



Enable College Student Handbook

Registered Training Organisation
(National Provider Number 4849)

Providing pathways to employment and improved employment.

Approved Training Provider (SA)
Work Ready Approved Provider

Your future, your way

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Enable College - your stepping stone to a brighter future

This document has been developed to provide general student information for those individuals who are considering enrolling with Enable College. Some of the information in this Student Handbook has been sourced from a variety of national publications providing information on the National Training System. This resource is reviewed by Enable College for currency each year. Information was accurate at the time of publication

This Student Handbook contains information to help you understand:

Policies and Procedures	Training Delivery Options	Qualifications, Parchments, Transcripts and Statements of Attainment
Quality Standards	Practical Workshops and Class room Delivery	
Code of Practice	Assessment	Course Costs for students
Interview and Enrolment Procedure	Work Placement	Paying Course Costs by Instalment
Student Responsibilities	Your Progress	Refunds Policy & Procedure for courses
Police Clearance	Withdrawing/ Leave of Absence From a Course	Recognition of Prior Learning (RPL)
Delivery of Competency Training	Complaints Procedure	Credit Transfer (CT)
Competency Based Training	Termination of Enrolment by Enable	Additional Information for Students

As a prospective student at Enable College, you have a responsibility to read and become familiar with the contents of this handbook. If you have any queries after reading this Student Handbook, please contact Enable College.

Our Services

Enable College provides vocational qualifications to participants in order to develop their knowledge and skills in their chosen field.

We are focussed on:

- Learning that is relevant and meets the needs of learners, workgroups, organisations and the community.
- Working closely with industry groups to ensure the content of our programs is accurate, relevant and current.
- Actively seeking feedback from a range of individuals and groups to support our efforts to continuously improve our training services.

As a Registered Training Provider we deliver Nationally Recognised Training. To see the current qualifications we deliver click this link [Enable College courses](#).

Further information about Enable College policies and information referred to in this handbook, along with information about courses we deliver can be found on our website [Enable College](#)

There are a range of documents which describe roles and responsibilities for students and Enable. The documents listed below are an example. Please contact Enable if what you are looking for is not available on our website.

Access and equity	Complaints	Health and Safety
Admissions and enrolments	Copyright	ICAN/FLO students
Assessment Policy and Procedures	Student Code of Behaviour	Participation and Assessment
Child Safe Policy and Procedures	Enrolment form	Policies and Responsibilities
Code of Practice	Harassment and Bullying	Recognition of Prior Learning

Policies and Procedures

Enable Adheres to Quality Standards

The Australian Government, Australian Skills Quality Authority (ASQA) for Registered Training Organisations (RTOs) ensures improved quality of data and information about VET courses, cost and quality. This nationally, provides consistent, high-quality training and assessment services for all clients and participants in Australia's Vocational Education and Training (VET) system. To assess Enable's compliance, the Australian Skills Quality Authority (ASQA) conducts outcome-focused audits against these Standards.

Further information about ASQA is available at [Australian Skills Quality Authority \(ASQA\)](#)

As a business, we also work under a range of Commonwealth and State Acts, Laws, Regulations and procedures.

1. Code of Practice

Enable College has policies and management practices in place which ensure professional standards in the delivery of education, training and assessment services. Our Code of Practice provides the basis for good practice in marketing, client support, engagement with industry, quality assurance and the administration of education and training services to clients.

Our full Code of Practice document is available from our [Web site](#) Forms and Procedures and all current students can access this from within their student portal.

Enrolment procedure

2. Initial Interview and Enrolment Procedure

Consists of:

- Ensuring you are fully informed prior to your decision to enrol.
- Having an individual discussion where your expectations, our expectations, course costs (including optional course costs) and information about pathways within the Industry you are looking to work in (or already work in), and any other information you may require, is discussed.
- Completing a Language, Literacy and Numeracy Assessment (LLN) and an Oral discussion about Industry requirements. Potential employees (and therefore students) must have a reasonable standard of LLN. If you are not able to meet this requirement we can refer you to support services which specialise in supporting LLN development.
- Completing the Enrolment Form.
- Providing 100 points of evidence for your identity, at least one form of evidence must be a photo identification document e.g. Passport, Visa, Driver's License and the remainder can be made up of Citizenship papers, Birth Certificate, Medicare card etc.
- Reading, accepting and agreeing to abide by our policies and procedures and acknowledge this by signing the Enrolment Form.
- Completing the application to have a Criminal Record Check (CRC) to obtain a National Police Certificate if the course you choose to study requires you to participate in Work Placement and the industry requires evidence of your criminal history
- An opportunity for Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and/or Credit Transfer (CT) and the processes involved to be discussed to achieve this assessment opportunity.
- Applying for a Unique Student Identifier (USI) and supplying it to Enable College. Students will not be able to commence training unless Enable College has the Student USI and it is verified as correct.
- Reading and accepting the letter of offer. This will list course costs, any optional incidental charges and your proposed plan to cover the Units of Competency required for your Qualification.
- Agreeing to a payment plan using Debit Success student financial account managers
- Enable College Student Financial Management System
- Acceptance of the offer to study will require a deposit payment towards your course costs or notification from Debit Success of your successful financial agreement and a returned signed agreement document.

Once this has been addressed, an individual training plan will be developed, and you will be ready to start your study.

3. Enable College Responsibilities:

At Enable, you can expect to:

- Be treated with courtesy and respect
- Learn in a supportive and safe environment free from discrimination, harassment and bullying
- Have concerns and complaints taken seriously and addressed promptly

- Have reasonable learning needs met regardless of gender, disability, ethnicity, age, or mode of study
- Be supported during your learning
- Be provided with a safe and comfortable learning environment
- Have confidentiality maintained in personal discussions
- Have your personal records maintained in a confidential manner and not be released to any other person or organisation without your written consent
- Receive counseling and support on matters relating to your participation in the course and referral to other support agencies/services when necessary
- Have opportunities to provide feedback on services

4. Student Responsibilities, you are expected to:

- Observe Enable's policies and procedures. Refer to our website or your student portal (aXcelerate) in the Resources section for more specific details.
- You will be required to have a current email address for communication purposes and if this changes, you must notify Enable within 24 hours.
- Submit assessments by the due date:
 - Certificate III Students to submit either online or in person with assessments typed using font size 11 or 12. If they cannot be typed the assessments must be written in ink and clearly legible.
 - Certificate IV and Diploma Students to submit assessments typed using font size 11 or 12 and online only.
 - Assessments must be presented in a tidy, structured/orderly manner. Otherwise this will be marked as a first submission and graded as Not Yet Competent result.
- Attend scheduled training sessions as required
- Notify Enable College if unable to attend classroom sessions a minimum of 24 hours prior (if possible), Practical sessions will incur a rescheduling fee (see booking confirmation for rebooking fee)
- Contribute to a positive learning environment which maximises teaching and learning opportunities and respects the rights of all students.
- Act in a professional manner during Work Placement/s or other forms of practice-based learning activities and respect the confidentiality of information made available as part of that Work Placement.
- Respect the property and facilities of Enable.
- Not endanger your or others' health and safety.
- Notify Enable if your contact details change.
- Notify your Trainer, or any staff member, as early as possible if you are experiencing any difficulties with your learning.

5. Police Clearance

You need to apply for this if you are enrolling in a course where you will be working with children, Vulnerable Adults or recipients of Aged Care Services. Before you can undertake Work Placement you will be required to undertake a Criminal Record Check (CRC), through a State or Territory Police Service. The forms for this will be given to you on enrolment and we encourage you to complete and return them as quickly as possible as they can often take a few weeks to be processed. This will be an additional cost to your course unless advised differently in writing on enrolment.

If you have a Police Clearance which meets industry requirements and is current you will not need to apply for one again.

6. Recognition of Current Competency (RCC/RPL)

Recognition of Current Competency and/or Prior Learning(RCC/RPL) is a formal process by which a student's current skills and knowledge gained by any combination of previous study or work or life experience can be recognised. Students are required to provide evidence of current competency; this will be assessed by an accredited assessor. If the evidence sufficiently meets all criteria, then the student is awarded the Unit and does not need to do any further training or assessment.

The evidence supplied can take a variety of forms and could include references, evidence of training, work reports, confirmation of relevant unpaid or volunteer experience and answers to written and or verbal questions. The evidence provided will need to be authentic, valid, reliable, current and sufficient.

The advantages of Recognition of current competencies - it can:

- Acknowledge current skills, knowledge and experience
- Reduce duplication of learning
- In some instances reduce the time required to complete the learning program

The Current competency recognition Application form must be completed and submitted together with the relevant documentation within 30 days from enrolment. Enable College will within 14 business days from the date of submission give a quote for the completion of the course and indication of recognition status.

To commence the recognition process you will need to take the following steps:

1. Identify the Units of study for which recognition will be sought.
2. Gather evidence of prior learning or current competence.
Types of evidence could include:
 - Samples of work
 - Demonstration of knowledge or skills
 - Statements from third parties
 - Challenge tests for knowledge or skills
 - Documents indicating knowledge or skills
 - Interviews
 - Other available evidence
3. If possible, you will need to align your evidence of knowledge and skills to the Unit of Competency.
4. Submit the recognition application either at through admin@enablecollege.edu.au
A qualified assessor will make a judgment based on the evidence you provide and notify you of the outcome within 14 business days from the date of submission.

Course costs and fees and charges

Enable College will not collect any more than \$1500 in advance from any student for tuition or other services yet to be delivered. Refer Enable College web site [Enable College web site](#)

Potential additional costs

ITEM/GOOD/SERVICE	COST	ITEM/GOOD/SERVICE	COST
Certificate re-issue fee(full qualification)	\$ 50.00	Postage of learner assessments	\$ 8.00
Official transcript of results	\$ 50.00	Reissue of CD-ROM Fee	\$ 40.00
Certificate re-issue fee(single subject training)	\$ 50.00	Small Print Learner guide work booklet fee	\$ 30.00
Enable Learner guide fee(black and white)	\$ 15.00	Aspire Learner guide work booklet fee	\$ 40.00
Enable Learner guide fee(colour)	\$ 40.00	Reissue of assessment booklets	\$ 5.00
Postage of each learner guide	\$ 15.00	Reissue of name badge	\$ 20.00
EYLF Guide	\$ 5.00	NQS Guide	\$ 10.00

7. Paying Course Fees

Option 1- Enable College will take upfront payments of instalments no greater than \$1500.00 per payment (Most Certificate IV and Diploma courses are not eligible for payment through this option) or

Option 2- Enable College through our Debit Success student financial management system will take payment for all course fees.

Third Party Payments can be made by an employer, 3rd party or another organisation through Debit Success if a Guarantor Form is completed prior to final acceptance into the course.

There may be additional charges associated with Debit Success. Contact our administration if you have any queries admin@enablecollege.edu.au .

8. Refunds Policy & Procedure for courses

Refunds will not be granted automatically; students are expected to be aware of work and personal commitments prior to enrolment and will need to establish that the cause of withdrawal could not have been reasonably anticipated prior to commencement.

A course refund to students (less student deposit) will be given for cancellations made a minimum of seven (7) days past the deposit being paid. Applications for refund must be made in writing or via email and received by Enable College within the seven (7) day period. Once the application is approved, Enable College will refund any monies as follows:

For Fee for Service students – A course refund means any monies paid, less student deposit which is a non-refundable administration fee. If, after this period, a student wishes to cancel their enrolment, all monies paid to date will be forfeited. Enable College has the right to withdraw a participant if finances are not kept up to date.

However, if a student withdraws for exceptional personal reasons beyond their control; after the course has commenced but within 3 weeks of commencement a pro rata refund of 50% less student course deposit will apply.

- For example sickness (verified by a medical certificate)

Commencement of training will include any of the following:

- Attending first classroom session (Classroom students)
- Receipt of first booklet (Open Learners / Classroom students)
- Initial logon into our online training system (Blended learning students)

Students who have agreed to the terms and conditions for Debit Success will have additional conditions and fees applied to their final decision as per the individual debit success student agreement terms and conditions.

Enable College Training

9. Competency Training

Undertaking training can be a challenging experience. For participants who have not studied for some years, or whose lives are already full with work and family commitments issues can sometimes arise which can turn a normally manageable situation into a difficult one. Support is available and solutions can generally be found through a process of negotiation.

We offer support to students in many areas including, but not limited to:

- Career pathways
- Course costs (installment payments)
- Learning difficulties
- Student welfare

This is an adult learning environment; students are required to initiate further support to assist them with their training requirements.

Our training and assessment is developed to maximise flexibility for all parties. We recognise there are many different learning styles, and there is more than one way to effectively deliver training and assessment. We are committed to innovation and flexibility in the implementation of the training and assessment. This is evident in the range of training and delivery modes and the choice in assessment tools we offer.

Enable provides you with all of the necessary resources/ materials you will need to complete your training. However, if you lose any of your books, or CD-ROM's or E-books a replacement fee will apply. Enable trainers/assessors pride themselves on having a mentor approach to training, incorporating Adult Learning Principles. Trainers/assessors are available to speak with you to discuss study issues by appointment.

The training you receive through Enable is nationally recognised and competency based. With competency based training, learning is measured against competency standards.

The competency based training you receive is:

- High quality.
- Flexible.
- Suited to adult learners.
- Delivered under the Australian Qualification Framework, which means the Qualification/s you receive is recognised Australia wide.
- Based on skills & knowledge needed in the workplace.
- Supporting formal recognition for skills learnt on the job or through experience, as well as through study.
- Based on current expectations the Industry and Employers have.

The aim of competency based training programs is to minimize concerns you may have about assessment activities. We do this by:

- Assessing against the Units of Competency, not other students.
- Making the Assessment transparent from the beginning where you will know what and how you will be assessed upfront.
- Assessing activities based on the work you do in the workplace.
- Being provided with the opportunity to provide further evidence if you have not achieved competency after your first submission.

10. Training Delivery Options

We have a range of ways to engage in your study and complete your course. Specific details or options for you and your particular course will be provided prior to the commencement of study in another document. In general our options include:

- **Face to Face, Full-time training:** This usually allows you to complete your course in a shorter amount of time and involves a workload of around 20 hours per week in class and 20 hours per week outside of class. There is also an expectation that Assessment Activities for one Unit of Competency will be submitted for assessment each week.
- **Face to Face, Part-time training:** This still allows you the benefits of working with a Trainer/Assessor face to face but will take more time to complete than the full-time option. The workload is generally around 10 hours per week in class and 10 hours per week outside of class. There is an expectation that Assessment Activities for one Unit of Competency will be submitted for assessment each fortnight.
- **External Learning:** Learning materials are provided to you to work through at home. As Units of Competency are successfully completed we will send you the next units for the course. Whilst most of the course can be completed this way you will still be required to attend specific Practical Sessions/workshops and your Work Placement. As an external learner you can study Full time (up to 40 hours per week) or Part time (up to 20 hours per week).
- **Resubmission of assessments:** within all courses at Enable you may find you have the opportunity to resubmit an assessment that on a prior submission has not met all of the assessment requirements. Please refer to your student portal for proposed re-submission dates and procedures.

Australian Qualifications Framework volume of learning indicators*							
Certificate I	Certificate II	Certificate III	Certificate IV	Diploma	Advanced Diploma	Graduate Certificate	Graduate Diploma
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years	1 – 2 years	1.5 – 2 years	0.5 – 1 year	1 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 1400 hours	600 – 2400 hours	1200 – 2400 hours	1800 – 2400 hours	600 – 1200 hours	1200 – 2400 hours

Hours above are sourced from the AQF 'Volume of Learning: An Explanation'

1. Certificate III qualifications are often the basis of part of a traineeship. In these cases, up to four years may be required to achieve the learning outcomes.
2. Certificate IV qualifications are often either:
 - shorter duration specialist qualifications that build on existing skills and knowledge
 - longer duration qualifications that are designed as entry-level requirements for specific work roles.

** These indicators are considered to be a starting point only and many factors can affect the amount of training required*

Note: The time guides may vary for students in Traineeships and Training Guarantee for SACE Students (TGSS). Please talk with the Enable College Coordinator-Training & Development if this affects you.

In every Delivery Option, it is important to maintain a consistent momentum in order to complete your course successfully. This is why we set date expectations for Assessment activities to be submitted.

Requests for an extension of time to submit Assessment activities for marking are available but must be made in writing/e-mail to Enable Administration. This request will then be discussed with you, your Trainer/Assessor and/or our Coordinator - Training & Delivery and you will be notified of the outcome. Remember, our aim is to support you to successfully complete your course in a timely manner.

When submitting your Assessment activities you will be required to sign a submission slip confirming that all work is your own. You are also required to retain a copy of your submitted Assessment activities.

11. Attending Practical Workshops and Classroom Delivery

Some of our courses include practical workshops such as First Aid, Child Safe Environments, Manual Handling, Personal Care Practical, Meal Time Management; the costs for these are included in your Course Cost. You will be booked into these at the appropriate time in your chosen course.

Attendance and participation at these is important, we ask that you, attend classes you are scheduled for. Please inform us before the class date if you are unable to attend. This allows us to reschedule you into another session. If you do not inform Enable College of your availability prior you may incur additional charges.

If you keep us informed we will do everything we can to provide you with options and support your learning. Repeated unexplained non-attendance at classes, can lead to your enrolment being terminated.

Enable College Assessment processes.

12. Assessment

The following information will provide an overview:

Assessment is a key element of Competency Based Training and is the process of collecting evidence and making judgments on whether competency has been achieved. A single assessment activity may assess more than one Unit of Competency. Qualified assessors are responsible for conducting all assessments. You must satisfactorily meet all criteria for each Unit of Competency with evidence that often needs to consider how you bring together:

- A decision about what to do
- An understanding of the work context
- Attitudes, values and ethics
- Knowledge
- Skill (what you actually do to perform the role)
- Your employability skills

Your competence will be assessed with a variety of Assessment activities that may include:

- Practical demonstration on the job or in a simulated environment
- Participation in discussion, learning activities or presentations
- Verbal and/or written responses
- Work based projects or tasks
- Supporting documentation e.g. Verification, performance feedback
- Verification from your work placement line manager, supervisor or equivalent

Theory Assessment activities must be submitted as per item 5, if **written** they must have a completed cover sheet attached, and submitted by the due date, unless prior arrangements have been made with the Trainer/Assessor. Following the successful completion of the theory component of the unit the result code of Continuing Enrolment (CE) will be given, for full completion of a Unit of Competency, the result code of Competency Achieved/pass (C) will be given. This feedback is available through the aXcelerate student portal data base.

Where the successful completion of the required competency for a unit **has not** been demonstrated, further assistance will be provided and a further opportunity given to gain the competency. In some situations it may only be necessary to participate in part of the original assessment to be deemed competent.

If a student was unsuccessful after two attempts, we would discuss the issues and consider the likelihood of successful completion after 3 total attempts other possible options would be discussed to consider successful completion of the course. Refer to our re-submission policy/procedure and our additional student support processes on our website [Enable College Web Site](#) or, for all current students they can access this from within their student portal.

Written assessments will generally be assessed within 20 working days of receipt of the material by the trainer/assessor. If a student requires feedback they need to access aXcelerate student portal in regards to the assessment.

Enable College Work Placement processes

13. Work Placement

To successfully complete many of our courses you will need to demonstrate your knowledge and skills in a real workplace. The information we gather during this time will assist your Trainer/Assessor to make your overall assessment for one or more Units of Competency. The amount of time you need to spend in the workplace, and the specific skills and knowledge you will need to demonstrate, will vary depending on the course you are doing.

Whilst it is our responsibility, and expectation, to arrange this Work Placement for you, we are happy to consider work places you may know, or which are close to your home, or suit other personal needs. Please talk with our Coordinator – Training & Development if you have any specific wishes or requirements.

Whilst on Work Placement you need to be insured. This is included in your course cost. We will provide an insurance cover for personal accident at Work Placement; however you are reminded about your conduct and adherence to Work Health and Safety (WHS) compliance rules. If we deem you to be a risk to yourself or others, we have the right to decline covering you with our policy and would recommend alternative action for your own protection. All theory, practical classes and course costs must be completed and paid in full before the participant can be placed on assessed Work Placement.

14. Your Progress

When you submit Assessment tasks for marking you will receive a confirmation receipt by email. Written assessments will generally be assessed within 20 working days of receipt of the material by the trainer/assessor. Feedback is available for every marked unit within the student portal.

You will need to successfully complete all the requirements for each Unit of Competency to receive your Qualification.

If you are identified as having difficulty in progressing with your learning you will be provided with an option of additional support to help achieve completion of your studies.

Withdrawing/Leave of Absence/Termination from a course

15. Withdrawing From a Course

If you wish to withdraw from a course you must contact your Trainer/Assessor or the Coordinator – Training & Development to discuss your intention to withdraw. This contact might lead to resolving any problems you may be encountering and allow you to continue with your studies.

If withdrawal is unavoidable you will need to submit your intentions in writing to admin@enablecollege.edu.au using the 'Request for Extension, deferral or Withdrawal form' available on Enable College [Web site](#) Forms and Procedures and for all current students can this can be accessed this from within their student portal.

You will then be sent a letter confirming your withdrawal along with a Statement of Attainment for any Units of Competency you have achieved.

16. Leave of Absence/Enrolment from a Course

If you wish to take leave of absence/enrolment from a course you must contact your Trainer/Assessor or the Coordinator – Training & Development to discuss your intentions and submit your request in writing to admin@enablecollege.edu.au using the 'Request for Extension, deferral or Withdrawal form' Enable College [Web site](#) Forms and Procedures and for all current students can this can be accessed this from within their student portal.

Once a leave of absence has been agreed, details will be recorded in your student file. If you do not recommence your study after the agreed period of absence expires, and no additional contact has been made with or by you, we will withdraw you from the course. You will then be sent a letter confirming your withdrawal along with a Statement of Attainment for any Units of Competency you have achieved. Recommencement of training will be at your cost and a quote negotiated on an individual basis.

17. Termination of Enrolment by Enable

On rare occasions, serious and significant issues arise that may lead Enable to make the decision to terminate your enrolment. This can include (but is not limited to) a student:

- No contact for a period greater than 6 weeks
- Being a physical risk to themselves and/or others.
- Engaging in intimidating or threatening behaviour towards others.
- Engaging in illegal behaviour.
- Consistently refusing to follow staff instructions.
- Attending class under the influence of alcohol or drugs.
- Consistently acting in a manner that interferes with the Trainer/Assessors right to teach and the other students' right to learn.
- Plagiarism

Students have the right to appeal this decision to terminate their enrolment as per Enable's Complaints policy on our Enable College [Web site](#) Forms and Procedures and for all current students can this can be accessed this from within their student portal.

Qualifications

18. Qualifications, Parchments, Transcripts and Statements of Attainment

- A Qualification is issued when you successfully complete all of the Units of Competency required for a Qualification.
- When you receive a Qualification you will also receive a Transcript which identifies all of the Units of Competency you have achieved that make up the Qualification.
- Student academic report will be issued at any time once you have successfully completed one or more Units of Competency. These can be useful for students who for any reason may want to look for Credit Transfer or RPL for another course.
- Qualifications, Parchments, Transcripts and Statements of Attainment will be issued within 30 days from the learner being assessed as meeting the requirements of the training program the learner is enrolled to complete and providing all fees the learner owes to Enable College have been paid.

Once you successfully complete a full Qualification, or withdraw from a course but have completed one or more Units of Competency, and all outstanding relevant course costs are settled, you will be issued with either a Qualification Parchment and Transcript or Statement of Attainment. Transcripts will only be issued at completion of the course. If you are not available to collect your Qualification Parchment, Statements of Attainments or Transcripts, they can be posted to you but this is at your own risk, Enable College takes no responsibility for these documents once they leave the premises.

19. Replacement Qualification Parchments, Statements of Attainment or Transcripts

On request, these will be supplied at a cost of \$50 per document. Please allow a minimum of 30 Days to produce and send the replacement documents.

20. Credit Transfer (CT)

This is the granting of exemption or Credit by a Registered Training Organisation (RTO) to students for Units of Competency completed under accredited training at other RTO's. These unit codes must identically match the units that you are applying for credit. You will need to be registered in a learning program before Credit Transfer will be processed.

You will need to supply Statements of Attainment or Qualification Parchments as evidence for CT and authorise Enable to get this qualification verified from the issuing Registered Training Organisation, you will be notified of the outcome. You will not be required to be assessed against this unit or units in your learning program for which you receive CT. There is a fee to award you with a credit transfer.

Additional Information for students

21. Academic honesty

Presenting the work of others is not permitted without the appropriate referencing. If you submit work which has been written by some-one else on the learner's behalf or submit another learners work in whole or in part, or if there is doubt about honesty you may be disqualified from that assessment and may have to submit a supervised closed book exam or withdrawn from your course and not eligible for a refund for your course.

22. Access & Equity

Refer to our Access and Equity policy on our website [Forms and Procedures](#) for further information.

23. Access to Resources

In addition to your workbooks, or online resources, Enable has a range of resources that can add to your learning experience. Please talk with your trainer/assessor about these and your specific requirements.

24. Accidents

Notify the course coordinator immediately of any accidents resulting in personal injury or damage to equipment or buildings so that an incident report form can be completed.

25. Alcohol and Drugs

Students must not attend any session, assessment or worksite if under the influence of alcohol or drugs. Enable supports the government's commitment to raising awareness of the problems associated with drug and alcohol abuse, as discussed at the NSW Drug Summit in 1999 and the NSW Summit of Alcohol Abuse in 2003, by establishing a Drug and Alcohol Awareness Policy, which will be applicable to, and communicated to staff and Training Participants.

26. Appropriate behaviour and attire

When attending training your behaviour and attire should be the same as going to work. Clothing must be clean and comfortable and provide dignity when demonstrating practical skills. These are required in your work environment and comply with regulations. Hair must be neat and tidy and tied up if long. Jewellery should not be worn. Fashions "extremes" are to be avoided. Please remember that personal hygiene is important when working closely with other students in the classroom environment.

Enclosed shoes must be worn for practical sessions, Enable can loan some to you at no cost for the practical session.

27. Culturally Aware and Respectful Practice

Workers in the Community Services sector need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers from culturally and linguistically diverse backgrounds. This foundation will be provided and assessed as part of a holistic approach to delivery and assessment of this qualification

28. Complaints or Appeals.

Refer to our Complaints and Appeals policy on our website [Forms and Procedures](#) for further information. Enable is committed to the principles of negotiation and mediation in dealing with any complaints or appeals.

If you feel the complaint or appeal has not been dealt with satisfactorily, you may contact:

Training Advocate	ASQA Info line
55 Currie Street, Adelaide SA 5000	
Ph. 1800 006 488 Email: trainingadvocate@sa.gov.au	Phone 1300 701 801
Website link: Training Advocate	Website link: Australian Skills Quality Authority (ASQA)

29. Copyright

Students at Enable College must abide by Copyright regulations, including the digital copyright amendments. You must not use Enable College equipment and facilities to infringe copyright by copying or communicating copyright information either in print or digitally.

Books, learning resources, photocopies and videos etc., provided to learners as part of their studies are not to be copied. See [Australian Copyright council website](#) for clarification.

30. Disciplinary Procedures

Enable is committed to the principles of negotiation and mediation when dealing with any disciplinary issue, however; at times this may not be possible due to the nature of the incident. The procedure is as follows:

- Enable staff will identify the issue either by direct observation or by being informed if an issue arises whilst a student is in class or attending a Work Placement.
- The student will be notified by Enable staff, in person, writing, email or by telephone that an incident has occurred and that they will be required to attend a meeting
- This meeting will be confirmed in writing when a time is made that is convenient to all parties involved
- At the meeting, the issue/s will be discussed and details will be documented and placed in the individual's file
- A suitable outcome is reached with all parties being involved in the final decision
- If a mutual agreement cannot be made, a final decision regarding ongoing training will be made by the Coordinator-Training and Delivery.
- Should the student be unsatisfied with the outcome they can contact the Office of Training Advocate or Australian Skills Quality Authority
- Should the incident be deemed serious i.e. Violent or a severe breach of regulations or policies, Training may be suspended or cancelled for the student immediately.
- A staff member from Enable will be available for individual support if required.

31. Feedback

We encourage feedback from all stakeholders regarding their satisfaction with the services we provide. Feedback can be provided at any stage via:

- You're learning facilitator or course coordinator.
- Surveys, questionnaires and feedback forms during or on completion of the program.
- Emails to admin@enablecollege.edu.au

32. Industry Engagement

We engage with industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace. Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments

33. Language, Literacy and Numeracy (LLN)

Whilst there are no educational prerequisites associated with starting many of our courses, there are Industry requirements for potential employees to have a reasonable standard of English Language, Literacy and Numeracy. In the Community Services Industry the general minimum standard is set at a level that a school student, who has successfully completed Year 10, or could have.

During your enrolment process you will need to successfully complete Language, Literacy and Numeracy Assessment (LLN) and an Oral discussion about Industry requirements. Potential employees must have a reasonable standard of English Language, LLN. If you are not able to meet this requirement we are able to refer you to support services which specialise in supporting LLN development.

34. Personal Hygiene

Care with your personal hygiene (clothing, hair and deodorant etc.) is required when working in close proximity with others.

35. Privacy

Enable staff will not give any information about your studies to anyone unless required by law. The information you give us will only be used for study and employment purposes. Should you require specific information about your training, such as results, an appeal or a problem, and you are ringing Enable, you will be asked to identify yourself. If you believe information held by the Enable is inaccurate you can request that the information be changed. Staff at Enable will complete a change of information form and place it on your file. These are available from the customer services officer or via email admin@enablecollege.edu.au

For further information regarding privacy legislation go to the Privacy Act at [Office of the Australian Information Commissioner](#)

36. Record Keeping

We ensure that all academic, financial and other records maintained by us are complete and accurate. These records are managed confidentially and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.

The purpose for which the information is being collected is to fulfil Enable College's obligations under the *Work Ready* contract. Reporting may also be made to Government Agencies, as required and to assist in supporting you to achieve completion of your course.

Personal information may be kept either in hard copy or electronic form or both and stored in Enable College electronic secure systems or on site on its premises.

37. Regular Attendance, Punctuality and Participation

Attendance and participation is important, we ask that you, attend classes you are scheduled for. Please inform us before the class date if you are unable to attend. This allows us to reschedule you into another session.

If you keep us informed we will do everything we can to provide you with options and support your learning. Repeated unexplained non-attendance at classes, could lead to consideration of your enrolment being terminated.

38. Training Environment

Enable will provide a learning environment that complies with all Work Health and Safety and Local Government laws and regulations.

39. Transition Policy

From time to time courses are modified and updated at a National level. When this occurs we have a planned transition policy/procedure to the new courses.

Additional support and guidance is available to students. Where a student may be genuinely disadvantaged by transferring to a new training package qualification or current accredited course Enable College will undertake if possible an extension to the enrolment period. Apprenticeship/traineeship training contracts may need to be amended as the outcome of the new/revised qualification or course will need to be recognised by the licensing/regulatory body.

40. Work Health, and Safety Regulations

All students are advised Care Work can be physical in nature, and whilst all effort is taken to ensure your safety, you are advised to take great personal care during all training, especially training involving first aid, and manual handling. If you are unfit you may be at risk of harm or injury and must not attempt the manoeuvre unless you are clear about the risks and hazards. Do not attempt anything you think will harm you. All students are advised to identify dangerous work environments and to ensure that health & safety is considered at all times. This will include the tutoring, workshops and programmed work experience.

Contact us

To find out more about Enable College and the services we offer, please feel free to contact us on:

P: 1300 157 750

E: admin@enablecollege.edu.au

A: 31 Franklin Street, Adelaide South Australia 5000

W: www.enablecollege.edu.au

Student Pathway Document

ENROLMENT

STUDENT RESPONSIBILITIES

Enrolment form
 Completed literacy and numeracy form
 Completed oral questionnaire
 Deposit paid
 Submit recognition evidence
 Police clearance applications(as required)

ENABLE COLLEGE RESPONSIBILITIES

letter of offer
 Course information
 Receipt of funds
 Timetable
 Recognition assessment
 Student identification

TRAINING COMMENCEMENT

STUDENT CONFIRMS STUDY STYLE,

Online/correspondance: they take first 2 units due date 1 week full time 2 weeks part time.

Class: attendance in class units should be completed 1 week full time 2 weeks part time.

All students to attend compulsory practical sessions and compulsory work placement

ENABLE COLLEGE RESPONSIBILITIES

Books/CD ROM and training material
 Mark submitted assessments within 4 weeks
 If the unit has been marked not yet competent student has 2 weeks to resubmit
 Once submitted marked within 4 weeks.
 If student does not pass unit in on time or misses class delivery time will be longer.

WORK PLACEMENT

Prior to application for placement the student must have an industry satisfactory Police Clearance, 95% of the theory completed and deemed competent, and all practical sessions attended and passed.

STUDENT RESPONSIBILITIES

Student to meet work placement contact and get documents signed.

Uniform prepared, White shirt, Black pants, Enable College Student badge and enclosed non-slip shoes.

Once Enable has work placement paper work, police clearance and all training has been completed we can organise a placement, This can take 4 - 10 weeks if there is no restrictions.

(if a student has barriers, day, hours, location there is no timeline for placement)

Organise insurance

Meet student and assess student personal presentation, support student and employer whilst on placement.

Certificate

STUDENT RESPONSIBILITIES

to provide Enable College with work placement documents signed by students and work placement facility.
 Student to provide Enable College with all completed work place assessments.

ENABLE COLLEGE RESPONSIBILITIES

Qualifications, Parchments, Transcripts and Statements of Attainment will be issued within 30 days from the learner being assessed as meeting the requirements of the training program the learner is enrolled to complete and providing all fees the learner owes to Enable College have been paid.