“It’s all to do with training: you can do a lot if you’re properly trained”.

Queen Elizabeth II
# Table of Contents

Introduction to your student handbook ................................................................. 3
Welcome to studying at ACIF .................................................................................. 3
The Training & Education Department ................................................................. 3
Why we have this handbook ................................................................................. 4
Top 10 reasons to study at APC ............................................................................ 4
APC course mind map ............................................................................................. 5
Difference between courses .................................................................................... 6

## Roles and Responsibilities

RTO Responsibilities ............................................................................................. 7
Student Responsibilities ......................................................................................... 7
Complaints and grievances .................................................................................... 8
Interstate travel ...................................................................................................... 9

## Learning and Assessment

Recognition of Prior Learning (RPL) .................................................................... 9
Delivery methods .................................................................................................. 10
Resources .............................................................................................................. 12
Tips for studying by distance or online learning ................................................. 13
Assessment help ................................................................................................... 14
Course Duration .................................................................................................... 16
Plagiarism .............................................................................................................. 16
Assessment appeal ............................................................................................... 17
Helpful Resources & contacts ................................................................................ 18
How to use the APC Academy ............................................................................. 18
Links to good websites and books (resources) .................................................... 19
Access to records .................................................................................................. 20
Training and Education Policies .......................................................................... 21
Introduction to your student handbook

Welcome to studying at ACIF
The Training and Education department would like to welcome you to studying at the Australian College of International Freight. We hope the courses provide you with an insight into our industry and help you progress along your career path.

The APC philosophy is to provide all of its RTO courses free of charge to staff members.

In order to do our jobs better, acquiring new skills and knowledge are essential. We each share the responsibility to learn, teach and mentor each other.

Creating a learning culture supports us to be innovative, resourceful and results focused.

Happy Learning!

The Training & Education Department

Paul Stephenson
College Principal
(02) 83336443

Dennis O’Brien
Head of Studies
(02) 83336452

Gabby Wilson
Education Development Coordinator
(03) 96447281

Alice Stephenson
Training Supervisor
(02) 83336481
Why we have this handbook
We have designed this handbook to make studying at ACIF easier. It covers areas such as possible education pathways, your responsibilities as a student and important learning and assessment advice.

Top 10 reasons to study at APC

1. Firstly, to gain knowledge you may not learn on the job
2. Study in a comfortable environment – amongst your work peers
3. No need to attend external training organisations at 9pm at night!
4. Potentially gain career advancement
5. Learn from highly experienced and knowledgeable lecturers
6. Shortened time frame of course and good work/study balance
7. It’s free!
8. High level of support available
9. The ability to study within work hours
10. Industry related content
Accredited training at ACIF
‘Your educational pathway’

APC course mind map
Difference between courses
Certificate I & Certificate II

These courses cover base-level skills and are not taught through the ACIF.

Certificate III

Develop skills, theoretical knowledge and problem-solving abilities. This level of qualification is ideal for people wanting to move out of entry-level roles.

Certificate IV

Designed for supervisory and management positions. Targeted to people wanting to advance their careers in the industry, or further develop skills acquired through previous study.

Diploma

Develop both broad and in-depth skills. Learn planning, development and management skills and excel in your chosen career with a Diploma.

Advanced Diploma

These prepare you for careers that require a broad range of complex technical skills and in-depth knowledge.

Graduate Certificate Management

High level management capability
Roles and Responsibilities

RTO Responsibilities

The operations of the APC Training Academy are managed by the APC Training and Education Department within the Head Office Department of APC Logistics and have the overall responsibility of complying with the standards as set by the VET Quality Framework. The review, maintenance and record keeping of the APC RTO Policy and Procedures Manual (ACA-PPM) will be managed by the Training and Education Department with assistance from the APC Admin and Support Department in relation to its positioning and operation within the ISO9001 Approved APC Best Practice System.

Student Responsibilities

- Attending scheduled classes (unable to attend must be advised within 48 hours of scheduled class)
- Participate in online learning through ACIF Academy
- Respect and attention during course deliveries
- Manage your study within timetables provided so time management planning can take place
- Take care of equipment provided by APC
Complaints and grievances

If you wish to make a complaint against ACIF concerning its conduct as an RTO, you will be provided with access to the APC National Manager Corporate Support. 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 will be kept. 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 further access will then be provided to an APC 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.

All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.
Interstate travel
You may be required to travel interstate for a particular course. Flights and accommodation will be arranged through the Training and Education Department and are paid for by the company. If you have any queries or concerns regarding travel, don’t hesitate to contact us.

Employees traveling interstate on company related business or education are entitled to $20 per day of travel. These funds are to reimburse the employee for costs associated with traveling.

Learning and Assessment

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the formal acknowledgement of current skills, knowledge and attitudes held as a result of education and training, work experience and or life experience.

The Manager Professional Development is responsible for the implementation of the RPL Policy and to ensure that staff and students are aware of its application and that staff implement its requirements.
## Delivery methods

<table>
<thead>
<tr>
<th>Delivery Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition of prior learning (RPL)</td>
<td>Where a student is likely to have prior learning and / or current competency, a formal assessment will be conducted. The student must provide evidence in the form of certificates, transcripts or course supervisor’s statements.</td>
</tr>
<tr>
<td>Recognition of Current Competency (RCC)</td>
<td></td>
</tr>
<tr>
<td>Credit Transfer (CT)</td>
<td></td>
</tr>
<tr>
<td>Training materials</td>
<td>In the form of handouts and iPads may be provided according to the course requirements.</td>
</tr>
<tr>
<td>Classroom based delivery</td>
<td>Classroom delivery can be held in any boardroom or training room across the country where PC and overhead projection is available.</td>
</tr>
<tr>
<td>Virtual learning</td>
<td>Virtual learning is delivered currently via web conferencing tools (Go-to- Meeting and Go-to-Training) to where the delivery of virtual training is more effective or where face to face is not cost effective.</td>
</tr>
<tr>
<td>E-Learning</td>
<td>E-learning delivery is provided through the APC Academy. Students are taught via this method where theoretical and, in some cases, practical elements can be presented in a short time frame.</td>
</tr>
<tr>
<td>Distance learning</td>
<td>Distance learning is provided to students that are unable to take part in any of the preferred learning methods. This method is used when the material is more “informational” and doesn't require the instructional functions of other more detailed content.</td>
</tr>
<tr>
<td>Workplace-based (On job) training</td>
<td>Practical training will be provided in the workplace by a manager, supervisor or on the job Trainer using company S.O.P’s.</td>
</tr>
</tbody>
</table>
Assessment Methods

A range of assessment methods are used throughout the ACIF courses. Depending on the course, you may be asked to complete any of the following:

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multiple Choice</strong></td>
<td>This is an efficient way to broadly assess a wide range of knowledge, attitudes, skills and abilities over a subject or course.</td>
</tr>
<tr>
<td><strong>Assignments</strong></td>
<td>Assignments are provided after you have learnt the content (either workshop or online) and can be in the form of essays, short answer questions or freight calculations.</td>
</tr>
<tr>
<td><strong>Practical in class Assessments</strong></td>
<td>These involve working on mini projects as a team within the workshop. They may involve real work place scenarios. You may be assessed on your levels of engagement.</td>
</tr>
<tr>
<td><strong>Presentations</strong></td>
<td>Presentations are around 5 minutes long and you will be asked to present on a particular topic. Time will be allocated to prepare and they will be presented in front of other course participants.</td>
</tr>
<tr>
<td><strong>Written Tests</strong></td>
<td>These will either be completed in class, or online. They are long answer questions, not essays.</td>
</tr>
<tr>
<td><strong>Essays</strong></td>
<td>These are used to develop your capacity to interpret, translate, apply and evaluate and extend an argument and display depth of knowledge.</td>
</tr>
</tbody>
</table>
Project work

Project work is done in groups and tend to focus around marketing plans or mock tenders. Groups are between 3-4 participants depending on numbers in the course.

Workplace Assessment

Workplace assessment is carried by ACIF facilitators or approved third party supervisors or managers agreeing the unit has been competently carried out by the participant.

Facilities

APC will provide suitable traditional class-room environment facilities in each branch through its meeting rooms and specific training rooms. APC will also use external training facilities for larger workshops if required.

Resources

ACIF will provide you with all the necessary content and instructional material for every course and or unit. These include the following and are stored within APC Academy course registry:

♦ Unit details
♦ Unit Delivery Summary
♦ RPL Assessment
♦ SAG – Student Assessment Guide
♦ Unit Workbooks
♦ PowerPoint of learning material
♦ Handouts and exercises
Feedback and course evaluation forms

Technology requirements

It is expected that you have a general understanding of the following Microsoft Programs:

- Word
- PowerPoint
- Excel

Diploma level qualifications generally require internet usage at home, depending on duration of assessments and what can be completed during work hours. If you are provided with new technology, you will be trained accordingly.

Tips for studying by distance or online learning

1. Set aside time for reading and learning
2. Use your workbook as the main reference tool
3. Have a computer to work on your activities and assessments
4. Follow the modules we supply that break your learning up into easy to finish sections
5. Develop good study habits – leave outside concerns and work behind for a few hours when you do your course.
6. Stay in touch with your trainer or office by email
7. Submit work on time
8. Ask for an extension if you have a problem – don’t ignore agreed deadlines.

Assessment help

We run professional courses for employees so we do not expect people will have great reading, writing and computing skills. We want our participants to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance:

Explanations of parts of the learning that have not been understood

Flexibility in the delivering of training in terms of timing and completion of work

Extra time for assessment or resubmit options (You
can attempt each assessment on 2 occasions with a resubmit request).

Please feel free to contact your trainer or the training department if you require any assistance at all: training@apclogistics.com.au
Course Duration
Each of the courses offered at ACIF have different durations and are offered at different times of the year. If you feel you will be unable to finish within the allocated timeframe, it’s essential to mention this to the training department as soon as possible. Further arrangements and a new completion plan will then be arranged for you.

Plagiarism

Academic honesty is an essential foundation for staff member assessment. Staff members must ensure that the evidence that they submit for assessment is their own and/or that they acknowledge the work of others appropriately.

APC will not tolerate cheating (including plagiarism). It is cheating when you:

- hand in someone else’s work as your own (with or without that person’s permission)
- use any part of someone else’s work without the proper acknowledgement, including breaches of copyright
- hand in a completely duplicated assignment
- allow someone else to hand up your work as their own
- copy sentences or paragraphs from one or more sources, present substantial extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their origin
- use notes or other resources without permission
during formal testing
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- steal an examination or solution from a qualified trainer

For further information, including steps that will be taken when a student is thought to have cheated including recordings of misconduct being lodged and staff appeals and reporting processes please reference the Assessment Policy and Procedure Manual.

Assessment appeal

APC recognizes the right of staff members to lodge an academic appeal related to staff member progress and assessment. There are three stages through which an appeal may progress.

1. Students should first discuss their complaint with the qualified trainer involved to resolve the disputed matter. The qualified trainer will endeavor to make a decision regarding the matter and inform the staff member of the outcome as soon as possible, but always within 1 week.

2. If unsatisfied with the response or time taken to resolve the matter a staff member may lodge an appeal in writing to the National Education coordinator outlining the nature of the dispute. The National Education coordinator will ensure the complaint is considered appropriately and the staff member is advised of the outcome in a reasonable timeframe usually no longer than 2
weeks from receipt of the written complaint.

3. If not satisfied with the decision overseen by the National Education coordinator, the complainant may request that the matter is dealt with through an approach to a director of APC.

At each stage of the process, complainants and/or respondents are entitled to full explanations in writing, if requested, of any decisions or actions taken as part of these procedures.

Records relating to staff member grievances and applications for review of staff member grievance decisions will be stored securely and made accessible to all authorized parties in line with the APC Best Practice Records Management Policy.

**Helpful Resources & contacts**

**How to use the APC Academy**

**Password**

If you forget your password the training department can easily retrieve it so please contact us.

**Course Enrolment**

You do not need to enroll yourself in courses – we will be doing this for you.
Your courses

The courses you are enrolled in will be on your home screen once you have logged in.

<table>
<thead>
<tr>
<th>Your Training Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>APC Academy Demonstration</td>
</tr>
<tr>
<td>APC Cert I - T &amp; L (Essentials)</td>
</tr>
<tr>
<td>APC Cert II - (APC Essentials Plus - Job Skills)</td>
</tr>
<tr>
<td>Diploma of International Freight Forwarding</td>
</tr>
<tr>
<td>Performance Review 2012</td>
</tr>
</tbody>
</table>

Links to good websites and books (resources)

Books

The Education and Training department have a reference library available in both Sydney and Melbourne. These can be made available to students in any office if requested.

Websites

http://search.about.com/?q=logistics

About.com acts as a search engine, whereby you can search for any field and a variety of links will become available.

http://www.iata.org/Pages/default.aspx

“Our mission is to represent, lead and serve the airline industry”.
FIATA, a non-governmental organisation, represents today an industry covering approximately 40,000 forwarding and logistics firms.

**Access to records**

The APC Training Academy contains records of the progress of students within our AVETMISS compliant database. The data recorded on the database may be printed out for the student's records. All records are kept confidential.

Records held may include the following information:

- Training / employment identification number
- Personal details, e.g. address, phone numbers, etc.
- Personal requests for training
- Copies of Skills Recognition applications together with all presented evidence and details of outcomes, letters of advice, etc.
- Course / Training Inquiry Form! enrolment information
- Copies of completed certificates, qualifications and or Statements of Attainment issued
- Assignments, assessments and other evidence
- Grievances lodged (if applicable)
- Assessment Appeals lodged (if applicable)
In addition immediate access is available to students of their records of attainment within the APC Academy.

Once the user clicks on Results and certificates the following sample result information screen appears:

**Training and Education Policies**
Our policies are located on the homepage of the APC Academy as well as on the intranet under the Training & Education Department.

**Legislation**

**Complying with legislation in our training programs**

All participants are entitled to, and will be given equal consideration and treated with equal respect

**Equal Employment Opportunity**

Trainers will not discriminate on the basis of race, gender, sex preference, belief or age.

**Harassment**

Harassment and victimization is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of another person. It includes:

- Physical assault, including sexual assault,
offensive jokes and suggestions, verbal abuse.
- Distributing or displaying offensive material (pictures, cartoons etc.)
- Making offensive telephone calls
- Making suggestions about sexual activity or sexual favours with threats or promises
- Telling jokes or making derogatory comments about a person’s age, sex, race, cultural background or disability
- Isolating, segregating or humiliating, questioning or ignoring another’s capabilities because they are of a particular gender or belong to a minority group.

ACIF will follow up on complaints of harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to the training departments. There is a process to follow such complaints that is fair and meets our legal obligations.

**Disability**

ACIF will make reasonable adjustments in order to cater for the needs of participants who have a disability. Training venues and facilities where possible will be accessible. Materials supplied to distance learners will be text based but we supplement this material with files and course material on USB that can be adapted on your computer.

**Workplace Health & Safety**

ACIF trainers and assessors are aware of:
- The WHS legislation as it relates to their educational environments
- Principles and practice of effective WHS management
- Common hazards in educational environments.
- WHS management systems, policies and procedures needed for WHS compliance such as safety incident reporting.

Copyright APC Academy 2013

training@apclogistics.com.au

The company adheres to the Copyright Act. All course materials and software are licensed.
Putting the pieces of your educational career together