Contents

Welcome to the Australian College of Applied Psychology ....................................................1
1. College campuses: Contact details for administrative and academic staff.......................5
2. Library services .........................................................................................................................14
3. Enrolment .................................................................................................................................15
4. Assessment .................................................................................................................................20
5. Student support and services .................................................................................................28
6. Student placement ....................................................................................................................29
7. Advanced standing ...................................................................................................................31
8. Flexible delivery .......................................................................................................................32
9. Grievance and appeals .............................................................................................................36
10. Student misconduct ................................................................................................................44
11. Graduation ...............................................................................................................................47
12. Student Advisory Committee and Student Representatives ............................................48
Appendix 1: Census dates for 2010 .........................................................................................50
Appendix 2: Academic calendar 2010 ......................................................................................53
Appendix 3: Late fees for vocational education and training (VET) courses .........................57
Welcome to the Australian College of Applied Psychology

Whether you have chosen to study on-campus, by distance education, online or through a mixture of all three modes of delivery, as a student of the college you will embark on a process of learning that is experiential, interactive and dynamic. The training you will receive is intended to provide you with skills and knowledge that will enable the realisation of your particular learning goals.

To achieve the most out of your course we suggest you carefully read this Student Handbook to familiarise yourself with college policies and procedures. This handbook also provides quick and easy access to many of the student services that are offered by the college.

The vision of the college is to continue to grow and develop as a centre of excellence for education, research, and personal and professional development in the field of applied psychology. We trust that your study with the college will assist you in the realisation of your own personal vision.

The vision of the college

To be an innovative centre of excellence for education in applied psychology and to inspire people to contribute to the community through a culture of integrity, equity and social justice.

The mission of the college

The mission of the college is to:

• serve the community through graduating students with high standards of professionalism and ethics
• foster an organisational environment that supports the personal and professional development of students, professional and academic staff, and associates of the college
• continue to evolve through pioneering new ideas and in response to community need
• promote the college’s educational model to empower people through learning
• extend the college’s courses to the corporate and government sectors
• develop our capacity to undertake research and social inquiry in the area of applied psychology

To ensure best practice in teaching, learning and administrative processes, the college has developed a set of policies and procedures in relation to academic and non-academic matters. It is the responsibility of students to read, understand and comply with the college’s policies and procedures. A full list of policies and procedures relating to students can be found on the college website (http://www.acap.edu.au).
Ethical standards, course assurance and legislative compliance

The college abides by the *Code of Practice for Teaching and Learning* and the college’s *Code of Practice*. The former highlights the educational responsibilities and expectations that the college and its students can legitimately and fairly expect of each other, and the latter clarifies the administrative and operational responsibilities and expectations that the college and its students can legitimately and fairly expect of each other. Copies of each code are available through Administration or may be accessed through the Student Resources link on my.acap (http://my.acap.edu.au).

Ethics

The college undertakes to act in an ethical manner at all times. All activities of the college will be carried out honestly, fairly and accurately, so as to give value to our students. We maintain high standards of financial probity, and marketing and advertising integrity. Our program delivery will benefit students through high standards of education and training, up to date methods, quality materials, and expert staff.

The college also abides by the *Commonwealth National Statement on Ethical Conduct* and the ethical and professional guidelines as established by the Psychotherapy and Counselling Federation of Australia (PACFA). A copy of PACFA’s guidelines is available through their website (http://www.pacfa.org.au).

Access and equity

Programs are designed to emphasise flexibility to maximise the opportunity for access and participation by students.

Compliance with Commonwealth, State/Territory legislation and regulatory requirements

The college complies with all relevant legislation and standards relating to the provision of higher education and vocational education and training in Australia. College staff and educators are provided with information about legislation which affects their duties.

Vocational education and training legislation and regulatory requirements

As a registered training organisation (RTO) and therefore an approved provider of vocational education and training (VET) courses, the college complies with the requirements of the Australian Quality Training Framework 2010 Essential Standards for Continuing Registration (AQTF 2010). The standards of the AQTF 2010 ensure that the college’s VET courses are nationally consistent and of high quality. The college, as a registered training organisation (RTO), is listed on the National Training Information Service register (http://www.ntis.gov.au).
Workplace regulation

The college is an equal opportunity employer, and expects academic and general staff to have an understanding of workplace diversity, workplace participation, a safe working environment, and access and equity principles. ACAP staff promote these principles in their interactions with students and clients, and in the development and implementation of policies, procedures and practices. The college complies with the following:

- occupational health and safety legislation (http://www.safeworkaustralia.gov.au)
- access and equity legislation (http://www.hreoc.gov.au)
- workplace harassment, victimisation and bullying legislation federal legislation
- workplace harassment, victimisation and bullying legislation state legislation
- anti-discrimination, including equal opportunity, racial vilification and disability discrimination legislation (http://www.humanrights.gov.au)
Tuition assurance information

The college is a member of the Australian Student Tuition Assurance Scheme (ASTAS).

The scheme ensures that domestic students displaced from any course conducted by an Australian Council for Private Education and Training (ACPET) member participating in ASTAS, due to the member’s inability to continue the course, will be efficiently relocated with minimal disruption to studies in a comparable course with another ACPET member participating in ASTAS or other approved provider.

The scheme covers citizens and permanent residents of Australia enrolled as full or part-time students in approved programs leading to accredited awards and have paid tuition fees in advance for a period of ten weeks or more and are not students as defined in the ESOS Act 2000.

Refer to our Statement of Tuition Assurance on the ACAP website (http://www.acap.edu.au//PDF/StatementofTuitionAssurance_ACPETASTAS.pdf) for more information.

Statement of course assurance for current and prospective students

The college has an obligation to provide a course assurance arrangement for students. This means that if the college ceases to be able to provide a course of study, all students enrolled in that course would be eligible to enrol in a similar course of study through membership of the Australian Students Tuition Assurance Scheme (ASTAS) of the Australian Council of Private Education and Training (ACPET).

Through this arrangement, students would receive full credit towards a comparable qualification for any successfully completed modules undertaken as part of that course of study. See below for further specific details of ASTAS objectives and what ASTAS provides.

ASTAS objectives:

The ACPET ASTAS is designed to satisfy the requirements of:
• the Higher Education Support Act 2003 or guidelines under the Act
• any or all tuition assurance requirements of State and Territory accrediting bodies generally

For more information please visit the ACPET website (http://www.acpet.edu.au).
## 1. College campuses: Contact details for administrative and academic staff

### Sydney

#### College premises

The college is located on Level 5, 11 York Street, Sydney, NSW, 2000.

#### Contact details

<table>
<thead>
<tr>
<th>Position</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Manager</td>
<td>02 9964 6303</td>
<td><a href="mailto:adminmanager@acap.edu.au">adminmanager@acap.edu.au</a></td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>02 9964 6304</td>
<td><a href="mailto:admin@acap.edu.au">admin@acap.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>02 9964 6301</td>
<td><a href="mailto:sydneyreception@acap.edu.au">sydneyreception@acap.edu.au</a></td>
</tr>
<tr>
<td>Campus Director</td>
<td>02 9964 6345</td>
<td><a href="mailto:graeme.james@acap.edu.au">graeme.james@acap.edu.au</a></td>
</tr>
<tr>
<td>Admissions Officer – New Students</td>
<td>02 9964 6336</td>
<td><a href="mailto:admissions@acap.edu.au">admissions@acap.edu.au</a></td>
</tr>
<tr>
<td>Postgraduate Programs Coordinator</td>
<td>02 9964 6356</td>
<td><a href="mailto:postgrad@acap.edu.au">postgrad@acap.edu.au</a></td>
</tr>
<tr>
<td>Undergraduate Programs Coordinator</td>
<td>02 9964 6313</td>
<td><a href="mailto:undergrad@acap.edu.au">undergrad@acap.edu.au</a></td>
</tr>
<tr>
<td>Manager Psychologist Registration Supervision</td>
<td>02 9964 6315</td>
<td><a href="mailto:psyreg@acap.edu.au">psyreg@acap.edu.au</a></td>
</tr>
<tr>
<td>Psychologist Registration Coordinator</td>
<td>02 9964 6318</td>
<td><a href="mailto:academicassist@acap.edu.au">academicassist@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Support Coordinator</td>
<td>02 9964 6320</td>
<td><a href="mailto:support@acap.edu.au">support@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Support Officer</td>
<td>02 9964 6384</td>
<td><a href="mailto:supportsyd@acap.edu.au">supportsyd@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Support Counsellor</td>
<td>02 9964 6355</td>
<td><a href="mailto:counsellingsupport@acap.edu.au">counsellingsupport@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Placement Coordinator</td>
<td>02 9964 6323</td>
<td><a href="mailto:studentplacement@acap.edu.au">studentplacement@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Placement Officer</td>
<td>02 9964 6324</td>
<td><a href="mailto:studentplacementsyd@acap.edu.au">studentplacementsyd@acap.edu.au</a></td>
</tr>
<tr>
<td>Shared Services Library Manager</td>
<td>02 9964 6319</td>
<td><a href="mailto:library@acap.edu.au">library@acap.edu.au</a></td>
</tr>
<tr>
<td>Librarian</td>
<td>02 9964 6352</td>
<td><a href="mailto:library@acap.edu.au">library@acap.edu.au</a></td>
</tr>
<tr>
<td>VET Coordinator</td>
<td></td>
<td><a href="mailto:vetcoordinator@acap.edu.au">vetcoordinator@acap.edu.au</a></td>
</tr>
</tbody>
</table>
## Campus information

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Administration and Reception</td>
<td>Monday to Thursday: 9:00am – 6:30pm*</td>
</tr>
<tr>
<td></td>
<td>Friday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Classrooms</td>
<td>Monday to Thursday: 9:00am – 9:30pm*</td>
</tr>
<tr>
<td></td>
<td>Friday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Student Counselling and Support Service</td>
<td>Academic: Monday to Friday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td></td>
<td>Counselor: Tuesday and Thursday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Academic Staff Offices</td>
<td>Monday to Friday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Library</td>
<td>Monday to Thursday: 9:00am – 6:30pm</td>
</tr>
<tr>
<td></td>
<td>Friday: 9:00am – 5:00pm</td>
</tr>
<tr>
<td></td>
<td>Saturdays when ACAP classes are running: 9:00am – 1:00pm</td>
</tr>
<tr>
<td>Psychologist Supervision Program</td>
<td>Monday to Friday: 9:30am – 5:00pm</td>
</tr>
<tr>
<td>Student Placement Office</td>
<td>Monday to Friday: 9:00am – 5:00pm</td>
</tr>
</tbody>
</table>

*During term breaks and Summer School these areas close at 5:00pm.

## On-campus resources

### Student facilities

A student kitchen is available, and equipped with a fridge and microwave for student use. Milk is provided on a daily basis for use by students. Please wash and dry any cups or utensils you may use in the course of a day. There are also vending machines in the student lounge area.

Three counselling rooms are available for student use. These rooms are permanently set up with a video camera and can also double as a counselling observation room, with a one-way mirror. To use these rooms and other training facilities it is necessary to book their use through Administration.

### ACAP Sydney library

The Sydney library is a shared Navitas library located on Level 2, 11 York Street. Computers, printers and photocopiers are all available for student use, and over 6,000 books are available for loan.

On-campus students need a Student ID Card to borrow books and to use the library’s printing and photocopying facilities.

Further details of ACAP Library Services can be found in the Library Services section of this handbook or online (http://www.acap.edu.au/CollegeServices/library/index.html).
Student ID Card and Public Transport Concession Pass

A Student ID Card is needed to access ACAP Library Services and may entitle students to various concessions (movies, public galleries, etc). Student ID Card Application Forms are available from Administration.

Full-time domestic students are entitled to a Public Transport Concession Pass.

Fire and emergency evacuation procedures, and first aid officers

In case of a “BEEP BEEP BEEP” signal, please be alert and wait for instructions. In case of a “WHOOP WHOOP” signal please evacuate the building via the stairs and go directly to the designated evacuation assembly area and await further instructions. If you need help in evacuating the building, please seek assistance from your educator or any of the wardens. Please familiarise yourself with the emergency evacuation procedures and evacuation plan posted in the student area of the campus.

A list of first aid officers is available from Administration.
Brisbane

College premises

The college is located on Level 2, 99 Creek Street, Brisbane, Queensland, 4000.

Contact details

<table>
<thead>
<tr>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Coordinator</td>
<td>07 3234 4404</td>
<td><a href="mailto:adminbris@acap.edu.au">adminbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Administration Officer</td>
<td>07 3234 4403</td>
<td><a href="mailto:adminsupportbris@acap.edu.au">adminsupportbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Receptionist</td>
<td>07 3234 4400</td>
<td><a href="mailto:acapbris@acap.edu.au">acapbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Campus Director</td>
<td>07 3234 4407</td>
<td><a href="mailto:Marie.griffin@acap.edu.au">Marie.griffin@acap.edu.au</a></td>
</tr>
<tr>
<td>Manager Academic Programs/Course</td>
<td>07 3234 4406</td>
<td><a href="mailto:academicbris@acap.edu.au">academicbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Services Coordinator</td>
<td>07 3234 4405</td>
<td><a href="mailto:supportbris@acap.edu.au">supportbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Placement Coordinator</td>
<td>07 3234 4412</td>
<td><a href="mailto:studentplacementbris@acap.edu.au">studentplacementbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Coordinator, Psychologist Registration Supervision Program</td>
<td>07 3234 4408</td>
<td><a href="mailto:psychregbris@acap.edu.au">psychregbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Librarian</td>
<td>07 3234 4410</td>
<td><a href="mailto:librarybris@acap.edu.au">librarybris@acap.edu.au</a></td>
</tr>
</tbody>
</table>

Campus information

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Administration</td>
<td>Monday to Thursday 9:00am – 6:00pm*</td>
</tr>
<tr>
<td></td>
<td>Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Rooms and Student Kitchen facilities</td>
<td>Monday to Thursday 9:00am – 9:00pm*</td>
</tr>
<tr>
<td></td>
<td>Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Library</td>
<td>Monday to Thursday 9:00am – 6:00pm*</td>
</tr>
<tr>
<td></td>
<td>Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Student Counselling and Support Service</td>
<td>Monday to Thursday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Student Placement Office</td>
<td>Monday to Thursday 9:00am – 5:00pm</td>
</tr>
</tbody>
</table>

*During term breaks these services close at 5:00pm.

On-campus resources

Evening classes

Students who attend class in the evening (6:00pm-9:00pm) should obtain information on building access and security procedures from Administration.
Student facilities

The student recreation room is located on Level 2, and has a kitchen, fridge and microwave for student use, as well as vending machines for food items and cold drinks. Please wash and dry any crockery or utensils you may use in the course of a day.

ACAP Brisbane library

You can contact the Brisbane library by email (librarybris@acap.edu.au) or phone (07 3234 4410).

ACAP Brisbane library contains a collection of over 2,000 books. Computers, printers and photocopiers are available for student use, and library staff are available to provide assistance with reference materials and research.

Further details of ACAP Library Services can be found in the Library Services section of this handbook or online (http://www.acap.edu.au/CollegeServices/library/index.html).

Parking

Unrestricted street parking is available after 6pm on the surrounding streets. Daytime students may choose to use the Post Office Square car park, accessed via Adelaide Street.

Student ID Card and Public Transport Concession Pass

Students are issued with a Student ID Card containing a bar code for use in the library. The card may entitle students to various concessions (movies, public galleries, etc).

Full-time students are entitled to Public Transport Concession Pass. Please contact Administration for further details.

Fire and emergency evacuation procedures

On the sounding of the initial “BEEP BEEP” alarm all staff and wardens are required to commence evacuation:

- Staff and students are evacuated under the direction of the fire wardens (see map for exit directions for your section).
- Do not use the lifts.
- When descending the stairs, remember to walk not run, hang on to the handrail, and proceed single file.
- Do not take drinks or bulky items in to the fire stairs.
- Keep the noise to a minimum.
- Proceed to your assembly area and remain there until released by the warden.
- Do not re-enter the building until advised by fire brigade officers.
EMERGENCY EVACUATION DIRECTIONS
Level 2, 99 Creek Street Brisbane

A. Exit out the front fire stairs to Creek St.
B. Exit out the rear fire stairs to Adelaide St.

---

**Diagram Details**

- **Section A**: Exit out the front fire stairs to Creek St.
- **Section B**: Exit out the rear fire stairs to Adelaide St.

**Legend**

- **Fire Exit**: Pathways for emergency evacuation.
- **A Section**: Area marked for evacuation.
- **B Section**: Another area marked for evacuation.
- **Room 1**: Designated room for evacuation.
- **Library**: Location for gathering during evacuation.
- **Firesafe Copy Room**: Additional area for emergency documents.
- **Interview Room**: Area for confidential discussions.
- **Staff & Educator Room**: Space for staff and educator assembly.
- **Office 1**: Office location for evacuation.
- **Office 2**: Another office location for evacuation.
- **Disabled Toilet**: Accessible toilet for evacuation needs.

---

**Location Notes**

- **ANZ Bank**: Location for financial transactions.
- **LIR Entrance**: Entrance for LIR services.
- **Fire Assembly Area**: Area designated for fire assembly.

---

**Street Views**

- **Creek Street**: Main street for evacuation.
- **Adelaide Street**: Secondary street for evacuation.

---

**Miscellaneous**

- **Traffic**: Pathways for normal traffic flow.
- **Areas**: Specific areas designated for evacuation purposes.

---

**VET Student Handbook**

10
Melbourne

College premises

The college is located at Level 3, 206 Bourke Street, Melbourne, Victoria, 3000. Entry is via the lifts at the rear of the ground floor food court.

Contact details

<table>
<thead>
<tr>
<th>Role</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Administration team</td>
<td>03 8613 0600</td>
<td><a href="mailto:acapmelb@acap.edu.au">acapmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Campus Director</td>
<td>03 8613 0601</td>
<td><a href="mailto:lara.carton@acap.edu.au">lara.carton@acap.edu.au</a></td>
</tr>
<tr>
<td>Manager Academic Programs Delivery</td>
<td>03 8613 0607</td>
<td><a href="mailto:academicmelb@acap.edu.au">academicmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Services Coordinator</td>
<td>03 8613 0609</td>
<td><a href="mailto:supportmelb@acap.edu.au">supportmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Placement Coordinator</td>
<td>03 8613 0612</td>
<td><a href="mailto:studentplacementmelb@acap.edu.au">studentplacementmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Library</td>
<td>03 8613 0608</td>
<td><a href="mailto:librarymelb@acap.edu.au">librarymelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Student Recruitment Coordinator</td>
<td>03 8613 0604</td>
<td><a href="mailto:courseadmelb@acap.edu.au">courseadmelb@acap.edu.au</a></td>
</tr>
</tbody>
</table>

Campus information

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Administration</td>
<td>Monday to Thursday 8:30am – 6.45pm, Friday 8:30am – 5:00pm</td>
</tr>
<tr>
<td>Training Rooms</td>
<td>Monday to Thursday 9:00am – 9:30pm, Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Student Counselling and Support Service, and Student Placement</td>
<td>Monday to Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Library</td>
<td>Monday to Thursday 8.30am – 6.30pm, Friday 8.30am – 5:00pm</td>
</tr>
</tbody>
</table>

On-campus resources

Student facilities

The Student Administration counter located on Level 3 is the first point of call for enquiries related to enrolments, timetables and general student information. Appointments with the Student Placement Coordinator and the Student Services Coordinator can be made at the counter.

Four counselling rooms are available for student use and can be booked via the Student Administration counter.

The student kitchen is located on Level 4 of the building. It has tea and coffee making provisions, and a microwave and fridge for student use.

A quiet study space is provided on the mezzanine of Level 4 for student use.
ACAP Melbourne library

You can contact the Melbourne library by email (librarymelb@acap.edu.au) or by phone (03 8613 0608).

The ACAP Melbourne library has a collection of over 2,500 books. Library staff are available to provide training and assistance in accessing reference and research materials. Computers, printers and photocopiers are also available for student use.

Further details of ACAP Library Services can be found in the Library Services section of this handbook or online (http://www.acap.edu.au/StudentSupport/library.html).

Parking

Parking is available at a variety of public car parks around the campus.

Public transport

The campus is a short walk from Melbourne Central, Parliament and Flinders Street railway stations. The campus can also be reached by tram travelling along Bourke Street, and is a brief walk from the tram stops at the corner of Swanston and Bourke Streets.

Student ID Card and Public Transport Concession Pass

Students are issued with a Student ID Card containing a bar code for use in the library. The card may entitle students to various concessions such as movies and public galleries.

Full-time students are entitled to a Public Transport Concession Pass. For further details please contact Student Administration.

Fire and emergency evacuation procedures

In case of fire or emergency please evacuate the building. Go directly to the fire exits and await instructions from your floor warden or, during evening classes, your educator. In the event of a fire, do not use the lifts. Please familiarise yourself with the emergency exit map and procedures posted around the campus. A detailed explanation of emergency evacuation procedures will be provided during orientation.
Flexible delivery mode

Contact details

Flexible Delivery Assistant
02 9964 6362
deassessments@acap.edu.au
02 9964 6328
department@acap.edu.au

Flexible Delivery Officer
02 9964 6332
flexibledelivery@acap.edu.au

For further information on Flexible Delivery please see Section 8 of this handbook.
2. Library services

The ACAP Library is committed to maintaining quality library collections and services at each of its campuses, and to making these accessible to students across all modes of delivery. Librarians are available to assist students with their information needs face-to-face or by email and telephone. Computer, printing and photocopying facilities are available at all ACAP libraries. Students are automatically registered with the library on enrolment.

Students can monitor and manage their own loans online by signing into the library catalogue. Loan periods, conditions of use, campus library opening hours and details of other library services such as interlibrary loans can be found online (http://www.acap.edu.au/StudentSupport/library.html).

Students have direct access to three full-text online journal databases – Custom Journal 250, EBSCO Psychology and Behavioural Sciences Collection, and EBSCO Business Source Elite. Online subject specific encyclopaedias are available through the Gale Virtual Reference Library. Access details are available online through my.acap or by contacting library staff on-campus.

The library catalogue is available online (http://bonza.unilinc.edu.au/acap).
3. Enrolment

Students are expected to be continuously enrolled at the college. Each course has a full-time and part-time study load. It is the student’s responsibility to ensure that they are enrolled by the re-enrolment date each term or that they have requested a deferral of their studies.

Completion of studies

All courses have a maximum duration. The maximum duration of any course is calculated at an enrolment of one module per term.

Students must complete their enrolled course of study within the periods stipulated below except in special circumstances.

<table>
<thead>
<tr>
<th>Program of study</th>
<th>Maximum course duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Counselling (CHC51708)</td>
<td>3 years</td>
</tr>
<tr>
<td>Diploma of Human Resources Management (BSB50607)</td>
<td>3 years</td>
</tr>
<tr>
<td>Diploma of Community Services (Case Management) (CHC50902) (superseded by CHC52008 in 2010)</td>
<td>4 years</td>
</tr>
</tbody>
</table>

If a student has not attended college for more than one year, the Manager or Coordinator of Academic Programs at the relevant campus will, in consultation with the student, make a decision about the current relevancy of completed modules. Students should be aware that over time the college’s courses are revised in line with its own cycle of continuous improvement and as a result of regulatory requirements. If a student’s enrolment has lapsed or if changes have been made to a course some modules may need to be repeated for the qualification to be resumed.

Student Card

All current students are eligible to receive a Student Card.

The Student Card contains the student’s name, photograph, campus and unique student number. It is used primarily to borrow books. On the Sydney campus it is used to access the printing and photocopying facilities in the library and as a means of identification. It also entitles students to various student discounts.

All new students who provide a passport-sized photo and complete an Application for ACAP Student Card Form will be issued with a Student Card at the commencement of their course, which will be valid until 31 March of the following year. Continuing students are able to apply for a new Student Card on re-enrolment.
Re-enrolment, deferral, withdrawal and variation to enrolment

The re-enrolment date is the date by which a student must complete their re-enrolment for the term. At census date the student is regarded as being committed to their program of study for that term.

Census and re-enrolment dates

- see Appendix 1 for census and re-enrolment dates for 2010
- see Appendix 2 for Academic Calendar dates for 2010
- see Appendix 3 for a list of Late Fees

A census date is a reporting milestone for the Commonwealth Department of Education, Science and Training, which keeps data on student enrolments.

Re-enrolment process

The re-enrolment process involves the following steps:

1. Complete and return the Re-enrolment Form

   Students are required to complete and return the Re-enrolment Form by the re-enrolment date for each term. The Re-enrolment Form is used by the student to select the modules for the term and to indicate the payment method.

   The form is available from Administration or on the website. A reminder email for the following term is also sent to all current and deferred students in week 6 of term.

2. Confirmation of enrolment via invoice

   When the Re-enrolment Form is received the student is enrolled in the modules indicated and an invoice with details of the student’s enrolment is sent to the student.

   The student must pay all course fees as and when they fall due and failure to do so may result in the student being discontinued from any course of tuition.

Late enrolment

Please refer to Appendix 2 for the re-enrolment dates for VET courses. VET students enrolling after the re-enrolment date for each term will be charged a late enrolment fee of $50.

Variation to enrolment

Students must complete a Variation to Enrolment Form if they wish to make any changes to their enrolment, for example changes to the modules being studied or the mode of delivery. A fee of $50 will be charged for any changes made after the re-enrolment date and before the census date.

Please note: Variations to enrolment by VET students dropping one or more modules are not permitted after the census date.
Deferral of study

Students are expected to be continuously enrolled in their program of study whether full-time or part-time, however students may, on occasion, need to defer their study.

Students who wish to defer their study must notify the college by completing and returning the Deferral of Study Form. This should be done prior to the re-enrolment date for the term they wish to defer, however deferral forms are accepted on or before the census date.

The Deferral of Study Form must be returned on or before the census date in order to receive a full refund of fees paid up-front or to ensure the cancellation of any VET FEE-HELP liability, and in order to avoid any academic penalty. Deferral of Study Forms returned after the census date will not be accepted except in cases in which special circumstances apply.

At census date the student is considered to be committed to their program of study and therefore will incur the full VET FEE-HELP debt for those modules for which they applied for VET FEE-HELP. Those students, who paid their fees up-front, will not be eligible for a refund.

If special circumstances are not granted, a student is given the opportunity to withdraw their application for deferral and continue their studies.

Results for the module/s will remain open until the end of term. If there are no results the grade of Not Yet Competent is awarded for each unit of competency.

To drop individual modules please see the variation to enrolment section.

Withdrawal from study

VET Students who withdraw completely from study at the college are required to complete and return a Withdrawal from Study Form, which is available from Administration or from the ACAP website.

Students are liable for fees for the term if withdrawing after census date.

Refund policy for students

Domestic students

New students

Students who withdraw or vary their enrolment at any time before the relevant census date may request a refund of any fees held in credit by completing the relevant form.

Students who withdraw from their studies after the relevant census date will be liable for their tuition fees, unless special circumstances apply. Students who apply for VET FEE-HELP and withdraw from their study at ACAP on or before the relevant census date must complete and submit a Cancellation of Request for VET FEE-HELP Assistance Form.
Re-enrolling students

Re-enrolling students who withdraw or vary their enrolment before the relevant census date may request a refund of any fees held in credit by completing the appropriate form.

Please note: A late fee of $50 for VET courses is applicable for withdrawals or variations made after the re-enrolment date and before the census date.

Re-enrolling students, who have applied for VET FEE-HELP and withdraw from their study at ACAP on or before the relevant census date, must complete and submit a Cancellation of Request for VET FEE-HELP Assistance Form.

Non commencement of courses

In the event that a scheduled course does not start on an agreed date and no alternative arrangements have been made to run the course at a later date in that term, students shall be refunded in full any monies that they have paid for the particular course.

Special circumstances for VET students

Under special circumstances, students may apply to defer their studies or withdraw from study and for a refund of late fees, tuition fees paid up-front or a remission of their VET FEE-HELP debt after the census date. If special circumstances are granted, the student will not incur any academic or financial penalty for the relevant period of study.

In order to apply for a refund under special circumstances the student must complete a Special Circumstances Form and submit it along with a Withdrawal from Study Form or Deferral of Study Form. These forms are available from Administration or can be downloaded from the ACAP website (http://my.acap.edu.au) under Student Resources. A student cannot vary their enrolment due to special circumstances.

Refund policy post-census date for special circumstances

1. A student may apply after the census date to have their relevant up-front fees refunded or VET FEE-HELP balance re-credited if the student has been unable to complete the requirements of a module due to special circumstances.

2. The college will consider all applications and agree to the request if satisfied there were special circumstances in the student’s case.

3. The college will refund to the Commonwealth the amount of VET FEE-HELP paid to the college on behalf of the student, if the student’s request is successful. The college will notify the Department of Education, Employment and Workplace Relations through the HELP Variations File.

4. The college’s Registrar (or delegate of the Registrar – students may contact Administration of each campus for referral to the relevant staff member) will consider the student’s application as soon as practicable and notify the student of the decision within one calendar month of receipt of the application.
Categories of special circumstances

Please refer to the Special Circumstances Form for a comprehensive guide.

Special circumstances which would make it impracticable for the student to complete the requirements for the module(s) in a study period would include:

- medical circumstances
- personal/family circumstances
- employment related circumstances

In all cases, special circumstances need to:

1. be beyond a student’s control
2. not make their full impact until on or after the census date
3. make it impracticable for the student to complete the requirements of the module/s in which they are enrolled

The application for consideration of special circumstances must be accompanied by sufficient independent documentation in support of the application.

It is not sufficient to only provide a personal statement outlining the special circumstances. Statements made by parents/partners/spouses/close relatives or personal friends are not considered to be ‘independent documentation’ for this purpose.

Supporting documentation should include:

1. For medical reasons – A statement from a doctor indicating:
   a) date the circumstances began
   b) the extent to which the circumstances affected the student’s ability to study
   c) the duration of the special circumstances

2. For personal family reasons – A statement from a doctor, counsellor, or independent member of the community (e.g. a Justice of the Peace or a Minister of Religion) indicating:
   a) date the circumstances began
   b) the extent to which the circumstances affected the student’s ability to study
   c) the duration of the special circumstances

3. For employment-related reasons – A statement from your employer indicating:
   a) the student’s previous work hours and location
   b) the student’s current work hours and location
   c) the reason for and duration of changed hours and location

If the student is not satisfied with the decision made in relation to their application they may appeal the decision within 28 days following the college’s appeals process.
4. Assessment

The principles of assessment

The college upholds the following principles in the practice of assessment:

- The assessments are designed to facilitate student learning and to test achievement. This involves not only the methodology of assessment, but its timing and the provision of constructive feedback.

- Students are informed of the relationship of assessment tasks to a module’s aims and objectives, and to the elements and performance criteria of the relevant unit(s) of competency. Students are also informed of the expectations of assessment in the modules in which they are enrolled, including any formal criteria and standards against which their performance is to be evaluated, the length (words/duration), and the submission dates for all assessment tasks.

- Assessment practices support the principles of equity, recognising individual and group diversity, and eliminating any capacity to disadvantage students by permitting the appropriate use of a variety of assessment models and by using language that avoids gender, racial, cultural or second language bias.

- Assessment practices include the provision of constructive and timely feedback to students to assist them in the preparation for future assessment tasks. The objective is to provide students with a measure of their progress against industry benchmarks in the form of competency standards and to enable students to learn from their work.

Assessment responsibilities and obligations

The Academic Council of the college assigns responsibility for coordinating assessment duties to the college’s academic staff, who are responsible for monitoring the practice of assessment in modules and courses to ensure that fair, effective and consistent assessment practices are in place.

The responsibility for conducting assessments lies with the module educators who are committed to using good assessment practices, and to maintaining and acquiring knowledge and expertise concerning assessment and the role of feedback in student learning.

Academic staff ensure that assessment for a module is consistent with the aims, objectives and content of that module.

The responsibilities of educators include:

- to provide constructive and timely feedback on work presented by students
- to adhere to the assessment plans, including the documented assignment-submission-deadline policy of the module
- to inform students of the relationship of assessment tasks to a module’s aims and objectives
- to inform students of the expectations of assessment, including any formal criteria and standards against which student’s performance is to be evaluated, length (words/duration), and submission dates for all assessment tasks
- to report on student progress and achievement in an honest, clear and objective manner and based only on relevant data
The rights of students in relation to assessment include:

• to be informed of the assessment policies and procedures of the college
• to be informed in the first week of the academic term of the criteria and methods of assessment for a module, specific attendance and performance requirements, and a timetable of all assessment tasks
• to be informed of the relationship of assessment procedures to the aims and objectives of a module, and to the elements and performance criteria of the relevant unit(s) of competency
• to receive fair, helpful and timely feedback on their academic work, including evaluation of their performance and progress in a module or course
• to have assessment tasks returned with feedback and to have results available as expeditiously as possible after completion

The responsibilities and obligations of students include:

• to be aware of the specific requirements to successfully attain competencies, including attendance, submission of work, assessment and progress policies, and the rules of progression and requirements to complete a qualification
• to be aware of mechanisms within the college for seeking assistance and advice, in particular in relation to problems in meeting assessment deadlines, absence or withdrawal from a module, and special consideration due to illness or other misadventure
• to behave in a manner that does not result in either academic disadvantage to any student or unfair advantage to one or more students
• to not use another person’s work, thoughts and/or intellectual property without appropriate acknowledgment or reference
• to be aware of procedures for appeal against assessment decisions

Assessment procedures

Assessments are designed to assist students in the understanding of knowledge, the development of skills, and the integration of both in a process of personal and professional development. Assessments also assist educators in working with students to further develop their skills and knowledge to the best possible degree in the achievement of the module’s learning outcomes and the student’s learning goals.

Assessments may take a variety of forms as outlined in the individual modules.

Client/Interviewee Consent Form

To protect the privacy of individuals who consent to participate in recorded client sessions, role-plays or interviews that involve the disclosure of private information, the college requires students to seek the informed consent of the client and/or interviewee. Students are required to engage persons 18 years of age or over for the purposes of recorded sessions, role-plays and interviews, unless otherwise stated on the assessment requirements. Where it is a requirement of the assessment task to engage a person under the age of 18, it is mandatory that parental consent be sought and obtained prior to the practice session or interview taking place. Client/Interviewee Consent Forms can be found on the ACAP website. On submission of the assessment, the relevant box on the Assessment Cover Sheet must be ticked. Upon completion of the program of study at the college, the student must ensure that the recorded role-play or interview is erased or disposed of appropriately.
Completing the assessment

Students are advised to refer to the VET Assessment Guide for information on the different types of assessments and what is required in terms of general formatting for the assessment tasks.

The VET Assessment Guide also contains information on assessment writing skills and referencing guidelines.

The APA (American Psychological Association) style is the referencing style, accepted at ACAP.

For information on further assistance please refer to the Student Support Services section of this handbook.

Submission and return of assessments

The college acknowledges the family, work and community commitments and responsibilities of students, however all students are expected to submit their assessments by the due date and plan their time to ensure this generally occurs.

The timely submission of assessment or the appropriate negotiation of an extension is the responsibility of the student.

1. All students are required to submit their written assessments and written pieces of assessment online by the due date. The due date is midnight Sunday at the end of the week specified by the module assessment requirements. All written assessment must be uploaded onto the online grade book in my.acap.

2. Practice session DVDs or videos must be received by 5pm on the Friday of the week specified:
   a) for on campus students at the respective campus
   b) for flexible delivery students to the Flexible Delivery Assistant at the address:

       Flexible Delivery Assistant, ACAP, Locked Bag 11, Strawberry Hills, NSW, 2012

Students are expected to retain a copy of all parts of their submitted assessments, including written and recorded materials, and to produce these if requested by the college.

Plagiarism and academic honesty

It is expected that all students will abide by the principles of academic honesty in all matters relating to their study at ACAP. There are serious consequences for academic misconduct. Please refer to the Academic Misconduct Policy on the website.

Plagiarism is considered one of the most serious breaches of academic honesty and could result in serious penalties.
Plagiarism is the use of another person’s thoughts and/or intellectual property without appropriate acknowledgment or reference. For ACAP plagiarism includes:

1. submitting, as one’s own, an assessment that another person has completed
2. using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one’s own without acknowledgment
3. quoting or paraphrasing material from a source without acknowledgment
4. contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome

For more information, please refer to the Plagiarism Policy on the website.

Requesting an extension of time for an assessment

ACAP acknowledges the family, work and community responsibilities of students, however all students are expected to submit their assessments by the due date.

The timely submission of assessment or the appropriate negotiation of an extension is the responsibility of the student. Students are notified of assessment details well in advance of due dates, therefore extensions will not be granted without serious cause.

In rare circumstances a student may be granted an extension of time for an assessment.

Extensions of up to one week may be granted by the module educator. The request for extensions of this type must be made directly to the module educator at least one (1) full working day before the assessment is due. It is the educator’s responsibility to record the agreed extension date, and to mark and grade the assessment when it is submitted.

Requests for extension in excess of one week from the original assessment due date must be submitted to Academic Programs. An Extension Request Application must be completed and submitted for approval to Academic Programs at the relevant campus in person, by email or fax. Applications must be received three (3) working days before the due date of the assessment.

Extensions of more than one week will only be granted in extenuating circumstances and will only be considered on medical, compassionate, employment related or other serious grounds. All requests must be accompanied by independent supporting documentation. It is the student’s responsibility to ensure all relevant supporting documentation is forwarded with the extension application. Please refer to the information on special circumstances which is found in the Enrolment section of this handbook.

Students should note that submitting a request for an extension does not automatically mean that it will be granted. ACAP reserves the right to refuse an extension.

Students will be notified of the outcome of their application within two (2) working days by email. Students who have not received a response within this timeframe should contact the Academic Programs Team.

Normally, no more than five (5) extensions per student in each academic year may be granted. If more than five (5) requests per academic year are lodged, ACAP reserves the right to refuse the request outright. If a student is not meeting the required level of commitment to completing assessment tasks the college may also re-assess the student’s suitability for study and the student may be asked to defer their studies for a period.

Please note that circumstances such as holiday arrangements (including overseas travel), taking too many modules at a time, poor time management, excessive workload, repeated computer problems or family and social commitments are not acceptable reasons for requesting an extension.
Final dates for extensions

Any extension will be limited to the number of days (calculated to the nearest business day) as indicated on the supporting documentation, however no extension may exceed three (3) weeks from the original due date.

If the application for an extension is unsuccessful the late assessments will be accepted up to seven calendar days after the due date. As an academic penalty for late submission, assessments submitted under this policy will NOT be eligible to receive a resubmission should they receive a grading of Not Yet Competent.

Appeal procedure

A student may appeal a decision to refuse an extension by following the college’s Appeals and Grievances Procedure.

Late assessments

An overdue assessment is one that was not submitted by the original due date and the student has not been granted an extension. This policy does not apply to cases in which a full three week extension has been granted.

Overdue assessments will only be accepted for marking within one week (seven calendar days) of the original due date.

Overdue assessments submitted after one week from the due date receive a grading of Not Yet Competent.

An overdue assessment is submitted to Academic Programs for logging purposes and forwarded to the educator to mark the assessment. Students are advised to seek the assistance of the college’s Academic Staff should they require further advice or support in the completion of academic requirements.

The Late Assessment Policy does not apply to resubmitted assessments. Resubmitted assessments must be submitted as per the Resubmission Policy and are not eligible for overdue submission.

Assessments submitted under the Late Assessment Policy will not be eligible for resubmission should they fail to meet the Competency standard.

Resubmission of assessments

Resubmission of an assessment may be granted by the educator for any assessment which does not satisfy the requirements of a Competent grade.

Should a student not satisfy the requirements of a competent grade in any piece of assessment, one opportunity for resubmission of that piece of assessment may be granted. The student will receive written and/or verbal feedback on the original assessment to clearly indicate why the assessment has not satisfied the assessment requirements, and what work needs to be done to reach a satisfactory standard.

When resubmitting an assessment, the student is required to include the original copy of the assessment along with the resubmission. For this category of resubmission the assessment must be submitted within two weeks of receipt of notice.
NOTE: Resubmission of assessments is restricted to one opportunity only per assessment and must be submitted within two weeks of receipt of notice.

The Overdue Assessment Policy does not apply to resubmitted assessments.

Extensions cannot be granted for resubmitted assessments.

Feedback on assessments by the educator

Educators are required to provide timely and comprehensive written and/or oral feedback on all assessments.

Moderation of educator feedback and grading standards

College educators participate in a moderation process for the purposes of academic accountability, increasing the consistency of assessment feedback and grading, and professional development. If moderation of marked assessments is to take place within a particular module during a term of study, the educator will inform the students that moderation is taking place and discuss with students any concerns they may have in regard to confidentiality. Please note that moderation is about the educator’s quality of feedback and grading – it is not directly concerned with the content or authorship of the assessment.

Assessment appeals

Each student has the right to appeal against an assessment decision, based on the valid grounds identified by ACAP. The student is the only person who can lodge an appeal. In the case of an assessment appeal, the student must approach the module educator directly and every attempt should be made to resolve the issue at this level.

Appeals must be lodged by students within 10 working days of notification of the assessment decision. All appeals must be submitted in writing by completing the Assessment Appeals Form.

In the case of a student appealing a grading of Resubmit, if the appeal is not upheld, then resubmission takes place within two weeks of the appeal decision.

When an assessment is reassessed by another educator, the reassessment decision stands. This decision will be recorded for the appealed assessment. If a student is dissatisfied with the appeal decision, they may follow the Academic Grievance and Appeals Procedure, as outlined in the Appeals and Grievances section of this handbook.

Monitoring counsellor competency: Requirements for passing counselling courses

Students are monitored for counselling competency throughout the duration of college courses.

Failure to demonstrate the core and fundamental concepts, competencies and attitudes in the role of counsellor will involve further assessment by qualified academic staff as to the suitability of the student as a counsellor and their eligibility to complete the Diploma of Counselling.
Class attendance for on-campus students

Students are generally expected to attend all scheduled classes, however some allowances are made for misadventure.

In order to pass a module, the minimum requirement for class attendance for students enrolled in Higher Education courses is 75% of scheduled classes. Students undertaking a module through weekend and/or Summer School delivery must not be absent for more than 1 full day of the 5-day course.

Students who do not meet the minimum attendance requirement will be awarded a grade of Not Yet Competent. This is irrespective of whether the student has met all other requirements of the module.

Students experiencing difficulty in attending a class should contact their educators directly or leave a message for them with Administration.

Please note that to optimise a positive learning environment, only enrolled students are permitted to attend class. Please be aware that time missed due to significant and repeated late arrivals to and early departures from class accrues.

Term result sheets

At specific times through the year students receive a result sheet by mail indicating the modules completed and the grade achieved in each module for the preceding term. The dates for 2010 are:

<table>
<thead>
<tr>
<th>Module</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer School 2010</td>
<td>By Week 4 of Term 2</td>
</tr>
<tr>
<td>Term 1 2010</td>
<td>By Week 4 of Term 2</td>
</tr>
<tr>
<td>Term 2 2010</td>
<td>By Week 4 of Term 3</td>
</tr>
<tr>
<td>Term 3 2010</td>
<td>By Week 4 of Term 1, 2011</td>
</tr>
</tbody>
</table>

Summary of grading categories: Vocational education and training (VET)

A student enrolled in a VET module is assessed against the module’s unit(s) of competency (note that some modules may contain more than one unit of competency).

Each assessment task of a VET module contains marking criteria to assist the student and the assessor in determining if the module’s unit(s) of competency has been achieved. The grading standards for a VET module are ‘Competent’ or ‘Not Yet Competent’.
### Grading categories

<table>
<thead>
<tr>
<th>Result</th>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competent</td>
<td>The student has successfully performed all components of the unit of competency to the required standard. Units of competency graded Competent contribute to the course completion requirements.</td>
<td>C</td>
</tr>
<tr>
<td>Not Yet Competent</td>
<td>The student has not performed all components of the unit of competency to the required standard. Units of competency graded Not Yet Competent do not contribute to the course completion requirements.</td>
<td>NYC</td>
</tr>
<tr>
<td>Result Pending</td>
<td>Result Pending is a temporary grade which indicates that an extension to a due date has been granted by Academic Programs or permission to resubmit an assessment, which was originally handed in on time, has been granted by the educator, and the results are pending.</td>
<td>RP</td>
</tr>
</tbody>
</table>

### Administrative grading categories

<table>
<thead>
<tr>
<th>Result</th>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Standing</td>
<td>Advanced Standing relates to the credit or exemption received by a student for recognised prior learning, and/or recognised current competency or credit transfer of formal learning in a module or unit of study. Advanced Standing provides due recognition for an individual's formal and informal learning experiences against each of the specified assessment criteria for a module or unit of study.</td>
<td>AD</td>
</tr>
<tr>
<td>Attendance Only</td>
<td>Attendance Only is to be recorded when the student is not required to submit any assessments for the module.</td>
<td>AT</td>
</tr>
<tr>
<td>Withdrew After Census Date</td>
<td>Withdrew After Census Date is recorded to indicate that a student has commenced but not completed the module, and has withdrawn from the course of study.</td>
<td>W</td>
</tr>
<tr>
<td>Deferred Special Circumstances</td>
<td>Indicates that the student has had to defer study due to special circumstances beyond their control.</td>
<td>DSC</td>
</tr>
<tr>
<td>Withdrawn Special Circumstances</td>
<td>Indicates that the student has had to withdraw from study due to special circumstances beyond their control.</td>
<td>WSC</td>
</tr>
<tr>
<td>Continuing Module</td>
<td>Continuing Module is recorded when a module is taken by a student over more than one term and so no formal result is issued until the final term of the module.</td>
<td>CM</td>
</tr>
</tbody>
</table>
5. Student support and services

A variety of student support/services are available to students. These include:

• assisting students with assessments
• time-management workshop
• counselling and referral information

These are services which many students access in the process of adjusting to study and in meeting the range of personal needs that may emerge.

Academic student support

They are the first point of call for all study skill enquiries, assisting students with the transition to tertiary education and the demands that accompany this.

A large part of the Student Support/Services role involves the provision of study skills resources and workshops. Those relevant to VET students include:

Time management

Effective time management is crucial for academic success, yet many students struggle with managing their time. This workshop assists students through time management tips, study plans, combating barriers to effective time management and avoiding procrastination.

These resources are available at my.acap (http://my.acap.edu.au).

Along with workshops, the academic Student Support/Services team offer one-on-one assistance by appointment. Whilst Student Support/Services makes every effort to assist students, they are unable to comment or guide students on the actual content of their assessment.

Personal counselling

A Student Counsellor is available to assist students at the Sydney and Brisbane campuses. The counsellor is able to offer short term counselling, and will assist the student to access internal support or external professional assistance if needed.

Supporting students experiencing difficulties

The college strives at all times to provide students with support options to maximise their learning and personal growth, however students may, at times, experience difficulties during the course of their studies for a variety of reasons. These could include, but are not limited to:

• academic difficulties
• the curriculum material triggering personal reactions
• a clash with the educator’s style or approach to teaching
• life experiences prior to the course
• life experiences during and throughout the course

Students are encouraged to discuss their concerns and issues with their educator, their Student Support/Services Coordinator, the Student Counsellor, or appropriate member of the academic team.
6. Student placement

NB: Student placements apply only to students enrolled in the Diploma of Community Services (Case Management) CHC50902 prior to 2010.

Student placements are a structured opportunity for students to apply the knowledge and skills gained throughout the course of their studies in a workplace context. Student placements provide invaluable exposure to new and interesting career options, opportunities for networking and the experience of supervision.

When researching a placement the student needs to take into account their personal interests and future career aspirations. It is advisable that the student find a placement that will suit their individual needs, and serve to extend their personal and professional development. Typical activities undertaken during placement include observing services provided to clients, facilitating/co-facilitating services provided to clients, assisting in the development and implementation of programs, and interacting with clients and attending supervision.

To assist students to locate and secure placements suitable to their needs and interests, there are three student placement departments throughout Australia:

1. Sydney Student Placement Department assists distance education, online and Sydney on-campus students
2. Brisbane Student Placement Department assists Brisbane on-campus students
3. Melbourne Student Placement Department assists Melbourne on-campus students

Each department provides assistance with the following:
- monitoring and liaising with organisations who offer placement opportunities
- assisting students with exploring and selecting the most suitable placement
- offering support to students prior and during their placement
- contacting new organisations to expand future placement opportunities

The table below indicates the required commencement time for placement for the courses offered at ACAP:

<table>
<thead>
<tr>
<th>Course</th>
<th>Number of placements</th>
<th>Total hrs</th>
<th>Required commencement time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Community Services case Management CHC50902 <strong>Only applicable to students enrolled before 09/10/2009</strong></td>
<td>1</td>
<td>140</td>
<td>Upon enrolment Concurrent with all modules</td>
</tr>
</tbody>
</table>

The first step in the placement process is to complete a Criminal Record Check Form (ideally upon initial enrolment), which is available at my.acap or your local student placement department.

For more information around the placement process please contact your relevant student placement department or consult the Student Placement section of my.acap (http://my.acap.edu.au).
Sydney Student Placement Department
Assists Sydney on-campus, distance education and online students
Email: studentplacementsyd@acap.edu.au
Phone: 02 9964 6324 or 02 9964 6385

Brisbane Student Placement Department
Assists Brisbane on-campus students
Email: studentplacementbris@acap.edu.au
Phone: 07 3234 4412

Melbourne Student Placement Department
Assists Melbourne on-campus students
Email: studentplacementmelb@acap.edu.au
Phone: 03 8613 0612
7. Advanced standing

Credit transfer and recognition of prior learning

To acknowledge the life-long learning of individuals and to ensure due recognition is given to an individual’s past and present formal, informal and non-formal learning experiences, the college, in accordance with Government guidelines, provides applicants with advanced standing through credit transfer or recognition of prior learning (RPL).

Advanced standing may be used for the partial or complete fulfilment of the requirements of a VET training package qualification or VET accredited course.

**Credit transfer** applies when an individual has previously achieved competencies, through a Registered Training Organisation, which are identical in name and code (or listed as equivalent in the relevant Training Package) to competencies in the course in which the student has enrolled.

**RPL** applies when an individual believes they have equivalent competencies to one or more of those delivered by the course in which they have enrolled, resulting from their previous learning and experience (whether formal or informal). RPL is an assessment process requiring the applicant to provide evidence of their competencies. A Student RPL Kit explaining requirements in detail is available for each VET course from the VET Coordinator, who will support students through the RPL application process.
8. Flexible delivery

The module educator

The educators who work with the college are highly qualified practitioners within their fields of expertise and bring with them a dedication to students and to learning. Educators are a student’s first point of contact in all matters relating to assessment issues, extension requests or any other academic matters. When a student needs to discuss academic matters beyond the realm of the educator, then the VET Coordinator or any member of the academic team is available for consultation. An educator’s primary tasks are to:

- provide academic support and orientation to students
- assess and mark assessments and provide constructive feedback
- assist students in all academic matters related to the module
- facilitate the online environment and promote interaction amongst the student cohort

The online class space

The online class space allows you to interact with your educator and other students to clarify and discuss the module content. You will also complete online activities, which will consolidate your learning as you progress through the module. Announcements and group emails will ensure you are kept informed and involved. You will have access to the courses you are enrolled in 24 hours a day, 7 days a week.

To utilise the online class space you need regular computer and internet access.

The study program

The online study program is an instructionally-designed curriculum that provides the student with an easy to follow guide into the module theory and its application in practice. Within the manual are included a variety of exercises, activities, textbook references, bibliographies, readings and self-assessments to enable students to gain comprehensive understanding of the theory, and to practice their skills through instructionally designed exercises and activities.

The program is divided into 12 sections that correspond with the college’s 12-week term.

The textbook

Each VET course refers to one textbook, which is an integral part of the learning material. The module study program generally directs the student to a detailed reading of the module textbook. Students may purchase the course textbook online by following the “Order Course Materials” link on the ACAP website.
Submission of assessments

The online learning environment contains an assessment drop box through which the assessment is automatically emailed directly to the module educator. In this way, all assessments are processed and recorded by the educator. The educator logs the student’s results in the online grade book, which can be accessed by the student at any time.

When uploading your assessments remember that the college uses Microsoft Word and pages should be formatted to A4 size. If another software package is used by a student, send the file in rich text format (.rtf).

Submission of assessments – Recorded components

Recorded components of assessment are posted to the Flexible Delivery Assistant at the address below and must arrive at the college by 5.00pm on the Friday of the specified week. It is logged and forwarded to the module educator for marking. Once marked it is returned to the Flexible Delivery Assistant, logged and returned to the student.

The written component of these assessments must be uploaded into the online drop box.

The student must clearly label the video/DVD with the date, the student’s name, the module title and the assessment number.

Recorded components of assessment must include a completed Assessment Cover Sheet detailing all relevant information for logging purposes. Students may access an electronic version of the assessment cover sheet through the Student Resources Centre on the college website (http://www.acap.edu.au).

Recorded components of assessment are sent to:

Flexible Delivery Assistant

Post: ACAP, Locked Bag 11, Strawberry Hills, NSW, 2012

2010 VET Workshop Calendar

The Diploma of Counselling CHC51708 and the Diploma of Community Services (Case Management) CHC52008 (commencing in 2010) both have workshops which are co-requisites for specific modules. In order to ensure that you have the practical skills necessary to complete your qualification you are required to attend these workshops as a part of your course. Students must attend the workshop during the term in which they are enrolled in the relevant module. Workshop attendance is not required for students continuing their enrolment in the Diploma of Community Services (Case Management) CHC50902.
### Diploma of Counselling

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshop 1 - 2 days</td>
<td>Sat 27 &amp; Sun 28 March (end of Week 5)</td>
<td>Sat 17 &amp; Sun 18 July (end of Week 6)</td>
<td>Sat 30 &amp; Sun 31 October (end of Week 6)</td>
</tr>
<tr>
<td>co-requisite for Facilitate the Counselling Relationship and Counselling Interview Skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workshop 2 - 1 day</td>
<td>N/A</td>
<td>Sat 14 August (end of Week 9)</td>
<td>Sat 20 November (end of Week 9)</td>
</tr>
<tr>
<td>co-requisite for Monitor Case Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workshop 3 – 1 day</td>
<td>N/A</td>
<td>Sun 15 August (end of Week 9)</td>
<td>Sun 21 November (end of Week 9)</td>
</tr>
<tr>
<td>co-requisite for Improve Counselling Skills</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Diploma of Community Services (Case Management)

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshop 1 – 1 day</td>
<td>Sat 1 May (end of Week 9)</td>
<td>Sat 14 August (end of Week 9)</td>
<td>Sat 20 November (end of Week 9)</td>
</tr>
<tr>
<td>co-requisite for Facilitate Case Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workshop 2 - 1 day</td>
<td>Sun 2 May (end of Week 9)</td>
<td>Sun 15 August (end of Week 9)</td>
<td>Sun 21 November (end of Week 9)</td>
</tr>
<tr>
<td>co-requisite for Communication Skills and Relationships</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workshop 3 - 1 day</td>
<td>N/A</td>
<td>N/A</td>
<td>Sat 20 November (end of Week 9)</td>
</tr>
<tr>
<td>co-requisite for Intensive Client Work</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please note:

(1) **All workshops must have minimum numbers to run.** Please do not book your accommodation or travel before you receive confirmation that the workshop will take place. You will receive this confirmation by email 1 month prior to the workshop date.

(2) These workshops are co-requisites for specific modules. This means students must attend the workshop during the term in which you are enrolled in the relevant module. The one exception to this is the Diploma of Counselling Workshop 1. If you complete the 2 co-requisite modules in different terms, you need only attend the workshop once in the first term.

(3) All workshops are conducted from 9.00am to 5.00pm with a scheduled lunch break

(4) The above workshops are free of charge
9. Grievance and appeals

Grievance and appeal policies and procedures

Academic grievances procedures are for grievances which include, but are not limited to, student progress, assessment, curriculum and awards in a course of study.

If the student chooses to access ACAP's appeals and grievance procedure, the student’s enrolment will be maintained while the appeal process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, ACAP will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Academic matters

The aim of this policy is to have an effective and fair procedure for dealing with review of decisions relating to complaints of an academic nature.

1. The college provides an environment for students, which is free from harassment and discrimination as set out by relevant state and federal Anti-discrimination legislation.

2. Harassment for the purposes of these procedures is defined as any unwelcome, offensive, belittling or abusive comment or action regarding a person's sex, age, marital status, pregnancy, race, ethnic origin, sexual preference, political or religious conviction, impairment, family responsibility or family status. It is behaviour towards another person, which is intimidating or causes embarrassment, and adversely affects the work or study environment.

3. Where alleged harassment or discrimination occurs, grievances and appeal procedures are available to students to facilitate expedient and just resolution of problems. The relationships that college academic staff and educators develop with their students should not provide any basis for the misuse of power or trust. The college endeavours to address the reasonable needs of all of its students regardless of gender, ethnicity, age, disability, sexual orientation or diversity of background.

4. College staff are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or course will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to address issues and improve the relevant functions.

5. Any student or respondent should not be victimised or discriminated against. Victimise means any act or omission in relation to a person, which is intended to cause disadvantage to that person because they have made a complaint or have been the subject of a complaint.

6. This Academic Appeals and Grievances Procedures will also be publicly available to students and persons seeking to enrol in courses of study with the college on the college website.

Academic appeals and grievances procedures

In the event of a grievance or an appeal, a student should:

1. Talk directly with the staff member or educator concerned to resolve the problem.
If unresolved, the student should.

2. Seek the assistance of the relevant Academic Coordinator. The college counsellor and Student Support Coordinator are available to the student for support and advice.

If the grievance remains unresolved, the student will be advised of further internal and external avenues of appeal (see below).

3. Should the student believe that the issue or complaint warrants a more formal approach, a letter may be written to the Manager Academic Programs.

4. If unresolved at this point the student will be advised to write to the General Manager. A written decision is to be provided to the student in twenty working days. An independent impartial senior officer of the college, nominated by the General Manager, will arrange for an internal investigation of the complaint, with a view to resolution of the complaint. The student’s issue or complaint will be read and acknowledged by way of a formal reply. The student may be contacted directly for further information and clarification. Feedback will be provided to the student on what action has been taken to address the complaint.

5. The reviewer of a original decision must inform applicants of their right to apply to the Australian Council for Private Education and Training (ACPET) for a review of the decision. The decision by ACPET will be final. A record of the student’s complaint and the outcome of the matter will be kept on file with the General Manager.

If the matter remains unresolved by the process outlined above, there is provision for external review by ACPET. Contact details for ACPET are:

- Suite 12, Level 14, 329 Pitt Street, Sydney, NSW, 2000
- Box Q1076, QVB PO, Sydney, NSW, 1230
- Tel: (02) 9264 4490
- Fax: (02) 9264 4550
- Email: acpet@acpet.edu.au

Written information is to be provided to the Student about this avenue of external review.

This procedure including an appeal to ACPET will be at no cost to the student but excluding any third party student representation. At all stages of the process, reasons and a full explanation in writing of decisions and actions taken as part of the procedures will be given if requested by the Student and or respondent.

All recommendations arising out of the External Review stage will be implemented.

In accordance with the Higher Education Support Act (HESA) and higher education provider (HEP) guidelines, this procedure precludes legal representation as third party representation in academic grievances and appeals processes.

If requested by the student, the college will give reasons and a full explanation in writing for decisions and actions taken as part of the procedures.

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file for at least 5 years. Parties to the complaint are allowed appropriate access to the records pertaining to the grievance.

A student who has ceased their enrolment with the college will be considered under this grievance procedure for a period of up to 90 calendar days after their enrolment has ceased.
Students of the college or those seeking to enrol in a course of study with the college are entitled to access the grievances procedures set out in this procedure, regardless of the location of the campus of the college at which the grievance has arisen, the student’s place of residence or the mode in which they study.

Each stage of this procedure should not take more than ten working days for college staff to respond. If requested by the complainant, the college will give reasons and a full explanation in writing for decisions and actions taken as part of the procedures.

The procedures set out in this document do not replace or modify procedures or any other responsibilities, which may arise under other higher or vocational education provider policies or under statute or any other law.

**Non-academic matters**

Non-academic matters can include but are not limited to such things as harassment, bullying or intimidating behaviour towards a student or potential student. Matters can also include (but not limited to) such things as concerns about having to pay a late fee or other non-academic penalty.

The aim of this policy and procedure is to have an effective and fair procedure for dealing with review of decisions relating to complaints of non-academic matters. The college has an obligation to ensure that all current and prospective students, interns, staff members and contractors are treated in a fair and equitable manner and to meet all requirements in relation to anti-discrimination laws and related legislation.

This policy applies to all current and prospective students, interns, staff members, contractors (including educators and supervisors) and other workplace participants such as suppliers, casuals etc.

“Discrimination” is when someone behaves unfairly or if an unfair decision is being made about a person which is based on the following attributes or factors: sex (including sexual harassment); pregnancy; race, colour, nationality, ethnic or ethno-religious background; marital status; physical, intellectual or psychiatric disability or illness; age and compulsory retirement; (assumed) homosexuality; transgender (transsexuality); carers’ responsibilities, family responsibilities and parenthood; physical appearance; irrelevant medical or criminal records; religious or political beliefs or activities; involvement in the defence service, employment activity and association with a person with any of these attributes. There are two types of discrimination, direct and indirect.

“Direct discrimination” is where someone is being treated unfairly or differently because of their attributes or the factors mentioned above.

“Indirect discrimination” is when everyone is treated the same, but in a way that ends up being unfair to anyone with any of the above mentioned attributes or factors.

“Harassment” is any behaviour which is unwanted and offends, humiliates or intimidates and targets a person because of an attribute or factor as mentioned above.

“Bullying” is long-standing physical or psychological violence or abuse or conduct by an individual or group and directed against an individual who is not able to defend him/herself in the actual situation.

The college will ensure that all reasonable steps are taken in effectively managing discrimination, harassment and bullying and that the college is conversant and up-to-date with EEO and anti-discrimination laws.
1. The college provides an environment for students, which is free from harassment and discrimination as set out by relevant state and federal anti-discrimination legislation.

2. Harassment for the purposes of these procedures is defined as any unwelcome, offensive, belittling or abusive comment or action regarding a person’s sex, age, marital status, pregnancy, race, ethnic origin, sexual preference, political or religious conviction, impairment, family responsibility or family status. It is behaviour towards another person, which is intimidating or embarrassing, and adversely affects the work or study environment.

3. Where alleged harassment or discrimination occurs, grievances and appeals procedures are available to students to facilitate expedient and just resolution of problems. The relationships that college academic staff and educators develop with their students should not provide any basis for the misuse of power or trust. The college endeavours to address the reasonable needs of all of its students regardless of gender, ethnicity, age, disability, sexual orientation or diversity of background.

4. College staff are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or course will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to address issues and improve the relevant functions.

5. Any student or respondent should not be victimised or discriminated against. Victimise means any act or omission in relation to a person, which is intended to cause disadvantage to that person because they have made a complaint or have been the subject of a complaint.

6. This Non-Academic Appeals and Grievances Procedure will also be publicly available to students and persons seeking to enrol in courses of study with the college on the college website.

Non-academic appeals and grievances procedures

In the event of a grievance or an appeal, a student may opt to choose some or all of the following procedures to resolve or clarify a grievance or an appeal:

1. Talk directly with the staff member concerned to resolve the problem. If unresolved, seek the assistance of:

2. His/her educator. If unresolved;

3. Consult the counsellor in the counselling and support service for support.

If the grievance remains unresolved, the student will be advised of further internal and external avenues of appeal (see below).

1. Should the student believe that the issue or complaint warrants a more formal approach, a letter may be written to the college Registrar.

2. If unresolved at this point the student will be advised to write to the General Manager. A written decision is to be provided to the student in twenty working days. An independent impartial senior officer of the college, nominated by the Registrar, will arrange for an internal investigation of the complaint, with a view to resolution of the complaint. The student’s issue or complaint will be read and acknowledged by way of a formal reply. The student may be contacted directly for further information and clarification. Feedback will be provided to the student on what action has been taken to address the complaint.
3. The reviewer of a reviewable decision must inform applicants of their right to apply to the Australian Council for Private Education and Training (ACPET) for a review of the decision. The decision by ACPET will be final. A record of the student’s complaint and the outcome of the matter will be kept on file with the General Manager.

If the matter remains unresolved by the process outlined above, there is provision for external review by ACPET. Contact details for ACPET are: Suite 12, Level 14, 329 Pitt Street, Sydney NSW 2000, Box Q1076, QVB PO, Sydney NSW 1230 Tel: (02) 9264 4490 Fax: (02) 9264 4550 Email: acpet@acpet.edu.au Written information is to be provided to the student about this avenue of external review.

The final stage of external arbiter may take up to one month. This procedure including an appeal to ACPET will be at no cost to the student but excluding any third party student representation.

All recommendations arising out of the External Review stage will be implemented.

Both the student and the college may seek advice and/or advocacy from a third party, but this will be at the student’s or college’s own expense.

If requested by the student, the college will give reasons and a full explanation in writing for decisions and actions taken as part of the procedures.

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file for at least 5 years. Parties to the complaint are allowed appropriate access to the records pertaining to the grievance.

A student who has ceased their enrolment with the college will be considered under this grievance procedure for a period of up to 90 calendar days after their enrolment has ceased.

Students of the college or those seeking to enrol in a course of study with the college are entitled to access the grievance procedures set out in this procedure, regardless of the location of the campus of the college at which the grievance has arisen, the student’s place of residence or the mode in which they study.

The procedures set out in this document do not replace or modify procedures or any other responsibilities, which may arise under other higher or vocational education provider policies or under statute or any other law.

The college abides by freedom of information and privacy principles.

**Appeals procedure: FEE-HELP**

If a student’s application for review of the decision is unsuccessful, the Notice of Decision Letter will include the reasons for the decision not to refund the student’s paid tuition fees and/or re-credit your FEE-HELP balance. The notice will also inform the applicant of their right of appeal to the Administrative Appeals Tribunal (AAT) and provide details about contacting the AAT and the approximate costs of making an application.
Summary grievance and appeal flow chart

Academic matters

1. Grievance/appeal expressed by the student to staff member concerned. The college should respond in writing within 10 working days if requested.

Unresolved

2. Grievance/appeal expressed by the student referred to the relevant Academic Coordinator. The college should respond within 10 working days.

Unresolved

3. The student refers the matter in writing to the Manager Academic Programs or the Registrar. The college should respond within 10 working days.

Unresolved

4. Student advised to write a letter to the General Manager. A written response is sent to the student within 20 working days.

Unresolved

5. The matter is referred to the external arbiter, ACPET*, for final resolution.

Finalisation of matter

Non-academic matters

1. Grievance/appeal expressed by the student to the staff member concerned. The college should respond in writing within 10 working days if requested.

Unresolved

2. Grievance/appeal expressed by the student referred to the appropriate staff member. The college should respond within 10 working days.

Unresolved

3. The student refers the matter in writing to the college Registrar. The college should respond within 10 working days.

Unresolved

4. Student advised to write a letter to the General Manager. A written response is sent to the student within 20 working days.

Unresolved

5. The matter is referred to the external arbiter, ACPET*, for final resolution.

Unresolved

*External Committee: The Australian Council for Private Education and Training (ACPET) provides mediation and arbitration services. For more information on ACPET visit their website (http://www.acpet.edu.au).

Please note that academic and non-academic grievance procedures are correct at time of printing. However, these may be subject to change in order to comply with new Commonwealth guidelines. The latest version of these policies is available on the college website (http://www.acap.edu.au).
Procedure for review of refund decisions

This procedure deals with requests for a review of certain decisions made by the college relating to applications by students to re-credit their FEE-HELP balance or Student Learning Entitlement (SLE). Such decisions refer to unsuccessful applications by a student to re-credit their FEE-HELP balance or SLE. Review means formal reconsideration of a decision.

Review procedure

These procedures are also published on the college website so that students have up to date information publicly available to them in regard to these procedures.

At the college the review officer is the General Manager or his delegate. Where a student is not satisfied with the decision made by the college, they may apply for a review of the decision. Reviewable decisions include:

- Refusal to re-credit some or all of a student’s student learning entitlement for a unit of study
- Refusal to re-credit a student’s FEE-HELP balance

If a student is not satisfied with the outcome of their request for a re-credit of their FEE-HELP balance, they may appeal in writing to the Registrar within 28 days from the day they first receive notice of the outcome. The request must specify reasons for seeking the review. The request will be forwarded to the reviewer (the General Manager or delegate).

The college will acknowledge receipt of an application for review of a reviewable decision in writing and inform the applicant that they will be advised in writing of a decision within 45 days.

Written notice of the outcome of a reviewed decision relating to FEE-HELP will be given to an applicant for review. If your application for review of the decision is successful, the Notice of Decision letter will include the reasons for the decision to refund your paid tuition fees and/or re-credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you have made such a payment; and who to contact for further questions.

International students

The following policy applies when an international student withdraws from the course prior to completing the course, or defers their studies.

“Withdrawal” means the termination of a student’s enrolment by the student. “Deferral” means a temporary postponement of studies. Please note that permission to defer will only be granted to international students in exceptional circumstances.

- All withdrawals and deferrals must use the college’s Withdrawal from Study or Deferral of Study Form. The forms are available from campus Administration or from the college’s website.
• All deferral or withdrawal requests must be made to the college’s Registrar at the Sydney campus or the designated delegate of the Registrar at the Brisbane and Melbourne campuses. Students may contact Administration at each campus for referral to the relevant staff member.

• Deferral credits are not transferable across modes of study or from one module to another.

Summary of international student refund policy

| Withdrawal made more than two weeks prior to commencement of term | Refund of 80% of tuition fee |
| Withdrawal/Deferral made less than two weeks prior to commencement of term | No refund |
| Deferral made more than two weeks prior to commencement of term | Full credit into the next term |

Timing of refunds

An International student who believes that they are entitled to a refund of fees must complete a Request for Refund Form. Where a student is entitled to a refund of fees under this policy, the refund will be paid within four weeks of receiving the Request for Refund Form. Refunds will be paid in Australian dollars, unless payment in that currency is impracticable. Refunds will be paid to the person who enters into the contract with ACAP (normally the student), unless the person gives a written direction to ACAP to pay the refund to another person.

Packaged programs

International students who satisfactorily complete the pre-requisite course of a packaged program and have received a Confirmation of Enrolment, but choose not to enrol in the principle ACAP course will not receive a refund.

International students who fail to satisfactorily fulfil requirements and/or conditions for admission to the offered course at ACAP (including failure to complete the pre-requisite course in a packaged program) and fail to gain admission to another ACAP course, will receive a refund of 80% of partial payment upon written application.
10. Student misconduct

Non-Academic Misconduct Policy

The Non-Academic Misconduct Policy applies to all students of the Australian College of Applied Psychology (ACAP), to conduct occurring at any premises or facilities owned or occupied by ACAP, and to any events or activities conducted under the name and auspices of ACAP, such as excursions and educational or vocational placements with outside organisations.

Non-academic misconduct includes, but is not limited to, a student:

- contravening any provision of ACAP’s policies, procedures or terms set out in the ACAP Student Handbook
- behaving in a manner that prejudices the good name or academic standing of ACAP
- engaging in unlawful or criminal activity
- damaging or destroying ACAP property (including library books, computing hardware or software, or the deliberate release of computer viruses)
- misusing ACAP facilities, systems and equipment, to engage in illegal activity or activity prohibited by ACAP’s rules and policies (for example, computer hacking, infringing copyright)
- stealing or misappropriating ACAP property or equipment
- harassing, vilifying, abusing, threatening, assaulting or endangering staff, students or other members of ACAP’s community directly or by other means of communication
- unreasonably disrupting staff, students or other members from undertaking their normal activities
- failing to follow reasonable directions of an employee of ACAP
- altering, falsifying or fabricating any document or record of ACAP (e.g. Statement of Academic Record)
- altering or falsifying any documentation that ACAP requires of the student (e.g. medical certificate or other supporting documentation)
- divulging confidential or personal information relating to any ACAP matter, staff member or student (e.g. employment records, in-camera committee discussions) in circumstances where there is no reasonable or lawful excuse for doing so
- behaving inappropriately in an activity (e.g. in the virtual and physical environments such as e-learning sites, face to face classes, or meetings)
- knowingly providing false or misleading information to staff of ACAP
- failing to comply with a penalty imposed or outcome agreed to under this or other policies of ACAP

An allegation of non-academic misconduct may be brought against any student of ACAP. An allegation may be made by ACAP staff, students or an external person.

In all cases, an officer of ACAP (“the investigating officer”) will be appointed by the General Manager to make an investigation of the allegation.
The investigating officer will prepare a written report of their findings. Where the investigating officer is of the view that the allegations are sustained, whether in full or in part, ACAP may take any one or more of the following actions:

- give a warning or reprimand to the offending student
- deny the offending student access to certain or all ACAP activities, facilities or services for a specified period of time, or impose a requirement that access be only in accordance with particular conditions
- require the offending student to provide full restoration of the cost of any damage done to ACAP property
- require the offending student to apologise formally to any aggrieved party where appropriate
- require the offending student to undertake some form of remediation
- suspend the offending student (that is, require that the student be excluded from ACAP courses and facilities) for a period no greater than 12 months
- expel the offending student (permanent exclusion) from ACAP
- such other penalty or action considered appropriate

Students suspended, expelled or excluded from ACAP facilities in accordance with this policy will be notified of this decision and informed that they have twenty working days in which they may appeal the decision.

An appeal against any finding of non-academic misconduct or any action taken by ACAP as a result of such a finding will be dealt with in accordance with the procedures outlined in the ACAP policy “Grievance and Appeal Policy and Procedure for Non-Academic Matters”. If a student appeals the finding of non-academic misconduct and associated action then the suspension, expulsion or exclusion cannot take effect until the conclusion of the appeals process.

If the student is an overseas student studying in Australia then the college will inform the student that suspension, expulsion or exclusion of their enrolment may affect their student visa. The college will also notify the Secretary of the Department of Education, Employment and Workplace Relations of its decision, as is required under Section 19 of the ESOS Act, if an overseas student is suspended, expelled or excluded from ACAP.

Students suspended, expelled or excluded from ACAP facilities in accordance with this policy shall not be entitled to any refund of course fees.

**Academic misconduct**

Ethical conduct and academic integrity and honesty are fundamental to the mission of the Australian College of Applied Psychology. Academic misconduct will therefore not be tolerated in the college.

- Academic misconduct involves dishonesty in academic matters and includes, but is not limited to, academic fraud, cheating, misrepresentation and plagiarism.
- Academic fraud refers to the fabrication, falsification or misrepresentation of information, findings or research.
• Cheating refers to dishonesty in regards to any academic activity, such as the exchange of information during an examination or an attempt to gain academic advantage through collusion in any academic endeavour, e.g. exams and assessments.

• Misrepresentation refers to falsely claiming academic achievement, e.g. submitting falsified academic transcripts, falsely claiming medical circumstances to avoid an exam, assessment or other academic task or activity, or submitting one’s own assessment task or part thereof, that has already been submitted in another assessment, for academic credit.

• Commissioning assessments or buying assessments has elements of academic fraud, cheating and misrepresentation, and is considered very serious misconduct.

• Plagiarism refers to the use of another person’s work, thoughts and/or intellectual property without appropriate acknowledgment or reference. For college purposes, plagiarism involves submitting, as one’s own, work that another person has completed, using information, text, artwork, graphics or other material from any source (including the Internet) and presenting it as one’s own without acknowledgment, quoting or paraphrasing material from a source without acknowledgment, and contributing less, little or nothing to a group assessment and then claiming an equal share of the marks and grading.

Allegations of academic misconduct must be made to the respective program coordinator or Manager Academic Program Delivery and may be brought by ACAP staff, educators, students or external persons. The VET Coordinator will become the investigating officer.

The investigating officer will gather and consider evidence in the matter which may involve contacting the student, educator, staff member or external person for explanation.

If the investigating officer determines that no academic misconduct has occurred no action will be taken and complaint will not be kept on file.

If the investigating officer is of the view that the allegations are substantiated, a panel will be formed to deal with the matter. The panel will comprise of the investigating officer and two other relevant staff members, including the Head of School. The panel will determine the action which will be undertaken and may include application of a penalty.

The penalty, if applied, will be determined by the severity of the academic misconduct. The penalty may include reduction of mark or nil mark for the assessment task, fail grade for the module, enrolment suspension for a term, or in severe cases the enrolment may be discontinued.

If a student has been found guilty of academic misconduct on more than one occasion the previous misconduct will be taken into account in determining the appropriate penalty, which could include the awarding of a fail grade to the module, or in instances of a severe nature, suspension from the college or discontinuation of enrolment.

Deliberations of the panel must be recorded and kept in the student file.

Where a penalty has been imposed for academic misconduct a student may appeal through the Academic Appeals and Grievances Policy and Procedure to the Dean.
11. Graduation

Upon the successful application to any qualification, the graduand is invited to attend the college’s graduation ceremony held in May of each year.

There are two graduation dates each year, one in May with a graduation ceremony and one in November without a graduation ceremony. Graduands who have elected to graduate at the graduation ceremony in May will receive a letter of invitation to attend and the relevant information for the ceremony, including details of academic dress requirements.

In order to graduate, students must complete and submit an Application to Graduate Form. Forms can be obtained from Administration at each campus or from the ACAP website. The relevant cut-off dates for graduation in May or in November each year are indicated on the form. Graduands are advised to submit the relevant form upon completion of their last module.

At graduation, graduands receive a testamur and a transcript that lists the title and grade for each module or unit of competency completed. Students intending to graduate at the graduation ceremony in May must have successfully completed all assessments and student placement requirements by 31 March of that year.

Issuing credentials

Letters of completion may be requested at any time after the completion of course requirements. Please note that letters of completion may take up to 10 working days to generate due to the various verification processes required.

Testamurs and transcripts are issued in May and November of each year for students who are unable to attend the May graduation ceremony.

Requests for replacement copies of testamurs and transcripts will incur a $25 fee and applications for replacements must be accompanied by a statutory declaration confirming the loss of the originals.

The Alumni Network

Many students who have graduated from the college desire some form of ongoing contact and communication with fellow students, and to maintain personal and professional contact with educators and college staff. The Alumni Network was established to facilitate this objective. All graduating students are invited to join the network and benefit from the contacts, activities and information that membership of the Alumni Network offers. Information and contact details on the Alumni Network are available through the college website (http://www.acap.edu.au).
12. Student Advisory Committee and Student Representatives

The role of the Student Advisory Committee

The Student Advisory Committee is a forum for the consideration, assessment and evaluation of the quality of academic administrative procedures. This includes the implementation of policies and procedures, and ensuring that the ethical and professional delivery of training is in accordance with the college’s Code of Practice and the Code of Educational Practice in Teaching and Learning.

The Student Advisory Committee is convened at each campus of the college to assist the Academic Council and the Teaching and Learning Committee to monitor quality assurance in teaching and learning. The functions of the Student Advisory Committee are to monitor and assess the delivery of current theory and practice as it relates to the educational outcomes of the college’s courses. The Student Advisory Committee in each campus assesses the implementation of, and identifies the need for, academic policies and procedures.

The Student Advisory Committee monitors the entire learning environment of the campus, including the library, student recreational facilities, teaching resources, and learning materials. The Committee recommends to the Teaching and Learning Committee adaptations and modifications to the curriculum when necessary. It ensures the ethical and professional delivery of training in accordance with the college’s Code of Practice.

Membership of the Student Advisory Committee on each campus is comprised of academic staff, student representatives and representatives of the teaching staff.

The role of a Student Representative

The role and function of a Student Representative is to liaise with the student body to accurately and objectively represent students’ suggestions, ideas, information and concerns to the Student Advisory Committee. Each campus of the college has a Student Advisory Committee to assist the Academic Council and the Teaching and Learning Committee with the implementation of the Code of Practice for Teaching and Learning, and any other academic, administrative or operational issues.

Students may nominate any student currently enrolled. A student may self-nominate should they possess the interest and commitment to represent the student body. A Student Representative is invited onto the Student Advisory Committee based on the student’s overall suitability, availability and the number of nominations received. The primary task of a Student Representative is to represent the views, opinions and concerns of the student body, and to represent the outcomes of the college’s Student Advisory Committee deliberations to the student body.

Each Student Representative will attend three Student Advisory meetings per year. In addition, two Student Representatives will be asked to attend meetings of the Academic Council, which meets four times per year, and the Teaching and Learning Committee, which meets every six weeks.
The Student Representatives have the responsibility to students to:

- be available to listen to student views and concerns, and actively represent them in an objective and accurate manner
- attend scheduled Student Advisory Committee meetings throughout the academic year
- provide accurate feedback to the student body on the proceedings of the Student Advisory Committee

The Student Representatives have the responsibility to the Student Advisory Committee to:

- actively participate on the Student Advisory Committee as a Student Representative
- accurately and objectively present the views and concerns of the student body
- accurately and objectively present the views and outcomes of the Student Advisory Committee to the student body
### Appendix 1: Census dates for 2010

The tables below list the census dates for the college for 2010.

If students choose to withdraw from study on or before the relevant census date, they will receive a refund of their tuition fees. This applies to students who have paid their fees up front or who have completed a Request for VET FEE-HELP Assistance Form. Please refer to ACAP's Refund Policy on the website (http://www.acap.edu.au/enrolnow/refund_policy.html).

<table>
<thead>
<tr>
<th>Period</th>
<th>Period over which the unit will be undertaken</th>
<th>Census date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer School 2010 flexible delivery</td>
<td>11 January to 19 February 2010</td>
<td>19 January 2010</td>
</tr>
<tr>
<td>Summer School Intensive Week 1 2010</td>
<td>27 January to 02 February 2010</td>
<td>28 January 2010</td>
</tr>
<tr>
<td>Summer School Intensive Week 2 2010</td>
<td>03 February to 09 February 2010</td>
<td>04 February 2010</td>
</tr>
<tr>
<td>Summer School Intensive Week 3 2010</td>
<td>10 February to 16 February 2010</td>
<td>11 February 2010</td>
</tr>
<tr>
<td>Term 1, 2010</td>
<td>22 February to 21 May 2010</td>
<td>12 March 2010</td>
</tr>
<tr>
<td>Term 2, 2010</td>
<td>07 June to 03 September 2010</td>
<td>25 June 2010</td>
</tr>
<tr>
<td>Term 3, 2010</td>
<td>20 September to 10 December 2010</td>
<td>08 October 2010</td>
</tr>
</tbody>
</table>
### 2010 Weekend module workshop census dates

<table>
<thead>
<tr>
<th>Period</th>
<th>Period over which the unit will be undertaken</th>
<th>Census date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 1 2010 – Weekend Workshop 1</td>
<td>13 March to 27 March 2010</td>
<td>15 March 2010</td>
</tr>
<tr>
<td>Term 1 2010 – Weekend Workshop 2</td>
<td>27 March to 10 April 2010</td>
<td>29 March 2010</td>
</tr>
<tr>
<td>Term 1 2010 – Weekend Workshop 3</td>
<td>10 April to 24 April 2010</td>
<td>12 April 2010</td>
</tr>
<tr>
<td>Term 1 2010 – Weekend Workshop 4</td>
<td>24 April to 08 May 2010</td>
<td>26 April 2010</td>
</tr>
<tr>
<td>Term 1 2010 – Weekend Workshop 5</td>
<td>08 May to 22 May 2010</td>
<td>10 May 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 1</td>
<td>03 July to 17 July 2010</td>
<td>05 July 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 2</td>
<td>10 July to 24 July 2010</td>
<td>12 July 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 3</td>
<td>17 July to 31 July 2010</td>
<td>19 July 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 4</td>
<td>24 July to 07 August 2010</td>
<td>26 July 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 5</td>
<td>31 July to 14 August 2010</td>
<td>02 August 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 6</td>
<td>07 August to 21 August 2010</td>
<td>09 August 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 7</td>
<td>14 August to 28 August 2010</td>
<td>16 August 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 8</td>
<td>21 August to 04 September 2010</td>
<td>23 August 2010</td>
</tr>
<tr>
<td>Term 2 2010 – Weekend Workshop 9</td>
<td>28 August to 11 September 2010</td>
<td>30 August 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 1</td>
<td>16 October to 30 October 2010</td>
<td>18 October 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 2</td>
<td>23 October to 07 November 2010</td>
<td>25 October 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 3</td>
<td>30 October to 14 November 2010</td>
<td>01 November 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 4</td>
<td>06 November to 21 November 2010</td>
<td>08 November 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 5</td>
<td>13 November to 28 November 2010</td>
<td>15 November 2010</td>
</tr>
<tr>
<td>Term 3 2010 – Weekend Workshop 6</td>
<td>20 November to 04 December 2010</td>
<td>22 November 2010</td>
</tr>
<tr>
<td>Period</td>
<td>Period over which the unit will be undertaken</td>
<td>Census date</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>CTA Study Block 1</td>
<td>01 January to 30 June 2010</td>
<td>05 February 2010</td>
</tr>
<tr>
<td>CTA Study Block 2</td>
<td>01 February to 30 June 2010</td>
<td>05 March 2010</td>
</tr>
<tr>
<td>CTA Study Block 3</td>
<td>01 March to 30 June 2010</td>
<td>26 March 2010</td>
</tr>
<tr>
<td>CTA Study Block 4</td>
<td>01 April to 30 June 2010</td>
<td>19 April 2010</td>
</tr>
<tr>
<td>CTA Study Block 5</td>
<td>01 May to 30 June 2010</td>
<td>14 May 2010</td>
</tr>
<tr>
<td>CTA Study Block 6</td>
<td>01 June to 30 June 2010</td>
<td>11 June 2010</td>
</tr>
<tr>
<td>CTA Study Block 7</td>
<td>01 July to 30 December 2010</td>
<td>06 August 2010</td>
</tr>
<tr>
<td>CTA Study Block 8</td>
<td>01 August to 30 December 2010</td>
<td>03 September 2010</td>
</tr>
<tr>
<td>CTA Study Block 9</td>
<td>01 September to 30 December 2010</td>
<td>24 September 2010</td>
</tr>
<tr>
<td>CTA Study Block 10</td>
<td>01 October to 30 December 2010</td>
<td>19 October 2010</td>
</tr>
<tr>
<td>CTA Study Block 11</td>
<td>01 November to 30 December 2010</td>
<td>12 November 2010</td>
</tr>
<tr>
<td>CTA Study Block 12</td>
<td>01 December to 30 December 2010</td>
<td>10 December 2010</td>
</tr>
</tbody>
</table>
## Appendix 2: Academic calendar 2010

### Census and re-enrolment dates

<table>
<thead>
<tr>
<th>Study period</th>
<th>Term dates</th>
<th>Higher education courses Re-enrolment Date**</th>
<th>VET courses Re-enrolment Date^</th>
<th>Census date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer School flexible delivery</td>
<td>Mon 11 Jan – Fri 19 Feb</td>
<td>11 Dec 2009</td>
<td>No Summer School VET classes</td>
<td>Tues 19 Jan</td>
</tr>
<tr>
<td>Summer School Week 1</td>
<td>Wed 27 Jan – Tue 2 Feb</td>
<td>13 Jan</td>
<td>Not Applicable</td>
<td>Thurs 28 Jan</td>
</tr>
<tr>
<td>Summer School Week 2</td>
<td>Wed 3 Feb – Tue 9 Feb</td>
<td>20 Jan</td>
<td>Not Applicable</td>
<td>Thurs 4 Feb</td>
</tr>
<tr>
<td>Summer School Week 3</td>
<td>Wed 10 Feb – Tues 16 Feb</td>
<td>27 Jan</td>
<td>Not Applicable</td>
<td>Thurs 11 Feb</td>
</tr>
<tr>
<td>Term 1</td>
<td>22 Feb – 21 May</td>
<td>5 Feb</td>
<td>26 Feb</td>
<td>Fri 12 Mar</td>
</tr>
<tr>
<td>Term 2</td>
<td>7 Jun – 3 Sep</td>
<td>21 May</td>
<td>11 Jun</td>
<td>Fri 25 Jun</td>
</tr>
<tr>
<td>Term 3</td>
<td>20 Sept – 10 Dec</td>
<td>3 Sept</td>
<td>24 Sept</td>
<td>Fri 8 Oct</td>
</tr>
<tr>
<td>Weekend modules</td>
<td></td>
<td>Six working days before commencement</td>
<td>Not Applicable</td>
<td>Monday after commencement</td>
</tr>
</tbody>
</table>
# Academic year

<table>
<thead>
<tr>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 22 Feb – Fri 21 May</td>
<td>Mon 7 June – Fri 3 Sept</td>
<td>Mon 20 Sept – Fri 10 Dec</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week</th>
<th>Monday</th>
<th>Friday</th>
<th>Week</th>
<th>Monday</th>
<th>Friday</th>
<th>Week</th>
<th>Monday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>22 Feb</td>
<td>26 Feb</td>
<td>1</td>
<td>7 June</td>
<td>11 June</td>
<td>1</td>
<td>20 Sept</td>
<td>24 Sept</td>
</tr>
<tr>
<td>2</td>
<td>1 March</td>
<td>5 March</td>
<td>2</td>
<td>14 June*</td>
<td>18 June</td>
<td>2</td>
<td>27 Sept</td>
<td>1 Oct</td>
</tr>
<tr>
<td>3</td>
<td>8 March*</td>
<td>12 March</td>
<td>3</td>
<td>21 June</td>
<td>25 June</td>
<td>3</td>
<td>4 Oct*</td>
<td>8 Oct</td>
</tr>
<tr>
<td>4</td>
<td>15 March</td>
<td>19 March</td>
<td>4</td>
<td>28 June</td>
<td>2 July</td>
<td>4</td>
<td>11 Oct</td>
<td>15 Oct</td>
</tr>
<tr>
<td>5</td>
<td>22 March</td>
<td>26 March</td>
<td>5</td>
<td>5 July</td>
<td>9 July</td>
<td>5</td>
<td>18 Oct</td>
<td>22 Oct</td>
</tr>
<tr>
<td>6</td>
<td>29 March</td>
<td>1 April (Thurs)</td>
<td>6</td>
<td>12 July</td>
<td>16 July</td>
<td>6</td>
<td>25 Oct</td>
<td>29 Oct</td>
</tr>
</tbody>
</table>

**Mid-Term Break** *(Easter)*  
Fri 2 April – Thurs 8 April

**Mid-Term Break**  
19 July -23 July

**No Mid-Term Break**

<table>
<thead>
<tr>
<th>9 April (Week 6 Friday Classes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td>13</td>
</tr>
<tr>
<td>14</td>
</tr>
</tbody>
</table>

*Where a public holiday falls within the term, additional classes will be held on the same weekday in week 13.*

**Public Holidays**

<table>
<thead>
<tr>
<th></th>
<th>Summer School</th>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>All States</td>
<td>26 Jan (Tue)</td>
<td>2 April, 5 April, 26 April</td>
<td>14 June</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td></td>
<td></td>
<td></td>
<td>4 Oct</td>
</tr>
<tr>
<td>Qld</td>
<td></td>
<td>3 May</td>
<td>11 Aug</td>
<td></td>
</tr>
<tr>
<td>Vic</td>
<td></td>
<td>8 March</td>
<td></td>
<td>2 Nov</td>
</tr>
</tbody>
</table>

**Higher education courses:** Bachelor of Applied Social Science; Bachelor of Applied Social Science (Counselling); Bachelor of Applied Social Science (Management); Bachelor of Applied Social Science (Coaching); Bachelor of Applied Social Science (Sport and Performance); Graduate Diploma of Counselling; Master of Applied Social Science; Master of Applied Social Science (Counselling); Master of Applied Social Science (Management).

**VET courses:** Diploma of Community Services (Case Management) [CHC50902]; Diploma of Community Services (Case Management) [CHC52008]; Diploma of Human Resources Management [BSB50607]; Diploma of Counselling [CHC51708].
Higher Education Counsellor Development Workshops

Counsellor Development Workshops are a requirement for students in all Higher Education counselling courses who have studied through Flexible Delivery (See relevant Course Sequence Guide for more information). There are three workshops for each counselling course, and each workshop consists of one week of intensive exercises and activities to consolidate the integration of theory and practice. The Counsellor Development Workshops provide a highly dynamic and interactive opportunity to apply skills and knowledge.

Workshops are held in January, May and September in various campus locations, and over the duration of their course, students are expected to attend all three. All Workshops are conducted between 9am and 5pm. Booking forms are available for download through the college website (http://www.acap.edu.au).

While priority is given to students studying through Flexible Delivery, the workshops are also open to on-campus students who wish to further consolidate their counseling skills (subject to availability).

Please note: Counsellor Development Workshops are free of charge.

<table>
<thead>
<tr>
<th>Counsellor Development Workshop Students Attending</th>
<th>BASS and GDC Prerequisite modules</th>
<th>MASS Prerequisite modules</th>
<th>January 2010</th>
<th>May/June 2010</th>
<th>September 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 The Client's Experience</strong>&lt;br&gt;B App Soc Sc (Counselling)&lt;br&gt;Grad Dip Counselling&lt;br&gt;M App Soc Sc (Counselling)</td>
<td>Interpersonal Communication (BASS students only)&lt;br&gt;Counselling Skills 1&lt;br&gt;Counselling Skills 2</td>
<td>Counselling Skills</td>
<td>Sydney 4 – 8&lt;br&gt;Brisbane 11 – 15&lt;br&gt;Melbourne 18 – 22</td>
<td>Sydney 24 – 28</td>
<td>Sydney 6 – 10&lt;br&gt;Brisbane 6 – 10&lt;br&gt;Melbourne 6 – 10</td>
</tr>
<tr>
<td><strong>2 The Counsellor's Experience</strong>&lt;br&gt;B App Soc Sc (Counselling)&lt;br&gt;Grad Dip Counselling&lt;br&gt;M App Soc Sc (Counselling)</td>
<td>Counsellor Development Workshop 1&lt;br&gt;Counselling Methods 1&lt;br&gt;Counselling Methods 2&lt;br&gt;Social, Legal and Ethical Issues</td>
<td>Counsellor Development Workshop 1&lt;br&gt;Approaches to Therapy I&lt;br&gt;Approaches to Therapy II</td>
<td>Sydney 11 – 15</td>
<td>Sydney 31 – 4&lt;br&gt;Brisbane 31 – 4&lt;br&gt;Melbourne 24 – 28</td>
<td>Sydney 6 – 10</td>
</tr>
<tr>
<td><strong>3 Reflecting on the Counsellor's Journey of Development</strong>&lt;br&gt;B App Soc Sc (Counselling)&lt;br&gt;Grad Dip Counselling&lt;br&gt;Counselling Specialisation Elective&lt;br&gt;M App Soc Sc (Counselling)</td>
<td>Counsellor Development Workshops 1 &amp; 2&lt;br&gt;Developing Professional Practice (prev. Practicum 1)&lt;br&gt;Student Placement (min. 150 hours)</td>
<td>Counsellor Development Workshops 1 &amp; 2&lt;br&gt;Counselling Specialisation Elective</td>
<td>Sydney 18 – 22</td>
<td>Sydney 18 – 22</td>
<td>Sydney 13 – 17&lt;br&gt;Brisbane 6 – 10&lt;br&gt;Melbourne 6 – 10</td>
</tr>
</tbody>
</table>
Legend:

B App Soc Sc  Bachelor of Applied Social Science
Grad Dip Counselling  Graduate Diploma of Counselling
M App Soc Sc  Master of Applied Social Science

Diploma of Community Services (Case Management) [CHC52008] and Diploma of Counselling [CHC51708] module specific workshops

The above courses require students who are undertaking their study by Flexible Delivery to attend several module specific workshops. These workshops will occur during term and students must attend in order to demonstrate their competency in certain skills. Dates and information regarding these workshops are located in my.acap.

Please note: module specific workshops are free of charge.
Appendix 3: Late fees for vocational education and training (VET) courses

The following fees relate to students undertaking a course leading to a vocational education and training award allowed under Chapter 12 of the Commonwealth Government Standards (CGS) Guidelines.

<table>
<thead>
<tr>
<th>Additional fee for vocational education and training courses</th>
<th>Chapter 12 CGS Guidelines</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late Enrolment Fee</td>
<td>Fine or Penalty</td>
<td>$50</td>
</tr>
<tr>
<td>Late Variation to Enrolment Fee</td>
<td>Fine or Penalty</td>
<td>$50</td>
</tr>
<tr>
<td>Late Withdrawal Fee</td>
<td>Fine or Penalty</td>
<td>$50</td>
</tr>
</tbody>
</table>