

RTO: 45267

VET Student Handbook

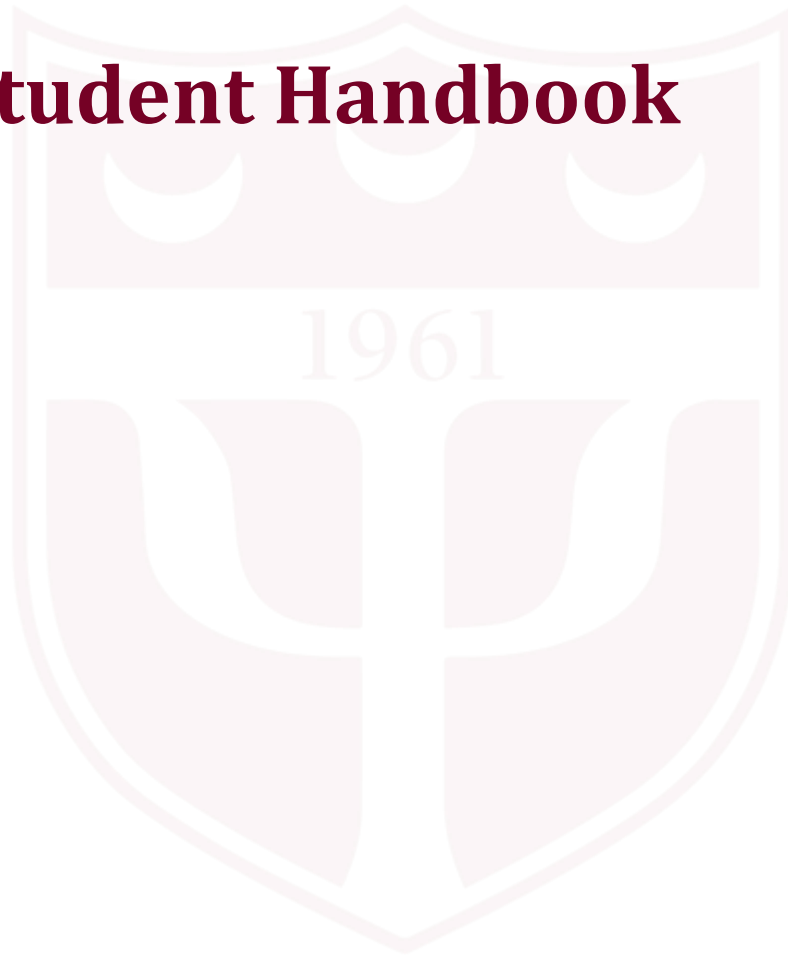


TABLE OF CONTENTS

VET Student Handbook	1
Introduction to Cairnmillar	4
Responsibilities of the RTO	5
Location	5
Alternative Locations and Corporate Delivery	6
Accidents and Incidents	6
First Aid	6
Fire or Emergency	6
Key Contacts	7
Student ID Cards	7
Student Resources	8
Student Learning Portal (Cairnmillar eLearn)	8
Library	8
IT Resources	9
Connecting to Wifi at Cairnmillar	9
Student Login	10
Student Email Accounts	10
Enrolment and Tuition Fees	10
Enrolment Dates	10
Tuition Fees Payments	11
Credit Card, Cash, or EFTPOS	11
Electronic Funds and Bank Transfers	11
Cheque	12
Course Withdrawals and Refunds	12
Statutory Cooling Off Period	13
Course Cancellation Policy	13
Tuition Protection Scheme	14
Attendance	14
Student Conduct	14
Academic Integrity	15
Academic Misconduct	15
Why is Plagiarism Wrong?	16
Copyright	17

What is The Cairnmillar Institute Rule?	17
Referencing	17
Policy	17
Breaches and Misconduct Investigations	17
Appeal of Misconduct Investigation Outcomes	18
Student Support, Welfare and Guidance.....	18
Learning Equity Support	18
Academic Writing and Skills Support.....	20
Language, Learning, and Numeracy (LLN)	21
Assessment	21
Submitting Assignments and Workbooks	21
Assessment Due Dates	22
Extensions.....	22
Special Consideration	22
Assessment Re-attempts	23
Unit Exemptions and Recognition of Prior Learning (RPL).....	23
Credit Transfer for Nationally Recognised Training	24
Class and Assessment Exemptions.....	25
Samples of Work	25
Academic Progress.....	25
Early Intervention	25
Formal Intervention	26
Student Evaluation Surveys	26
Other Feedback.....	26
Student Complaints, Grievances and Appeals.....	27
Other Policies and Procedures.....	27
Policy Updates	27
Other Material Updates and Changes.....	28

Introduction to Cairnmillar

The Cairnmillar Institute (Cairnmillar) was founded in 1961 to provide professional education and high-quality services to the public in psychology and psychotherapy. Cairnmillar was first approved as a private Higher Education Provider to offer university equivalent programs in 2005. We continue to offer an expanding suite of accredited professional education for postgraduate students in psychology, counselling, and psychotherapy.



We are a registered Health Promotion Charity and an independent, Not-For-Profit Company with the purpose of helping and educating mental health professionals as well as the community.

In addition to education, we run research and community intervention programs, and have several psychology and assessment clinics across the greater Melbourne region. We have a thriving [Centre for Professional Development and Training](#) which offers a range of continuing education, professional development and non-accredited training to the public and professionals alike.



In 2017 Cairnmillar took another new step by applying to become a Registered Training Organisation and offering [Vocational Education and Training \(VET\)](#) courses in the broader Community Services sector. Cairnmillar is also a Registered Training Organisation (RTO) and provides Nationally Recognised Training (NRT). This means you can be assured that our training will provide you with a qualification that is recognised and respected across Australia.

As one of our VET students you will receive all the benefits of our higher education and professional training history. You will be taught practical skills by practicing psychologists and professionals and have access to specially

designed and selected learning materials created by experienced learning designers and academics.

Excellence in education is just the start of excellence in the provision of services and support and we look forward to helping you take the next step in your community service career, whatever that may be.

Responsibilities of the RTO

As a Registered Training Organisation, Cairnmillar is responsible for the quality of the training and assessment in compliance with the RTO Standards (2015), and for the issuance of the AQF certification documentation in accordance with the AQF and the AQF Issuance Policy.

Our RTO code is 45267.

Location

Our head office and Hawthorn Campus is located at 391-393 Tooronga Road, Hawthorn East. Most of our face-to-face training is delivered here.

Students were our priority in choosing our new Hawthorn location. It is a large modern space with lots of natural light and a fantastic new Student Hub. You can see our new location on the map here:

<https://goo.gl/maps/HZLVd6gDagy>.



The Hawthorn Campus has ample parking, including plenty of student parking, and is well serviced by both the Glen Waverley Line train (Tooronga Station, 10 minute walk), tram 72 (Burke Road and Toorak Road, tram stop 54, 15 minute walk) and the 624 bus route (2 minute walk). [Public Transport Victoria's Journey Planner](#) is very useful when planning your trip to and from Cairnmillar.

Alternative Locations and Corporate Delivery

From time-to-time Cairnmillar may offer an alternative location, such as on-site delivery for one of our industry partners. If you have enrolled for learning at an alternative location additional information will be provided with your enrolment confirmation and Course Information Sheet.

Accidents and Incidents

Cairnmillar makes every endeavor to provide a safe work environment for the health, safety and welfare of our employees, contractors, students, visitors and members of the public who may be affected by our work. Please report any accidents or risks to a teacher or staff member who will then take appropriate action under our HR and facilities policies.

The full HRP011 Critical Incident/Accident/Injury Policy can be found [here](#).

First Aid

We have multiple first aid officers and fire wardens for the Hawthorn Campus. Our reception team or any staff member can help you find one of them if there is an incident.

Fire or Emergency

Evacuation plans are posted around the building, and your educator will also ensure that you have been briefed on our procedures and exits before your training begins.

If there is an emergency please stay calm, exit the building following the emergency exit signs, and follow the directions of staff and wardens.

Our evacuation meeting point is 791 Toorak Road. Once the evacuation is complete we will need to check that you are accounted for. Please find and stay with your class or teacher if possible until the warden gives us the all clear.

Key Contacts

Your Course Coordinator/Teacher is your first point of contact for most academic matters. Their name and contact details are listed on your Course Information Sheet. If you have general questions, comments or any other issues, you can always contact the VET and Short Course Registrar on pd@cairnmillar.org.au.

Resources & Readings: if you have any questions or comments about unit specific information, unit outlines, or readings please contact your program coordinator, details of which are provided upon enrolment, or our administration team at pd@cairnmillar.edu.au.

Tuition Fees: for general tuition fees or refund questions, or for advice on when or how to make payments or for receipts email pd@cairnmillar.org.au.

IT: for IT matters or assistance email helpdesk@cairnmillar.org.au

Cairnmillar eLearn: for all Cairnmillar eLearn enquiries, please contact pd@cairnmillar.org.au.

Registry: for all other academic records, graduations and enrolment matters, check the forms on [Cairnmillar eLearn](#) or email pd@cairnmillar.org.au for matters not here mentioned.

Student ID Cards

ID cards are required to identify both staff and students and control access into Cairnmillar's facilities, for the safety and well-being of students and staff. Student ID cards are to be worn at all times while accessing buildings, library, carpark and other facilities if required.

For students studying online, a Student ID card can be requested and posted for free. For students studying on campus, a Student ID card will be provided for free along with a parking sticker (if required) at the first day of class. This

is in exchange for a signed Student Conduct Agreement that is required as part of your enrolment.

Student Resources

Student Learning Portal (Cairnmillar eLearn)

[Cairnmillar eLearn](#) is our student learning portal. This means that [Cairnmillar eLearn](#) is the place you can go for relevant resources and information throughout your course. It is also where online assessments are submitted.

[Cairnmillar eLearn](#) can be found here: <https://cairnmillar.e-learnme.com.au>

Your login for [Cairnmillar eLearn](#) is your Student ID number and the password is the same one you use for student email (if you have one) and accessing on-site computers.

If you can't access the sections of Cairnmillar eLearn that you think you should be enrolled in, please contact pd@cairnmillar.org.au for assistance.

Library

The Cairnmillar Library is a specialist collection of counselling, psychology and psychotherapy resources which aims to support the teaching, learning, research, and clinical requirements of the Institute.

The Library can be accessed via the [Library Catalogue Homepage](#). From here, you can [Sign into the Library](#)



You can also access a wide range of books, journal articles, videos, and digital resources by entering the author, title or subject into the search area.

The Library has a comprehensive selection of databases offering access to subscription and open access resources. These can also be accessed via search area.

If you have any questions about the Cairnmillar Library or our Library Services, please contact the Library staff at library@cairnmillar.edu.au.

Library Opening Hours:

Monday to Friday: 8:00 am – 4:00 pm – OPEN

Saturday and Sunday: CLOSED

Public Holidays: CLOSED

Access to the Library's online collection is available at any time.

IT Resources

Cairnmillar has a number of computers on-site for student use. All of our student computers have Microsoft Office, SPSS, pdf readers, and other useful software installed. You can access Cairnmillar eLearn and complete your online assessment books on these computers.

You can also login to our student WiFi network using your student login details which will be provided to you when you first enrol. There are a number of areas in the Student Hub with power and desk spaces for students to work on their own laptops.

Connecting to Wifi at Cairnmillar

- On your device, while on campus at Hawthorn, search for WiFi
- Select '**CMI Student**' and connect
- You will be prompted for Username and Password, enter your **Student ID** and **password**

On Android phones:

- The authentication method must be set to PEAP

- The CA Certificate option must be set to 'Do Not Validate'

If you need any assistance with the school computer or IT systems please contact our IT team on helpdesk@cairnmillar.org.au

Student Login

Your Student ID number is also your username for most Cairnmillar systems. You will be sent an email before you start your course which tells you when and how to activate your Student Login.

If you are eligible for a student email account your Student Login is also your student email account login. Email account instructions will be sent to you when your student account is activated if you are eligible for a student email account.

If you need more information about your Student Login contact our IT team on helpdesk@cairnmillar.org.au

Student Email Accounts

Students who are enrolled for 12 weeks or longer and are not enrolled through an industry partner arrangement will be given an official Cairnmillar student email account for their use during their studies.

Students enrolled through an industry partner will normally use their work email address but can request a student account if they will be enrolled for 12 weeks or longer.

Enrolment and Tuition Fees

Enrolment Dates

Applications for enrolment will normally close two weeks before the start of teaching, or when the course is full, whichever is sooner. Applications for enrolment are processed through our [Online Application Portal](#).

Once you have submitted the form to enrol in the course, your eligibility for entry will be assessed and you will be sent a formal enrolment acceptance notice, this notice will confirm that you are enrolled in all units and terms as detailed in your Course Information Sheet. You will have 10 working days to respond to your enrolment acceptance notice and can withdraw from the course without penalty during that time or any time prior to the first 'withdrawal date', whichever is later.

Tuition Fees Payments

You will be invoiced for your tuition fees once per term or teaching period. Your invoice for your first term will be sent to you when you first apply to enrol, and invoices for later teaching periods will be sent to you at least 10 days before the due date.

There are 4 teaching periods per year for most courses. The exact costs per term and number of terms for your course are detailed in the specific Course Information Sheet for your course along with the payment due dates for each term (normally the Sunday two weeks before classes start).

You have a number of options to pay your tuition fees.

Credit Card, Cash, or EFTPOS

You can pay your fees over the phone or in person at the Hawthorn Campus Reception by cash, cheque, EFTPOS or credit card. We accept most major credit cards but if you have a question about payment methods please contact accounts@cairnmillar.org.au

You can also call us on (03) 9813 3400 to pay via credit card.

Electronic Funds and Bank Transfers

Account name: The Cairnmillar Institute
BSB: 063-000, Acct: 13185547

IMPORTANT: Always ensure that your student number or invoice reference number are included in the payment information. Cairnmillar cannot track mislabeled payments and your fees may be marked as overdue if the payment is not clearly identified.

If you are making a payment from an overseas account, please contact accounts@cairnmillar.edu.au to let them know and confirm the correct international transfer details.

Cheque

Cheques can be made out to The Cairnmillar Institute. We do not normally accept or hold post-dated cheques.

Cheques can be submitted at Hawthorn Campus Reception, or mailed to The Cairnmillar Institute, 391-393 Tooronga Road, Hawthorn East, VIC 3123. We suggest using registered post if you send a cheque by mail.

Course Withdrawals and Refunds

Each term or teaching period will have a 'withdrawal date' which is the last date at which you can withdraw from a module or unit without academic or financial penalty. If you withdraw prior to the withdrawal date then all fees paid for that module enrolment will be refunded. The withdrawal date is normally the end of the first day of classes or prior to the start of the second class of that unit.

If you withdraw after the withdrawal date then the fees for that enrolment period will not be refunded and an incomplete 'late withdraw fail' result will be recorded against the units. Any future enrolment periods for that course will be withdrawn and invoices will not be levelled for those future enrolments.

Completed units will not be refunded.

Check your Course Information Sheet for specific withdrawal dates.

Statutory Cooling Off Period

Because Cairnmillar policy prohibits direct selling or external enrolment marketing, and our enrolment cut-off date is more than 10 days prior to the formal withdrawal date, it is unlikely that statutory cooling off periods will apply. Students will not normally be allowed to enrol fewer than 10 days before the formal 'withdrawal date'.

However, exceptions are sometimes made (e.g. special approval to enrol late). In such a situation, you will have at least 10 working days from your official enrolment date in which you can still withdraw without academic or financial penalty.

Course Cancellation Policy

Every effort is made to run courses as and when they are offered. Minor changes to timetabling are made from time-to-time with due notice. However, where numbers are insufficient or other unavoidable circumstances arise then a course may need to be cancelled by the Institute. The following provisions only apply where a course is no longer offered due to cancellation on the part of the Institute and do not apply to withdrawal by the student.

If a course is cancelled by the Institute prior to the first classes and before any units have been assessed then students will be offered a full refund, or a course transfer to the next available course date if the course will be offered again. This is at your discretion, you can choose if you want a refund or a transfer (if available).

If a course is cancelled by the Institute after a student has commenced studying, then a Statement of Attainment will be issued for each completed unit or units of study. Tuition fees for any incomplete units will be refunded in full or transferred to another available course offering if an equivalent course is offered, at the student's discretion. Assistance will be provided where possible to help students find an alternative course or offering either at Cairnmillar, or at another provider if necessary.

Tuition Protection Scheme

The Cairnmillar Institute is a member of the Australian Council for Private Education and Training (ACPET) and are part of the Australian Student Tuition Assurance Scheme (ASTAS) so that we can provide tuition protection insurance for eligible courses.

Your course will be covered by ASTAS unless you pay less than \$1500 per term or an exclusion is otherwise stated on your Course Information Sheet.

Our full Statement of Tuition Protection can be found [here](#).

Attendance

In order to show respect and courtesy for teachers and fellow students, it is important that you not only attend all of your commitments but also be punctual, and take an active role in class.

If you are unable to attend for a legitimate reason, please inform the relevant person as soon as possible, so that they may attend to other tasks.

Students must actively attend 80% of all classes. Due to the experiential nature of our course content, we are unable to pass any student who does not meet this requirement. Students may apply to have a leave of absence for medical conditions, which will require a sick leave certificate from a GP or specialist. Other non-medical circumstances must be discussed with the Course Coordinator.

Regular non-attendance will not only jeopardise academic results but will also negatively affect any reference that may be required later. In other words, it is imperative that you treat your study commitments as stringently as if it were paid employment.

Student Conduct

When you study at Cairnmillar you are starting your professional career in counselling, psychology, or community services. It is important that students

act appropriately as representatives of both Cairnmillar and their profession more broadly.

Students are expected to show respect for staff, clients, and other students, and our school environment at all times and can expect the same in return. Racism, sexism, homophobia, transphobia, ableism, and other forms of prejudice will not be acceptable.

If you feel unsafe at any time, or have concerns about the professional conduct of any member of the Cairnmillar community, you are encouraged to let a staff member know as soon as possible.

Academic Integrity

Academic integrity is an important part of the Cairnmillar Institute practices and culture.

A breach of academic integrity is considered a serious offence. Students are expected to familiarise themselves with the academic integrity policy and rules at Cairnmillar before undertaking or submitting any form of assessment.

Cairnmillar is committed to equitable and ethical research and assessment practices. Students can confidentially report any suspected breaches of academic integrity to any staff member at any time.

Academic Misconduct

Academic misconduct can include but is not limited to:

Plagiarism is the use of another's ideas, concepts, words or illustrations – published or unpublished – without correct or appropriate acknowledgement of the author or source of the material.

Intentional Plagiarism is when the writer is fully aware that they are passing off another's words, ideas or concepts as their own. It is often deliberate or premeditated, and may show a clear intention to deceive.

Unintentional Plagiarism is when the writer may have a lack of understanding, skill or knowledge of plagiarism, referencing or citing accurately the work of others. It can also occur unintentionally when “cutting and pasting” quotes or blocks of text from other documents to the writer’s work.

Collusion is the act of a student presenting work as their own, but which resulted from working in collaboration with others in the preparation and production of the work.

Text Recycling is reusing one’s own work and presenting it as new research without referencing or acknowledging the older work. An example would be using last year’s assignment from another University, and presenting it as an assignment for this year. Regardless of it being your own work, this is still plagiarism.

Paraphrasing – all work must be written in your own words. Even written in your own words, you still must cite sources of material, concepts and ideas. Without citing these sources, and without paraphrasing into your own words, it is still a form of plagiarism.

Why is Plagiarism Wrong?

It is important to preserve intellectual honesty – the academic community relies on the exchange of ideas and information to further knowledge and research.

It is important to give credit for work done – plagiarism cheats writers and researchers of the credit they deserve for their work.

Plagiarism is ethically wrong – presenting another’s work as your own is dishonest, and is like lying or cheating.

Plagiarism is cheating yourself of the growth and learning that research for yourself brings.

Plagiarism damages your own self-respect – why undertake study if you negate it by copying?

See also: <http://www.plagiarism.org/plagiarism-101/what-is-plagiarism/>

Copyright

Please see Australian Copyright Council's website for full information on this topic: <http://www.copyright.org.au/>

What is The Cairnmillar Institute Rule?

The Cairnmillar Institute expects all students to submit work that is their own, and to acknowledge the work of others. Plagiarism, collusion and text recycling are deemed inappropriate behaviour, for which students will be investigated and penalised. **Ignorance is no excuse.**

Referencing

Correct and accurate referencing to the best of your abilities is required.

Policy

You can find the Academic Integrity and Student Conduct Policy and Procedures on our [website](#).

Need more info or support?

The Library has detailed information on Copyright and Academic Integrity expectations. The Librarian, your teachers and your Course Coordinators are also available to help you understand what is expected of you while you study. It is better to ask now than be caught out later.

Breaches and Misconduct Investigations

Possible breaches of academic integrity or student misconduct incidents are investigated and reviewed by the Academic Integrity and Progress Committee (AIPC) in accordance with the TLP004 Academic Integrity and Student

Conduct Policy available [here](#). Students can expect a fair and equitable hearing.

Appeal of Misconduct Investigation Outcomes

For more information refer to your notification or the TLP004 Academic Integrity and Student Conduct Policy [here](#).

For more information see Academic Integrity at Cairnmillar and the Student Code of Conduct.

Student Support, Welfare and Guidance

Cairnmillar has a range of support and welfare services available for students, and we can often refer you to external services as well. A searchable list of support services and resources can be found on [Cairnmillar eLearn](#).

Learning Equity Support

Students who have disabilities, chronic medical conditions, life circumstances or personal limitations that may affect their course of study or performance in the course should advise the Course Coordinator before the end of the second week of classes. If early advice is not provided the range of accommodations that can be provided may be restricted. All students must demonstrate that they have achieved the learning outcomes if they are to pass this unit.

One option may be through on-going Special Consideration where a situation or condition will apply across multiple semesters or assessments. Other in class accommodations may also be possible.

Any student with a disability or ongoing health condition can also contact the Learning Equity Support team (learning.equity@cairnmillar.edu.au) to discuss options available to them. We endeavor to make reasonable adjustments where possible as long as you will still be able to demonstrate the relevant learning objectives and meet the inherent requirements of your course.

Some disabilities may impact your career and registration options. Please consult with your Course Coordinator for further advice.

Sexuality and Gender Diversity

Gender diversity and transgender issues are important for us all personally and professionally. Cairnmillar is lucky to have had Sally Goldner and other representatives from Transgender Victoria (TGV) speak to staff and students over the years as well as strong ties in the gender diversity research space.

Students wishing to learn more are encouraged to speak with your Course Coordinators and lecturers, or with our librarian for assistance in a specific research question or therapeutic concepts.

Many general resources are available on [Cairnmillar eLearn](#).

For LGBTQIA+ students there is also the CMI LGBTQIA+ Student Group.

To provide and update your preferred pronouns, please see your profile in [Cairnmillar eLearn](#).

For more, see: [Australian Government. \(2020\). Diversity and Inclusion: State of the Service Report 2019-2020](#).

Religion and Spirituality

A dedicated quiet room is available for bookings and can be used as a prayer space, meditation room or as needed.

Student Assistance Program

Cairnmillar offers an external psychologist and counsellor who provides impartial support and counselling to Cairnmillar students. This service is normally able to provide up to three sessions per year at no cost. Further sessions would require private payment or a mental health care plan.

We also offer a Student Assistance Program (SAP) service with whom students will be able to access up to three free sessions. A wide variety of

practitioners are available across Australia, so we are confident that you will have more options and more choice of where to go and who you would like to see. Aside from **face to face** services, the provider also offers telephone and Teams/Zoom consultations for the student's convenience.

To access either of these services, please see [Cairnmillar eLearn](#).

thedesk

[thedesk](#) aims to support Australian tertiary students to achieve mental and physical health and wellbeing. Being a student can be a challenging time and many students do not access support services for a range of reasons including time pressures, not knowing where to go for help and feeling embarrassed. Providing resources online means that more people will be able to get help to improve their wellbeing and be able to study more effectively. the desk offers free access to online modules, tools, quizzes and advice.

Cairnmillar Clinics

Current students and their family members are unable to access the Cairnmillar Psychology Clinics or Cairnmillar Community Clinic. This is to avoid any actual or perceived conflicts of interest. Please use one of the services listed above if you need counselling or psychological services to support you during your studies.

Academic Writing and Skills Support

Students who are experiencing difficulties which may impact their studies, are encouraged to speak to their course or program coordinator. Cairnmillar can offer onsite support to assist with assignment/essay writing, referencing, time management and study strategies.

Academic Learning Support Advisor

Our dedicated Academic Learning Support Advisor is available for appointments via [Cairnmillar eLearn](#). Please note, they cannot assist with

content-related questions, only writing and study skills. We encourage students to contact their course or program coordinator if an explanation of course or unit content, skills, concepts or theory is required.

Language, Learning, and Numeracy (LLN)

VET students may be asked to submit a short LLN assessment prior to commencing the first module in a course or program of study. If additional support is needed you may be referred to an appropriate internal or external service before commencing the program. This may attract an additional cost depending on the type of support or additional training needed.

Assessment

Assessment is the process of gathering evidence and confirming the skills and knowledge you gain during or prior to your course. You need to complete assessments to a required standard in order to demonstrate your competency in the skills and knowledge addressed in each unit of your course. The full TLP002 Assessment Policy can be found [here](#).

Submitting Assignments and Workbooks

Most assessments are completed in class. Your teacher will discuss these with you and ensure that the activity or result sheet is included in your workbook, as necessary.

Assignments and online workbooks are submitted via [Cairnmillar eLearn](#). Each written assessment or workbook will have a Submission Tool in the [Cairnmillar eLearn](#) section for the unit.

Your teacher will include links and further information about when and how to submit your assignments and workbooks, as will the [Cairnmillar eLearn](#) section for your unit. Students must keep a copy of all submitted work until the formal publication of final unit results.

Assessment Due Dates

Due dates for assessment and workbooks will be advised in class and on [Cairnmillar eLearn](#) at the start of your unit or course. The due date is the date that you need to submit that workbook or assignment to us for marking and assessment. You can submit work earlier if you are ready.

Extensions

An extension may be granted for written assignments or workbooks where there is objective evidence of unexpected and unavoidable disruptions in the student's available work time, such as prolonged illness.

Applications must be made on the AS1 Assignment Extension Form, available in the Student Resources section of [Cairnmillar eLearn](#), before the due date, and submitted to the trainer or teacher by email or in class. An extension is valid only after it has been signed or approved in writing by the trainer. Supporting evidence, such as a medical certificate, is normally required. If you need advice about extensions, contact your trainer.

If you are requesting an extension that exceeds 10 working days, please complete the special consideration form instead.

Special Consideration

In circumstances where an extension is not possible, such as an exam or missed in-class work, then Special Consideration may be an option. The forms are on the Student Resources section of Cairnmillar eLearn but we encourage you to talk to your Course Coordinator before making an application.

If you are applying for special consideration on medical grounds make sure that your health care provider completes the Health Care Professional Certification as standard medical certificates often do not give enough detail for special consideration other than short extensions so we have a special form to help your doctor or other health care professional give us the information we need to assesses and support your application.

For fairness to all students, applications for special consideration must be made using the AS2 Application for Special Consideration and AS2.2 Health Care Professional Certification forms are both available in the Student Resources section of [Cairnmillar eLearn](#) and submitted:

1. As soon as possible once the circumstances become apparent, and
2. At least one day prior to the assessment task if circumstances impacted the student prior to the assessment due date; or
3. Within 3 days of the assessment due date if circumstances impacted the student on the day or during the assessment task; and
4. Must be made prior to the release of results for the assessment task, if possible.

Note: Grade Consideration (e.g. additional marks for adverse circumstances) is not possible at Cairnmillar. Supplementary or alternative assessments are the most common outcome for approved applications for special consideration. The full TLP002 Assessment Policy and Procedures can be found [here](#).

Assessment Re-attempts

If you fail to meet competency you will normally be allowed a second attempt at the assessment within a defined period of time. Check the Unit Workbook for detailed information on when, how and how many re-attempts are possible for your units.

Further re-assessment attempts above the minimum stated in your workbook may incur an additional re-assessment fee. See the Course Information Sheet for more information on current fees, including additional assessment attempt fees for your unit or units.

Unit Exemptions and Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process we use to assess skills and competencies that you already have, before starting study. This may be from formal learning such as a similar course or qualification, or from informal

learning like work experience. The RPL requirements and options for each unit will be different.

Students should apply for RPL prior to the first class or classes in a course or prior to the withdrawal date, whichever is sooner. If you think you might qualify for RPL for any of the units of competency in your course you need to contact your teacher or program coordinator, they will be able to give you specific advice about what sort of evidence you will need for an RPL application, based on the specifics of your situation.

It is normally only possible to get RPL for a maximum of 50% of your units of study unless special approval is given by the Dean.

You will need to provide a portfolio of evidence, as agreed with your Program Coordinator, and complete an AS3 RPL Application Form which can be found under Student Resources on [Cairnmillar eLearn](#). You must apply for any credit transfer or RPL before the start of your first class.

There are no additional fees for RPL application, tuition and assessment costs cover the assessment of RPL. No refunds or discounts are normally given for RPL.

The full TLP005 Recognition of Prior Learning Policy can be found [here](#).

Credit Transfer for Nationally Recognised Training

Where you have already completed one or more Nationally Recognised units of competency which can be credited toward your qualification then you can normally apply to have those units credited to your current course.

You will need to complete the AS5 VET Credit Transfer Form, which can be found under General Student Resources on [Cairnmillar eLearn](#), and provide certified copies of Statements or Attainment or other authorised evidence for each unit of competency. You must apply for any credit transfer or RPL before the start of your first class.

There is no cost for a credit transfer application. Where credit transfer is granted a pro-rata refund or discount will be applied for each unit thus exempted because no assessment is required.

Class and Assessment Exemptions

You will not have to complete the assessments for any units in which RPL or credit transfer exemptions are granted.

Because our courses are taught in an integrated model, all integrated classes must still be attended unless all units for the whole module or term have been exempted, or a special dispensation is granted by your teacher or program coordinator for specific class sessions. Please talk to your teacher after your RPL or credit transfer is granted, to find out exactly how your specific situation will be impacted.

Samples of Work

Samples of students' work may be taken for purposes of course accreditation. In all cases anonymity will be preserved. If you object to your work being copied for this purpose you must advise the lecturer in charge of the unit when submitting assignments.

Academic Progress

At Cairnmillar we want all of our students to succeed, part of this means making sure that you are progressing through your course as expected and ensuring that you have the support, prior skills, and knowledge required to progress and complete your study to the expected standard.

Early Intervention

If your teacher thinks that you might be struggling with some of the course content, or that your engagement or attendance is slipping and that you might be at risk of poor performance then they may contact you. This early intervention is an opportunity for you and your teacher to talk, find out more information and hopefully address any concerns early.

Formal Intervention

If you do fail several assessments or one or more units or modules, then a formal progress review may be needed. Again, this is a collaborative process and is designed to ensure that you get the support you need before continuing in the course or program.

If you are still unable to improve your performance after a formal progress review then you may be advised to take a break or even discontinue the program. This will only happen if it is seen as being in your best interests to discontinue and all other options have been explored.

The full SSP008 Academic Progress and Review Policy can be found [here](#).

Student Evaluation Surveys

At the end of each teaching period or intensive program you will be sent a Unit Evaluation Survey link asking you to complete an evaluation of your training and assessment experience for that term.

The evaluation is confidential, your identity is not stored with your answers, and only aggregated and non-identifiable information is reported to teaching staff.

Your feedback is a crucial part of our quality and planning processes, and we would appreciate it if you can complete a survey for each enrolment period.

If you are enrolled for a whole qualification you may also be sent a Course Evaluation Survey at the end of the year. The course survey will ask slightly different questions than the unit evaluations and is looking for information on your overall Cairnmillar experience rather than a specific unit or teacher.

Other Feedback

If you have feedback or comments about your teaching and learning experience you don't have to wait for the survey. You can contact our VET and

Short Course Registrar at pd@cairnmillar.org.au to make a comment or ask for a confidential discussion at any time.

Student Complaints, Grievances and Appeals

Many formal decisions will have an appeals process and list of grounds in the relevant governing policy. When a decision is advised you will normally also be told of when, how and if appeals can be made. You will normally have at least five (5) working days to make an appeal, and for many processes a longer timeframe will be advised.

If a specific appeals process does not apply then you can still appeal any formal decision or open a grievance process, even for informal decisions or actions, under the SSP007 Student Grievance Policy, which can be found [here](#).

If you are not satisfied with the outcome of an informal resolution process, you may submit a formal grievance in writing to the Head of School. This request must be submitted within five (5) working days of the date of notification of the outcome of the informal resolution process.

There are further levels of appeal, should you still not be satisfied with an outcome (including a final level of appeal to an external mediator), as detailed in the SSP007 Student Grievance Policy.

Other Policies and Procedures

The latest versions of approved Cairnmillar policies are publicly available on our website at: www.cairnmillar.org.au/about/policies/

Policy Updates

All of our policies are reviewed on a regular cycle. From time-to-time updates will be made. When an update may impact students, or changes any of the information published in this handbook, a notice will be posted on [Cairnmillar eLearn](#) and emailed to all potentially impacted students.

In many cases where a change in policy may affect you, the policy which is most in your favor will apply unless the change has been made due to statutory or regulatory obligations or specifically notes that it can apply to prior enrolments. Should such a situation arise you would be entitled to natural justice and due process, and may be entitled to a course transfer if necessary.

Other Material Updates and Changes

Where there are any changes to agreed services, the we will advise you as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.