

## Student Support Services

- ACCM College can help students by referring you to organisations to assist with personal issues that may be affecting your studies.
- Contact details of the external support services available to you are on the Student Support tab on the ACCM College website.
- ACCM College's website also links to valuable reference materials to improve awareness of substance abuse, gambling & other issues that negatively impact people.
- Visit our website for more information on agencies that can help here

<https://accm.edu.au/our-college/policies/support-services-policy/>

## Health & Safety

- ACCM College will meet its safety obligations by ensuring the safety of its employees, students and those who visit our workplace.
- We will ensure our staff and students are aware of and implement the safety procedures in place at their workplace, and any other workplaces that they visit.
- Students with safety concerns should advise their employer or their Student Adviser.

<https://accm.edu.au/our-college/policies/work-health-and-safety-policy/>

## Discrimination & Harassment

- ACCM College is committed to providing a fair and equitable environment for staff and students; one free of discrimination and harassment.
- ACCM College does not discriminate based on gender, race, sexual preference, physical or intellectual impairment, age, ethnicity, marital status, pregnancy or religion.
- Students with concerns in this area should contact ACCM College urgently.
- Refer to the full Policy on the ACCM College website here:

<https://accm.edu.au/our-college/policies/fair-treatment-and-anti-discrimination-policy/>

# Student Disciplinary Procedures

- If ACCM College has any concerns about the behaviour of a student, including any breach of our Policies, ACCM College will fully and fairly investigate the issue.
- The student/s involved will be given full details of ACCM College's concerns and the opportunity to address and explain the issue prior to any decision about disciplinary action being taken.
- ACCM College will then communicate to the student/s the outcome and consequences of its investigations.
- Where disciplinary action is warranted, ACCM College may take action up to and including, withdrawing students from their course, without refund or a result being issued. The disciplinary action will reflect the seriousness of the misconduct taken by the student.
- Appeals are allowed where the student disputes the disciplinary action.
- For more information on this visit our website at:

<https://accm.edu.au/our-college/policies/appeals-policy/>



# Privacy Policy Statement

➤ Student information will not be provided to anyone else unless ACCM College has permission from the student, or is specifically allowed or required to provide the information by law.

For example, student information is only given to the following bodies where required:

- Federal and State Departments of Education (State Training Authorities)
- Employers where the student is a Trainee
- ASQA (The national RTO registering body)
- The Student Identifier Registrar (USI)
- Or where the student has signed an Enrolment Form that authorises their employer to be given details.

➤ All employer information obtained will be treated as “commercial in confidence” whether so marked or not. This means it will not be revealed to others without the employer’s permission.

➤ Students may access all their records at any time by requesting ACCM College for copies of what they require. Fees may apply on a cost-recovery basis.

➤ ACCM College will contact students by post, phone, fax, email and text. If contact by a specific means is preferred, please contact your Student Adviser to update your contact details.

➤ Refer to the full Privacy Policy and the USI Policy on the ACCM College website here:

<https://accm.edu.au/our-college/policies/privacy/>

and

<https://accm.edu.au/our-college/policies/usi/>



# Student Complaints

- Customer or student complaints are an opportunity for ACCM College to gain feedback on our service performance and to identify opportunities for improvement in the future.
- If you have any feedback or concerns, please let ACCM College know immediately, by email or letter to ACCM College's Managing Director or on our website Feedback page.
- If your concern is private, feel free to contact ACCM College and ask to speak to the Managing Director personally.
- Following the investigation of a complaint, the results of the matter will be conveyed to you in writing, giving full and open disclosure of the results. You will also be advised of your right to take the matter further.

Refer to the full policy on ACCM College's website

<https://accm.edu.au/our-college/policies/complaints-policy/>

**NSW funded students** can seek further advice and assistance on unresolved complaints through **Smart & Skilled**. Go to the website:

[www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

or call directly on **1300 772 104**



## Training Record Books

- Your Training Record book is a way for you to record workplace examples of skills. It is provided online as the Training Journal section of WebclassM.
- Each “unit of competency” is included in the Training Record Book section of WebclassM.
- Trainees are required to keep their Training Record Book up to date.

## Course Fees

- Refer to our Website for current Fee Policy and information.
- Fees are payable in accordance with your enrolment Terms and Conditions.
- For more information, visit our website here:

<https://accm.edu.au/our-college/policies/fee-policy/>

## Entitlements to Refunds

- Refunds are in accordance with the Refunds Policy on the website.
- In general, Course Fees are not refundable unless specifically allowed under the government-funded program or if offered in writing under a specific course promotion.
- In line with our values on equity and access, special circumstances will result in this policy being more flexibly applied.
- Refer to the full Refunds Policy on the ACCM College website here:

<https://accm.edu.au/our-college/policies/refunds/>

## Forms and Documents

- All current versions of forms and documents and policies are on the ACCM College website under Forms.
- If you are unable to access the website, call ACCM College to request any documents needed.

# Language, Literacy & Numeracy (LLN) Issues

- LLN requirements are listed in the website course information under entry requirements.
- Students who have concerns about the level of reading and writing required in their course, should contact ACCM College to discuss this issue.
- As part of the enrolment process, ACCM College will identify any specific LLN and other needs that a student may have, and provide information on available support mechanisms.
- Where consistent with course requirements, students with insufficient language, literacy or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.
- If this is not possible, they will be referred to a more suitable course or provider that can better assist them.
- To apply to enrol in a course, prospective students should first carefully review the information on our course subjects, vocational outcomes and entry requirements. This ensures that you enrol in a suitable course.
- For more information on ACCM College's LLN policy visit:

<https://accm.edu.au/our-college/policies/initial-skills-assessment-and-lln-policy/>

## Enrolment Numbers

- ACCM College allows enrolments throughout the whole year.
- In courses where a fixed student enrolment number applies, the ACCM College will enrol students on a first in basis, subject to students meeting any entry requirements.

*For specific government-funded programs, entry may be restricted to the specific target group specified*

## Copies of Your Records

- At the end of your course, your Qualification or Statement of Attainment will be issued to you (subject to all invoices for the course having been paid).
- Copies of your qualification can be requested for a fee at any time following completion of the course. The Request Form is on the ACCM College website. A Fee is payable as indicated on the Form.

# Exemptions or Recognition

You may be granted exemptions or credit against particular parts of the course if you have undertaken prior relevant studies or you can demonstrate you already have and use the required competency

- Automatic exemption (Credit Transfer) will be given if you have undertaken a unit of study before and have a Statement of Attainment which details the exact Unit Code. Your course fees include the costs of processing this form of Recognition.
- You may request recognition of existing skills and knowledge acquired through your past activities and experiences. In this instance there are very strict guidelines that apply:
  - You must be able to provide evidence of your current competency
  - Multiple forms of evidence are required against each unit of competency
  - Your evidence and skills must be current i.e. up to date and
  - ACCM College must be able to validate and verify the authenticity of the evidence.

## To Apply for Recognition

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- Download the RPL Application in Webclass. Complete it and submit it and supporting evidence to the ACCM College under Upload Documents in Webclass.
- For requests for exemptions based on past studies, you must attach a Certified Copy of the Statement of Attainment listing the unit/s codes.
- For more information on this process, please visit our site at:

<https://accm.edu.au/our-college/policies/rpl/>