

# ACIF TERMS & CONDITIONS

**This document includes the terms and conditions of studying at the Australian College of International Freight (ACIF).**

By signing the *ACIF Terms & Conditions* you agree to:

- Provide authenticated documents to meet the conditions of your offer (Enrolment form – online or hard copy)
- Have read and understood the below content

The ACIF advises students to thoroughly read through the Student Handbook before participating in a qualification.

*Our policies are located on the homepage of the online learning Academy.*

*Please note that the courses' start and finish dates may be subject to change and that classes may change according to availability of other participants and facilitators.*

## A. Enrolment Information

*Upon signing the course enrolment form which includes the ACIF Terms and Conditions, each internal student agrees that:*

- The details provided on the form are correct
- He or she accepts they are responsible for any personal injury sustained or loss of personal property during the course and cannot hold ACIF liable.
- He or she can read the participant information which is on the ACIF Academy site
- The trainer will conduct a short induction at the commencement of the course that includes course participant's rights and obligations.
- The results will be provided by ACIF

Once you have completed the enrolment form (hard copy or online), successful applicants will be notified by email or telephone. Required course materials are provided both upon enrolment and at the beginning of units.

## B. Certificates and Academic Transcripts

Certificates and Academic Transcripts will be presented to the participants upon successful completion of the course.

## C. Fees

If fees are not paid by the due date, ACIF reserve the right to:

- a. Restrict access to the Online Learner Management System
- b. Withhold marking the assessments and issuance of qualifications or statement of attainment for partial completion;  
and
- c. Notify relevant Debt Collection Agency of any default.

## D. Credit Transfer

If you have successfully completed the same or an equivalent unit to one that is in your current course, the result from your previous study will be transferred to your current course and included on your ACIF Transcript of Academic Record

## E. Learning and Assessment

Explanations of parts of the learning that have not been understood are available. Flexibility will occur in the delivering of training in terms of timing and completion of work

### i. Extensions

Extra time for assessments is acceptable as long as you inform the assessor one week before the task is due. The Learning and Development Facilitator will decide on the extension period.

### ii. Re-sitting exams or re-submitting assessments

You can attempt each assessment on 2 occasions with a resubmit request.

### iii. Plagiarism

ACIF students must ensure that the evidence that they submit for assessment is their own and/or that they acknowledge the work of others appropriately.

## F. Complaints

- Any student wishing to make a complaint against ACIF concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the ACIF College Principal. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint. A 'Register of Complaints' which documents all formal complaints and their resolution is kept within the ACIF Best Practice System.
- The formal response to the complaint is logged within 14.02 (corrective action input).
- Any substantiated complaints will be reviewed as part of the continuous improvement procedure.
- The student should first discuss their concerns with their Trainer, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions no action is required.
- Where a person is dissatisfied with the outcome of the complaint may then complain to the C.H. Robinson Managing Director, who will make a decision and record the outcome of the complaint.
- Confidentiality is maintained and anonymity preserved where requested. Complainants are informed where this may limit the extent to which their complaint can be investigated. For assessment appeals, we offer re-sits and re-assessments and adjustments for people who complain and their complaint is reasonable.
- All complaints and appeals are documented by lodging a Best Practice Improvement Request in 14-01 of the C.H. Robinson Expedient System. Procedures for entry into this system are included in the C.H. Robinson Best Practice system. A copy of the complaint is then recorded against the students profile on the ACIF Learner Management System.
- In addition as ACIF clients are also employees of the holding company, the HR system within the holding company meets the legislative requirements under State and federal laws for complaint and appeal management.

## G. Failure to complete a qualification

Unit(s) where a student has already been assessed as competent will be issued a Statement of Attainment. The student will have the opportunity to complete the remaining units until all are assessed as competent and then the course qualification will be issued.

#### H. ACIF reserves the right to:

- Run or withdraw any course
- Alter the times or dates of the whole or any part of the course
- Offer you a new/alternative qualification if the qualification has been updated in line with national industry standards.

If any of these course changes become necessary, you will be advised of the changes and the alternative arrangements which may be available for you to complete your course.

#### I. Disclosure of information

The ACIF acknowledges and respects the privacy of individuals. We advise that the information you provide is “personal information” as defined by the Privacy and Personal Information Protection Act 1998. This information is collected for the purposes of processing your application or enquiry, keeping you informed of upcoming events and assisting us in improving our educational service. This information includes but is not limited to your personal contact details, course enrolment details and changes.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Information collected by the ACIF during a student’s enrolment and attendance will be used for the purposes of general student administration, communication, state and national reporting, program monitoring, evaluation and surveys.

Student data and student outcomes are required to be sent to state and national bodies including ASQA. This is statistical information only, your privacy is reserved.

#### J. Unique Student Identifier

All students must supply a Unique Student Identifier to prove identification.

#### K. Acknowledgement

Please sign the below line to show you have read and understood the content in this document.

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_

Dated: \_\_/\_\_/\_\_