The information and policies contained within this “Student Handbook” were current on the date of printing. The information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to the Campus College website at www.campuscollege.edu.au for a current version of the handbook.
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Welcome

Thank you for becoming a student with Campus College.

I would like to take this opportunity to welcome you to Campus on behalf of myself, Simon Clarke, and our team of Managers, Administrators, Lecturers and Education Advisers.

Campus specialises in Benchmarked Courses, Units and Specialisations. A Benchmarked Course or Unit is a non-accredited version of its accredited counterpart. Generally, all coursework and course material is the same as the accredited version. As such, you have access to a substantially similar learning experience and have the opportunity to acquire substantially the same learning competencies.

Benchmarked Courses and Units vary from their accredited counterparts mostly in the assessments and assessment method. Most Campus assessments are conducted entirely online via multiple choice. They are carefully designed to maintain academic rigour, however, don’t have the variety of assessment methods as may be experienced via an accredited course.

Campus courses often contain optional practical assessments. These practical assessments are assessed by qualified tutors and assessors remotely over software such as Skype. If you opt to undertake practical assessments, these will be noted on your Statement of Academic Record. As practical assessments are optional, they are charged separately.

Why deliver Benchmarked qualifications? The education industry in Australia is highly regulated. Along with this regulation comes extensive costs – and these costs get passed to students in their tuition fees. Benchmarked qualifications offer students the opportunity to acquire knowledge, through a substantially similar learning experience, for a significant reduction in investment.

Best wishes to you as you commence your studies. Of course, if you have any questions regarding the College or your course please contact us.

Yours faithfully,

Simon Clarke
Director
Campus College
About Campus

Campus was launched to resolve an escalating issue in education in Australia – rising costs making education unaffordable to all but the elite.

We believe that education should be a fundamental human right.

However, over the past decade in Australia the cost of education has compounded so significantly it is now outside the reasonable reach of most.

Complex government regulation burdens registered education providers (Registered Training Providers, Higher Education Providers and Universities) with layers of cost in order to meet compliance. These costs get passed to students in tuition fees. And often, the regulation and additional cost, does not result in an improved learning experience or better quality course.

In order to make quality education accessible to all, Campus delivers Benchmarked Courses, Units and Specialisations. A Benchmarked Course or Unit is a non-accredited version of its accredited counterpart. Generally, all coursework and course material is the same as the accredited version. As such, students have access to a substantially similar learning experience and the opportunity to acquire substantially the same learning competencies, all for a fraction of the cost.

Benchmarked Courses and Units vary from their accredited counterparts predominantly in the assessment method. Most Campus assessments are conducted online via multiple choice. They are carefully designed to maintain academic rigour, however, don’t have the variety of assessment methods as may be experienced via an accredited course (for instance, essays).

All Campus courses are delivered online via the eCampus. They are entirely self-paced and self-contained (all learning material required to complete the course is provided).

Should you require assistance with your studies, there are a variety of online (and offline) support systems available, including student forums and social networking forums.
**Curriculums**

Campus curriculums are Benchmarked Courses, Units and Specialisations. A Benchmarked Course or Unit is a non-accredited version of its accredited counterpart. Generally, all coursework and course material is the same as the accredited version. As such, students have access to a substantially similar learning experience and the opportunity to acquire substantially the same learning competencies, **all for a fraction of the cost**.

Benchmarked Courses and Units vary from their accredited counterparts predominantly in the assessment method. Most Campus assessments are conducted online via multiple choice. They are carefully designed to maintain academic rigour, however, don’t have the variety of assessment methods as may be experienced via an accredited course (for instance, essays).

By undertaking a Campus Benchmarked Course or Unit, you will be studying course content from a government training package, albeit, a non-accredited version.

Graduates from the Courses or Units receive the relevant Award, along with a Statement of Academic Record. They also receive a mapping document which maps their Benchmarked program to its accredited counterpart.
Contacting Us

Head Office
47 Baxter Street, Fortitude Valley QLD 4006
Locked Bag 15, Fortitude Valley QLD 4006

Telephone
(07) 3112 2071 (Australian residents)
1800 954 066 (Toll Free)
+61-7-3112-2071 (International)

Student Study Assistance
(07) 3112 2072 (Australian residents)
1800 941 077 (Toll Free)
+61-7-3112-2072 (International)

Internet
www.campuscollege.edu.au
Studying with Campus

**eLearning Portal (“myCampus”)**

The Campus eLearning Portal is our online portal where you can access all your course material and support services.

All the course and learning material required to complete your course is contained within the eLearning Portal. You should not need to purchase any other material.

Your Campus eLearning Portal includes:
- Coursework for your chosen course, unit or specialisation;
- Support material, including lecture videos and webinars, as relevant;
- Assessment guides and assessments;
- Student forums;
- Links to various other support services.

Access to the Campus eLearning Portal is contingent on students remaining up to date with their tuition fees. If a student falls in arrears with their tuition fees, access to the Campus eLearning Portal may be limited or cancelled.

**Assessments**

Assessments are mostly undertaken by multiple choice mode. Assessments are carefully designed to maintain academic rigour to the level of the qualification being issued.

Each Unit (either individually or within a Course or Specialisation) comes with two (2) assessment credits. An assessment credit is used each time an assessment is submitted. To pass an assessment, students must attain a minimum 65% of correct answers in the assessment (“Pass Rate”).

If a student attempts and fails an assessment two (2) times, they must purchase additional Assessment Credits from within their eLearning platform to attempt the same assessment again.

**Practical Components**

Most courses contain optional practical components. As these are optional, they are charged separately. The practical components are an excellent way to apply the theoretical learning you have gained. Practicals are conducted via remote online software, such as Skype, and you will be linked to a qualified assessor.

If you choose to undertake and complete a practical assessment, it will be noted on your academic record and recorded on your Statement of Academic Record.
Getting Started

Studying externally offers many benefits. Some of the advantages of studying externally include being able to study when you have the time, studying from home rather than attending classes, and being able to adjust your study to suit your lifestyle and other commitments.

Study Time

There are some very simple things that you can do to make study a more pleasurable and rewarding experience. Following is a list of study suggestions.

• Choose a quiet, uncluttered place to study. Set up a study area and always do your study in this area. Do not use this area for other activities. This way you condition your mind that when in this area you study.
• Set a regular study time and stick to it. e.g. 7-9pm Monday to Friday and 10 hours over the weekend. Adjust this two hour guideline to suit the study of a particular section. If you have a long break, revise what you have read before you continue.
• Set specific study goals. Mark these dates on a calendar and treat them as goalposts. Place the calendar in a prominent place in your home study area and refer to it on a regular basis.
• If there are competing demands, keep sight of your end goal.
• Break up your study goals into smaller parts that can be realistically achieved within a study period. Perhaps study of a section, or part of a section.
• Use a pen or pencil to highlight main points in your readings and texts.
• Record main points on audio and play the recording back when doing other things, such as cleaning or driving, to reinforce your learning. Alternatively, summarise the main points on a page or a file card. This is also useful for later units or general revision.

Tip: For more study tips, techniques and strategies, we recommend the “Super Learner” Program, available free of cost via the Campus website (you can enrol for this course via the “Courses” section).

Assessment Procedures

Campus assessments are multiple choice, input online through the eCampus.

Each Unit has an Assessment Book, which is a hard copy of the online assessment. It is recommended that you mark your answers on the hard copy assessment book prior to transcribing to the online system. This tends to minimise the possibility of errors.

To maintain the academic rigour of the multiple choice system, each Unit comes with two (2) assessment credits. This means you have two opportunities to pass a Unit assessment (minimum 65% pass rate) before you have to buy more Assessment Credits. Ideally, if you are vigilant in your study, you should not be required to purchase further Assessment Credits. Remember, students are responsible for entering data into the online assessment system. Campus has no way of validating if answers are transcribed incorrectly from offline to online – so maintain vigilance.
Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with Campus. To allow for effective communication between Campus and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Code of Practice

The Campus College advises that it:

- has adopted policies and management practices which will maintain high professional standards in the marketing and delivery of its courses and which will safeguard the interests and welfare of course participants.
- markets its courses with integrity, accurately and in a professional manner and supplies to participant’s information that includes:
  - procedures and criteria regarding courses, practical assessments and assessments,
  - award to be issued on completion,
  - a copy of the Course Cancellation policy,
  - assessment procedures,
  - complaints procedures,
  - appeal procedures,
  - behaviour and conduct expectations,
  - education and support services, and assistance available.
- guarantees that the recruitment of students will be conducted in an ethical and responsible manner.
- complies with relevant laws and Commonwealth and State legislation.
- will honour all guarantees outlined in the Code of Practice.

Student Rights and Obligations

Successful learning is achieved within an environment of mutual respect between students and their educators.

Students have the right to:

- Receive a course and learning experience commensurate with that promoted.
- Submit complaints and appeals as per the Complaints Policy and Appeals Policy.
- Obtain a refund in the event the services/course are not made available, in accord with the Course Cancellation Policy and Procedure if the student withdraws from their course.
- Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees, or obtain a Statement of Attainment (for Units fully completed and finalisation of fees) upon withdrawal from the course.

Upon acceptance into their course, students are obligated to:

- Abide by the terms outlined in the Student Agreement and the policies included in the Student Handbook (publically available on the Campus website).
- Stay up-to-date with payment of their tuition fees and all other fees.
Access and Equity Policy

Policy Statement:
Campus College acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. Campus will endeavour to meet the individual needs of students through the integration of access and equity principles. Campus will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Students who would like to discuss their individual study and assessment needs should contact the Campus Training Manager on trainingmanager@campuscollege.edu.au or 1800 954 066. Campus may request that a student supply evidence of the nature and extent of their disability or special needs.

Campus expresses its commitment to student access and equity by:
1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Presenting learning materials in a manner that embraces cultural diversity.
4. Ensuring that there is a self paced learning option to cater for students with varying time requirements.
5. Providing opportunities for re-assessment of not-yet-competent assessments.

Language, Literacy and Numeracy Assistance

Policy:
Students that have language, literacy or numeracy difficulties are required to identify as such during the enrolment process into a Campus course of study. It is the student’s own responsibility to recognise their potential difficulties and not proceed with their course enrolment if they deem the level of training beyond their competence.

Privacy and Personal Information Policy and Procedures

Overview
In the course of its business, Campus College may collect information from students or persons seeking to enrol with Campus, including information that personally identifies individual users. Campus may also record various communications between individuals and Campus.

In collecting personal information, Campus will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Collection and use of personal information
Campus will only collect information from individuals by fair and lawful means. Campus will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of Campus.
The information requested from individuals by Campus will only be used to provide you with an educational service; obtain feedback from you about the course and service we have provided; advise you of upcoming events; administer and manage your course, including billing and collecting debts; further develop and improve our business and educational systems; inform you about new products and services that we may introduce from time to time; and to report to government agencies as required by law. If an individual chooses not to give Campus certain information, then Campus may be unable to enrol that person in a course or supply them with appropriate information.

Your personal information will be held by Campus for a period up to 30 years.

**Disclosure of personal information**

For the purposes set out above, Campus may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Agents involved in the promotion of Campus courses and enrolment services associated with Campus courses.
- Other training companies with which Campus has an association or agreement.
- Government and regulatory authorities as required.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Campus will not disclose an individual’s personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;

b) the individual concerned has given written consent to the disclosure;

c) Campus believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;

d) the disclosure is required or authorised by or under law; or

e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation that collects information on behalf of Campus or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

**Security and integrity of personal information**

Campus is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses. It will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete. It will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where Campus has no further use for personal information for any purpose disclosed herein, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.
Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that Campus holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Campus holds about them; however Campus may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by Campus should be sent to:

Chief Executive Officer
Campus College
Locked Bag 15
Fortitude Valley QLD 4006

Complaints about an alleged breach of the APPs

Where an individual believes that Campus has breached a Privacy Principle in relation to that individual they may lodge a complaint using Campus’s grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Entry Requirements and Admission Procedures

Enrolment is undertaken via the Campus online enrolment form (or through an Agent of Campus).

Students applying to enrol in a Campus course must meet the minimum entry requirements, being:

• Minimum 18-years of age.
• Must have an Email address and phone contact.
• Sufficient language, literacy and numeracy (self-identified and own responsibility) to undertake selected course.
• Sufficient computer literacy (self-identified and own responsibility) to undertake a course of study delivered online.
• Access to a computer and internet (in order to access course material, support and assessments).

Once the application for enrolment is completed and the nominated fee payment has been received, the applicant is registered as a student, issued with a Student Number, and provided access to the eCampus and course learning material (provided by email to the email address provided).
Total Costs and Fees

Prior to the commencement of a course all applicants are advised of total cost and associated fee relating to their course as outlined on the Application Form and website www.campuscollege.edu.au current at the time of enrolment. All students are liable for the full amount of the course at time of enrolment (whether paying upfront in advance or by time payment). The Course Cancellation Policy & Procedure is applicable in instances where a student wishes to be prematurely released from their contractual obligation to Campus.

Course Cancellation Policy

This Course Cancellation Policy applies where a student wishes to be prematurely released from their contractual obligation to Campus. The Campus Course Cancellation Policy is designed to be consistent with Australian Consumer Law. If a student wishes to withdraw from their course prior to completion, this policy applies. Campus courses are non-transferable.

To withdraw from a course prior to completion, a student must notify Campus in writing (“Cancellation Request”) of their intention to cancel by emailing their notice to contact@campuscollege.edu.au. Verbal requests, or requests sent by other means or to other destinations, for course withdrawal will not be accepted. The date of receipt of the Cancellation Request (and not any other date) by Campus is the date used by Campus in determining any due refund.

Refunds

A refund is due in the following instances:

1. There has been a major problem (as defined under Australian Consumer Law) in the product or service, which is not able to be rectified within a reasonable time; or
2. If the student completed their enrolment through a Campus service provider (such as an Agent) over the phone, and the Cancellation Request is received within 10 days of enrolment.

A major problem in the product or service, would typically be required to meet at least one of the following criteria:

1. Campus has failed to deliver the course to the required standards, for the required purpose or in the required time frame; or
2. The student received misinformation during the enrolment process; or
3. There has been some other deficiency in the enrolment or course delivery process.

As a guide, the following would not be considered a major problem, and a refund would not be eligible:

• The student changed their mind regarding studying a course;
• The student could not find (or believed it did not receive) login credentials to the eLearning portal in order to access a course;
• The student did not undertake assessments in a unit or course;
• The student did not access their learning materials.

A reasonable timeframe for Campus to rectify a problem, once made of aware of the same, with an educational product or service would typically be within 15 business days of receiving advice of the problem.
A refund or partial refund of the Course Fee may be considered where a Special Consideration is deemed relevant by Campus. Campus is the sole arbitrator in determining whether a Special Consideration is to be considered or not. Evidence of the circumstances surrounding a Special Consideration is usually required.

**Additional Fees**

While all fees to complete Campus courses are disclosed, and all learning materials to successfully complete the chosen program are provided, there are some optional items and services that students may need to pay from time-to-time, during their course of study:

1. **Assessment Credits:** Each Campus Unit comes preloaded with 2 (two) assessment credits. If a Unit is assessed as not-yet-competent two times, additional Assessment Credits will need to be purchased ($50 per 2-pack of credits). This is to ensure rigour in the assessment process.

2. **Practical Assessments:** Courses may include optional Practical Assessments, which are undertaken with a qualified assessor, via online software such as Skype. The cost of practical assessments varies according to the duration and complexity of the assessment, but generally range between $50 and $100 per assessment.

3. **Replacement certificate or Statement of Attainment:** $50/item.

**Fees Owed by Student**

In instances where a student is in arrears of their tuition fees, they will be emailed reminders of their overdue fees and debt. If tuition fees remain outstanding, Campus may block access to all or part of the content within the student eLearning portal, including but not limited to, course content, certificates and awards.

**Student Change of Address and Transfers**

Any student who changes their residential, mailing or email address should notify Campus in writing of their new address within 14 days of address change.

**Competencies to be Achieved**

As outlined on the Course Outline and in the Study Guides and Assessment Books for the course undertaken.

**Qualification to be Granted**

Campus delivers Benchmarked Courses, Units and Specialisations. A Benchmarked Course or Unit is a non-accredited version of its accredited counterpart. Generally, all coursework and course material is the same as the accredited version. As such, students have access to a substantially similar learning experience and have the opportunity to acquire substantially the same learning competencies.

Benchmarked Courses and Units vary from their accredited counterparts mostly in the assessments and assessment method. Most Campus assessments are conducted entirely online via multiple choice. They are carefully designed to maintain academic rigour, however, don’t have the variety of assessment methods as may be experienced via an accredited course.

To obtain the award associated with a Course or Unit, the student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for the Units in which a student has obtained competency.

Upon successful completion of all course requirements, a Certificate and Statement of Academic Record will be issued by Campus College.
**Recognition of Prior Learning**

No prior learning is considered or can be applied against the completion of Campus units. Completed Campus units may be considered by other assessing bodies as contributing toward an academic award. As Campus units are benchmarked directly against their accredited equivalent, assessing bodies may consider Campus training as contributing toward the requirements of the qualification. Assessing bodies may also consider other relevant training, as well as work and life experiences.

**Complaints Policy**

A complaint is defined as a person’s expression of dissatisfaction with any aspect of Campus’s services and activities, or the conduct of Campus’s staff or students.

Campus College strives to deal with complaints as soon as they emerge in order to avoid further disruption. To ensure quick resolution, students should lodge their complaint within 28 days of the occurrence.

If a student has a complaint about any aspect of service provided, or the conduct of staff or students, they are encouraged to contact Campus immediately.

If the student is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Chief Executive Officer, setting out the issues of concern. The contact details to send this correspondence are:

Chief Executive Officer  
Campus College  
Locked Bag 15  
Fortitude Valley QLD 4006

Receipt of the complaint is acknowledged in writing within 7 calendar days, and is then investigated by the Chief Executive Officer or their representative (independent to the situation).

During all stages of the complaints process, Campus will ensure that:
- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not victimised or discriminated against.
- the student and any respondent has an opportunity to present their information, and each party to a grievance may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- where a decision is made that supports the student’s complaint, Campus will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

All complaints will be finalised as soon as practicable and decisions notified in writing to the student, and any respondents, from the Chief Executive Officer within 28 calendar days of receipt.

For more complex matters, if Campus requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

The student will be advised of their right to appeal the decision as per the Appeal Policy.
Appeal Policy

Campus provides an avenue for students to appeal decisions made by Campus, including the awarding of course and unit results.

During all stages of the Appeal process, Campus will ensure that:

• principles of natural justice and procedural fairness are followed.
• the student and any respondent are not victimised or discriminated against.
• the student and any respondent has an opportunity to present their information, and each party may be accompanied and assisted by a support person if any meetings are required.
• decisions made in response to complaints are based on logical evidence and free from bias.
• a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
• where a decision is made that supports the student’s complaint, Campus will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Appeal of Assessment Results

Students are able to appeal against their assessment results within 28 days from issue of the result. The appeal querying the result should be forwarded in writing with a copy of the completed assessment including the assessor’s comments to:

Training Manager
Campus College
Locked Bag 15
Fortitude Valley QLD 4006

Upon receipt, the Training Manager (independent to the original assessment decision) will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the assessment appeal.

Appeals of All Other Decisions

If the student is not satisfied with the outcome of the reviewed assessment, or any other decision made by Campus or its representatives, they are able to write to the Campus’s Executive Director at the following address:

Director
Campus College
Locked Bag 15
Fortitude Valley QLD 4006

The student should provide a copy of any information they have available to them in relation to the situation when submitting their appeal.

Receipt of the appeal is acknowledged in writing within 7 calendar days, and the Executive Director, or their representative (independent to the situation), reviews the information submitted by the student and the information used to make the original decision.
All appeals will be finalised as soon as practicable and the decision notified in writing to the student, and any respondents, from the Executive Director within 28 calendar days of receipt.

For more complex matters, if Campus requires more than 28 calendar days to process and finalise the appeal, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

**External Appeal Process**

If the student is not satisfied with the outcome of the appeal process, they may lodge an external appeal to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for the Resolution Institute:
Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Ph: 1800 651 650    Fax: (02) 9251 3733
Email: infoaus@resolution.institute
Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. The associated fee will be borne by the student.

Campus agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the matter still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

**Student Conduct Policy**

Campus College is a professional organisation. Campus staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have obligations, including:

- Treating all Campus staff with respect and courtesy at all times, including during telephone conversations and via web or email communication.
- Complying with all reasonable instructions and requests made by staff. This incorporates participating willingly and positively in all learning forums, activities, discussions and assessments.
- Abiding by all Campus Policies as detailed on the Campus website (www.campuscollege.edu.au) and in the Student Handbook.
- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with staff or other students.
Students found to be in breach of any of the above obligations, or any other action as deemed inappropriate by Campus management, will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with Campus.

If inappropriate behaviour continues after being warned, or is serious enough at the first instance, the students enrolment may be discontinued. If at any time, the student is not satisfied with Campus’ approach or decision regarding the student’s conduct, a written complaint can be lodged as per the Campus Complaints Policy.

The Campus Student Conduct Policy is in place to protect the interests and safety of all students, and to enable Campus staff to provide a high level of service to all students. If a student has a concern about the conduct of another student under this Student Conduct Policy, the student is to refer to the Complaints Policy to lodge a complaint in accord with that Policy.

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