



Student Information

Please retain for your records & future reference

Welcome to the Australian College of Sports Development. Thank you for choosing this college for furthering your education. The following information is to help you during your time with ACSD.

WHAT IS AN RTO?

A Registered Training Organisation (RTO) is an accredited training provider that has been approved under the VQA Act of 2000. An RTO is regularly assessed by the Office of Training and Tertiary Education to ensure that all training and education courses offered are delivered in adherence to the Australian Quality Training framework. As an RTO, ACSD offers nationally recognised training courses that eventually lead to nationally recognised qualifications. A list of the accredited courses appears later in this document.

ABOUT ACSD

The College began in Bendigo central Victoria in 1994 under the direction of local martial arts identity Mr Barry Johnston, now director of the ACSD. Mr Johnston holds a 5th Dan in traditional Karate (former Australian representative of the 1981 *Kyokushin* full contact Karate championships in Jakarta). Mr Johnston also has a sound knowledge of the security and fitness industries, having worked in both disciplines for many years prior commencing the college.

'Kenshusei' (the original name of the College) is a Japanese term that translates as 'special student' and that is exactly what you become when you join our programs.

The original focus of the college was in the development of training programs for the martial arts industry. ACSD has been involved in the writing of generic courses for the fitness and martial arts industry.

Since 1999 ACSD have specialised primarily in the sport coaching and fitness industries. ACSD is responsible for the onsite training for many of Australia's sport coach's recognised under the Australian Qualifications Framework, including: - swimming, martial arts (all disciplines), football, golf, tennis and rowing. Most qualifications offered by the college are now accepted in Australia as minimum standards necessary to become a sports and or fitness coach.

MISSION STATEMENT

The Mission of ACSD is twofold:

First, it is our objective to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment. Our goal is to develop an organisation with a level of excellence where all work for the good of the program. We want to develop a synergistic group where the 'whole' of the organisation is greater than the sum of its parts.

Second, we want to establish ACSD as an international training and education organisation. We want ACSD to be considered a world leader in the field of education and training. Our goal is to be at the cutting edge of the industries that we serve and to continually develop new and innovative ways to market and implement our programs. We want ACSD to be known for delivering quality courses and services. We want to be the innovators, not the imitators.

WAIVER

ACSD takes full responsibility for students while training with our instructors. However we do not take responsibility for any injuries or disputes which occur while undertaking on the job training or while training in your chosen 'specialisation'.

COURSES OFFERED

The following list is courses offered by ACSD. Please refer to the particular course brochure for course modules and outcomes

Sport Coaching

Certificate II Sport (Coaching)
Certificate III Sport (Coaching)
Certificate IV Sport (Coaching)
Diploma Sport (Coaching)

Sport and Recreation

Certificate II Sport & Recreation
Certificate III Sport & Recreation
Certificate IV Sport & Recreation
Diploma Sport (Development)

Fitness

Certificate III Fitness
Certificate IV Fitness
Diploma Fitness

Security

Certificate II Security
Certificate III Security

Misc. Courses

Senior First Aid

WHO WILL BE TRAINING YOU?

All trainers and assessors at ACSD are well qualified and have years of experience in their particular field. All trainers and assessors hold qualifications higher than those that they are training as well as the Certificate IV in Assessment and Workplace Training. You will find all staff to be very knowledgeable in their respective fields and very approachable.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL recognises the skills you have gained from other courses, life experience, work experience and training provided at work. The RPL process measures your skills against the outcomes of a course or module.

RPL includes course/module exemptions. RPL does not include Credit Transfer.

It is important to apply for RPL if you think you already have some experience that might be relevant to your course.

The advantages of RPL are:

You can work out whether your experience and/or training is similar to that required by the course/module for which you have enrolled. (Note: results can only be entered after enrolment.) If you have already achieved some of the outcomes you might not have to do some of those again, thereby saving time and effort. It means that you only have to do modules which are new and challenging. It recognises that you are commencing with many skills - that you are not a total beginner. If you would like to move ahead with the RPL process please contact our admin team on **(03) 5434 7474** for further information.

MUTUAL RECOGNITION

ACSD will recognise units if competence and qualifications issued by other registered training organisations that are recognised under the requirements of the vocational education and training act of 1990. Qualifications need to be copied and verified then presented to ACSD for recognition.

FEES

There are two main study modes associated with ACSD, each attracting differing fee structures:

SKILLS FOR VICTORIA TUITION FEES

The tuition fee is set by the government. It is calculated based on the number of hours of enrolment, at a rate that varies depending on the category a course is in. All courses have been classified into one of 5 [course categories](#) for the purpose of calculating fees:

- **Foundation Skills** (basic general education, English language, literacy and numeracy courses up to Certificate IV level, and the Victorian Certificate of Applied Learning - Foundation level)
- **Skills Creation** (most Certificate I and II courses, the VCE and VCAL Intermediate and Senior)
- **Apprenticeships and Traineeships** (all courses taken as part of an apprenticeship/traineeship training contract, at any level)
- **Skills Building** (most non-apprenticeship Certificate III and IV courses)
- **Skills Deepening** (all non-apprenticeship Diplomas, Advanced Diplomas and vocational Graduate qualifications).

For each category there is also a set minimum, which is the lowest you should expect to pay, and a maximum, which puts an upper limit on what you will pay, even if you enrol in a large number of hours in that course.

The fees are set for each calendar year, and you normally pay according to the year when you will do the training. If your course lasts more than one year, you may pay a new tuition fee at the start of the New Year, at a new hourly rate.

2010 Fee Schedule

Course Category	Hourly Rate	Minimum	Maximum
Foundation Skills	Up to \$1.08	\$50	\$500
Skills Creation	Up to \$1.40	\$105	\$875
Apprenticeships and Traineeships	Up to \$1.37	\$57	\$903
Skills Building	Up to \$1.62	\$120	\$1,000
Skills Deepening	Up to \$3.25	\$225	\$2,000

FLEXIBLE DELIVERY

For the convenience of our clients, ACSD offer flexible delivery arrangements for students to achieve their goals. Flexible delivery consists of a combination of home study, access to the ACSD workshop series (VIC only), on the job practical sessions and online learning.

Flexible Delivery Fees

It is advisable to contact our office on (03) 5434 7474 to discuss flexible delivery fees. Payment plans are also available.

FACE-TO-FACE DELIVERY

ACSD also deliver face-to-face courses in some areas; please contact our office on (03) 5434 7474 to discuss face-to-face course fees as well as dates and locations.

Student Services and General Amenities Fees

Students undertaking courses via flexible delivery or face-to-face may be required to pay a student services and general amenities fee to attend events in the ACSD workshop series.

Materials and Other Charges

All students will be required to pay for personal use items purchased through the institute, e.g. class materials, safety wear, computer disks, excursions, field trips, camps etc. Information on these costs is available from the Course Administrator.

For fee exemptions please contact: (03) 5434 7474

REFUNDS

Students that decide not to continue with their course four weeks or more prior to the commencement date will be granted a full refund. Any student who decides not to continue with their course less than four weeks prior will be charged an administration fee of \$52 or 50% of the total course (whichever is greater). Any student who cancels less than 2 days prior to the course will not receive any refund. Once the course has commenced the student is also unable to claim a refund. For extenuating circumstances you must apply in writing to the CEO.

FAILURE TO ATTEND SCHEDULED COURSES

Failure to attend timetable classes may result in a student having to re-enrol in the particular unit of competency at a later scheduled date, or hiring the services of an ACSD trainer to be funded at the students own cost at \$80.00 per hour.

LANGUAGE, LITERACY AND NUMERACY

We are an equal opportunity college and are open to everyone. If you require any assistance with the language, reading or numerical sections of your course, please contact our admin team on (03) 5434 7474. We will endeavor to provide you with appropriate learning tools, resources and help.

ACSD assessments are designed to the level of the workplace and all assessments are set according to the AQTF standards.

STUDENT SUPPORT SERVICES

The staff at ACSD provide a supportive service to current and prospective students. The service focuses on the achievement and aspirations of all students and trainees by providing services that enhance a quality and enjoyable learning environment.

Any student who finds they are requiring additional help or assistance with any element of their course work or practical training are encouraged to contact of Student Services Co-ordinator by calling (03) 5434 7474 or via email marley.domaille@acsd.com.au

The service also encompasses information provision, and personal assistance to students including personal assessment and/or referral to internal and external support services. The range of FREE and CONFIDENTIAL services include:

- Personal counselling
- Careers and course information
- Disability support

ACCESS AND EQUITY

ACSD is committed to integrating Access and Equity principles within all its services that we provide to our clients. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our Mission Statement and this Code of Practice should be treated in a fair and considerate manner while you are studying with us. If at any time, you feel that we are not abiding by our Code of Practice then please report this to your supervisor/trainer or equity officer, or complete our complaints and grievance form (CAR). Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and complaints for grievance. Arrangements can be made to provide learning at an alternate location that would normally stop you from attending a first floor venue.

Please contact our Access and Equity officer on (03) 5434 7474

COMPLAINTS

POLICY

ACSD will provide students with the ACSD Complaints Procedure upon request, to ensure that all parties have a clear understanding of the steps involved in satisfying the ACSD Complaint Policy.

- Students may raise any matters of concern relating to assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and any other issues which may arise.
- The Australian College of Sports Development will encourage parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.
- All disputes or complaints will be handled confidentially and professionally, in order to achieve a speedy resolution.
- All complaints are managed fairly and equitably and as efficiently as possible.
- Students are provided with details of external authorities if required.

COMPLAINT STEPS:

Students can request a copy of the ACSD Complaints Policy & Procedure document from by calling our Bendigo Office on (03) 5434 7474 or emailing education@acsd.com.au.

Students are encouraged to raise any matters of concern relating to assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and any other issues which may arise directly to ACSD Head Office by calling 1300 666 112.

Administration Staff will listen to, and attempt to resolve issue with the complainant immediately.

Were the issue is unable to be immediately resolved by Administration Staff a Corrective Actions Record will be initiated.

CARs are handled by the Training Manager or CEO (dependant on the level of the complaint) who endeavors to identify steps which need to be made to resolve the complaint to bring about;

- Immediate resolution of the issue
- Further investigation into the cause of the complaint
- Discussion with relevant parties to facilitate resolution

Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. In these instances the services of The Resolution Centre will be utilised. Information regarding the services offered by the mediator can be found at www.resolutioncentre.com.au.

STUDENT CHARTER

The student charter sets out rights and responsibilities of students in relation to training at, and membership of the ACSD. ACSD plays an important role in many industries and is committed to the creation, transmission, preservation and application of knowledge and skills. ACSD has a particular interest in fostering lifelong learning for the professional workforce in Australia and overseas. It places high value on the quality of teaching, learning and research and on personal and institutional integrity.

YOUR RIGHTS

In pursuing its mission, ACSD recognises the following rights of its students:

- To experience high quality teaching
- To expect that learning experiences provided will be challenging and stimulating
- To expect that course content will be up to date
- To be treated with respect and courtesy by staff and fellow students, in an environment free from harassment
- To know what is expected of them in each area of study
- To know how and when their work will be assessed
- To receive fair, timely and useful feedback
- To know what is expected of them in each area of study,
- To know how and when their work will be assessed;
- To receive fair, timely and useful feedback on their performance and progress;
- To have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;
- To be informed about how their views are taken into consideration in enhancing the teaching and content of programs;
- To have predictable and reasonable access to staff;
- To have access to supportive staff who are able to assist them in times of need;
- To have access to quality facilities and resources necessary for achievement of their training goals;
- To expect that courses satisfy the requirements of relevant authorities and organisations;
- To be excluded from activities that far exceed the physical or medical capabilities of the student;
- To learn in an environment free from prejudice, discrimination, and harassment;
- To have access to adequate procedures for dealing with grievances

YOUR RESPONSIBILITIES

In exercising their rights, ACSD students are expected to accept the following responsibilities:

- To enforce and extend to all students the reciprocal rights outlined above;
- To participate fully in the range of experiences which make up their course of training;
- To become self-motivated and self-directed learners;
- To prepare for class and to be on time;
- To make the best possible use of opportunities that the ACSD provides;
- To be professional, punctual, and honest and carry out their duties fairly and efficiently;
- To submit work which is their own;
- To provide to the instructing staff feedback which is honest and fair;
- To treat fellow students and staff with openness, honesty and courtesy;
- To enhance the learning experience of other students by participating in a positive and learning conducive environment;
- To respect and be courteous to staff, other students and members of the public that they may meet;
- To respect the property of other students and the ACSD;
- To behave at all times in such a way that does not bring the ACSD in to disrepute;
- To abide to all lawful instructions given by staff;
- To disclose all details which may be relevant to the instructing staff's decision to include students in certain activities and/or the course;
- To notify staff immediately of any medical or health conditions, old or otherwise, that will inhibit or restrict activity
- To advise the instructors prior to participating in activities of any injuries a student has had in the past or has sustained, so as an informed decision can be made by both parties on whether that student's participation will be allowed
- To take responsibility for the safety and welfare of all students, staff and public and not to engage in conduct that may impede on the safety and welfare of all students, staff and public

PRIVACY POLICY

POLICY

The ACSD is committed to ensuring the privacy of all client information and records. Furthermore, The ACSD will not disclose client information to any third party (except under law), without the clients written consent.

All records obtained, (whether directly, by committees or individuals, or by organisation/s acting on our behalf), is safeguarded to assure confidentiality, accuracy and integrity. Only authorised persons including ACSD Staff, Employers and Government Agents (i.e. State Training Board), may access client information.

You can obtain a copy of the Privacy Policy and Procedure document by contacting our office on (03) 5434 7474.

HOW RECORDS ARE SAFEGUARDED

ACSD ensures any and all confidential information is contained in lockable storage facilities (cabinets, rooms or storage lockers), ACSD has a designated key holder and accesses to any information must be authorised by the Office Administrator.

ACCESS TO YOUR OWN RECORDS

Students may obtain access to their own records at any time should clients wish to access their own records, the client must first provide proof of identity by name, address and date of birth and a form of photo identification.

PROCEDURE FOR ACCESS TO RECORDS FOR NON-AUTHORISED PERSONS

The Office Administrator must obtain approval from the CEO for authorisation of records disclosure and ACSD will request written consent from the client to release records. Information will only be released if the both of the above requirements are obtained. Record of the authorisation is documented on an 'Authorisations Form'.

STORAGE OF RECORDS

Current student files are stored in lockable filing cabinets on site. Completed Student files are immediately placed into archive boxes and stored in a lockable storage room on site for twelve months. After twelve months archive boxes are moved to offsite storage facility.

STUDENT ACCESS TO RESULTS

Students can gain access to their progress and results online. Students are encouraged to contact their Student Services Co-coordinator in order to request login details, you can do this by calling (03) 5434 7474 or by emailing education@acsd.com.au – you may need to provide proof of your identity.

ENROLMENT

The relevant enrolment documents should accompany this booklet; to enrol in your chosen course ACSD requires that you return to our office the following documents;

ACSD Enrolment Form; must be fully completed, signed and dated

Student Charter; which you should read, sign and date to acknowledge your understanding of your rights and responsibilities as a student of ACSD.

Student Orientation Form; this document relates directly to this booklet, once you have read this information please acknowledge each area by ticking and placing your signature at the bottom.

You will also need to return the completed **Language, Literacy & Numeracy Test**.

The completed forms and applicable deposit should be forwarded to:

Head Office: Bendigo
2 Abel St Golden Square 3555
P.O. Box 1022 Bendigo 3552
Phone: 03 5434 7474
Email: admin@acsd.com.au

By submitting your enrolment you are agreeing to the following:

GENERAL OBLIGATIONS

- To accept and be bound by the above Student Charter and fulfil the responsibilities outlined;
- To accept and be bound by any credit or payment arrangement that has been entered into by the ACSD and that particular student and that they take full responsibility for any debit.

FURTHER INFORMATION ON THE TOPICS DISCUSS IN THIS STUDENT HANDBOOK CAN BE FOUND ON OUR WEBSITE; www.acsd.com.au