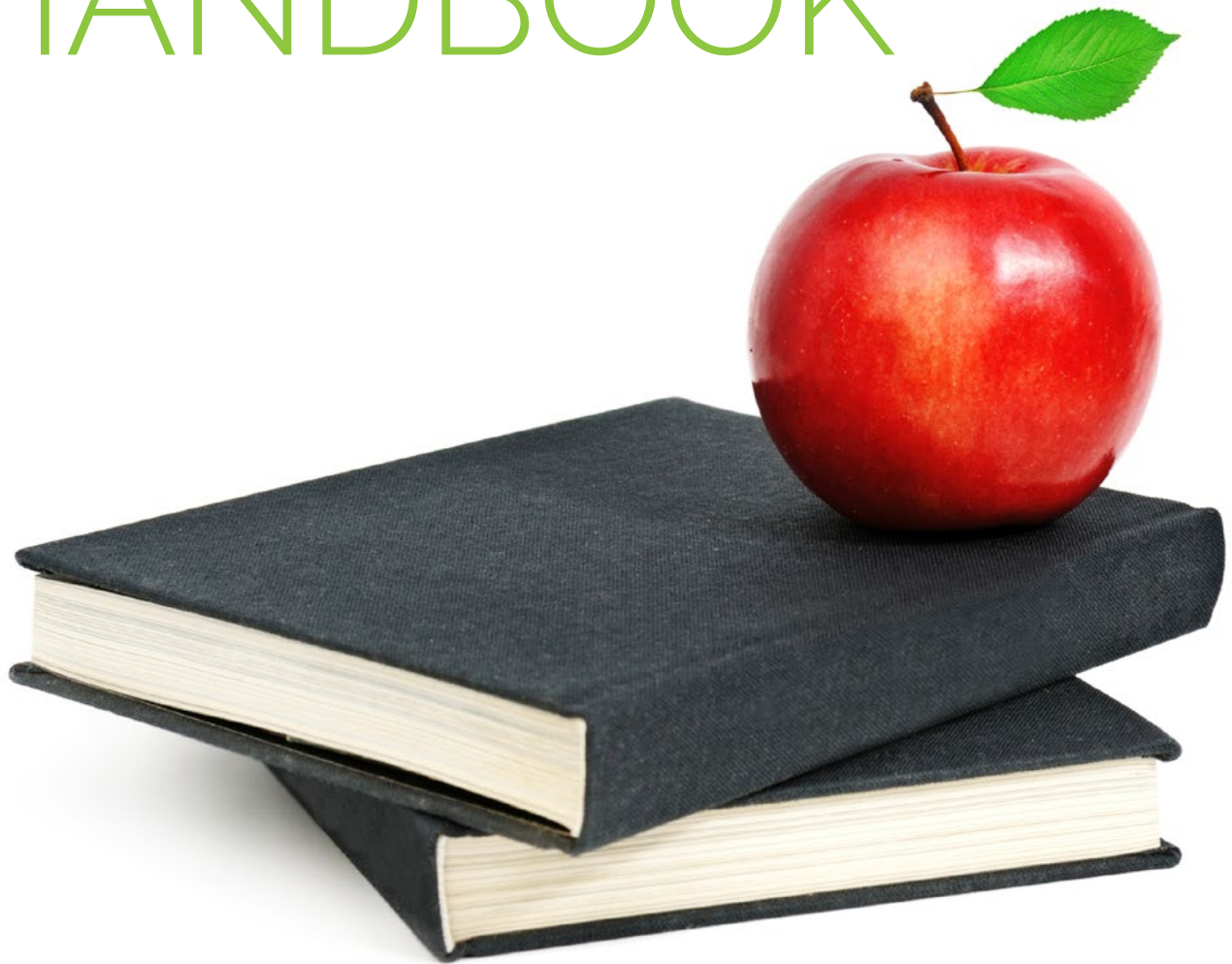


STUDENT HANDBOOK



THIS HANDBOOK

Getting Started • Enriching Your Education • Policies and Procedures

- Student Enrolment Terms
- Assessment Policy
- Australian College of Weight Management Responsibilities
- Student Complaints and Appeals
- Facebook Acceptable Use Policy

“

Here's to the crazy ones. The misfits. The rebels. The troublemakers. The round pegs in the square holes. The ones who see things differently. They're not fond of rules. And they have no respect for the status quo. You can praise them, disagree with them, quote them, disbelieve them, glorify or vilify them. About the only thing you can't do is ignore them. Because they change things. They invent. They imagine. They heal. They explore. They create. They inspire. They push the human race forward. Maybe they have to be crazy. How else can you stare at an empty canvas and see a work of art? Or sit in silence and hear a song that's never been written? Or gaze at a red planet and see a laboratory on wheels? While some may see them as the crazy ones, we see genius. Because the people who are crazy enough to think they can change the world, are the ones who do...

”

Jack Kerouac

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Message from the Founder

Congratulations for choosing to study with the Australian College of Weight Management



We are committed to giving you a dynamic learning experience which is both productive and enjoyable. Our focus is on making sure our courses are the most industry relevant possible.

To help us achieve this, our Industry Advisory Group is made up of some of the best and most experienced weight management professionals in the country ... the weight management education dream team.

Our courses are overseen by this team which helps us make sure that what we are teaching is what the industry is looking for.

In collaboration with our extensive network of leading industry experts and academics we are always looking for ways to improve the education for providing a holistic approach to obesity prevention and weight management, which means our courses and workshops are specifically designed to help give you the best possible career or business outcomes.

S. Bella

Sonja Bella
Founder

Our Values – We are



Passionate

We love what we do. We empower people, transform students' lives, and skill our communities, business and industry.



Connected

We share our ideas and our knowledge. We collaborate widely across the industry and with our local and global partners.



Practical

We have the know-how and experience. We deliver flexible real-world training to meet the demand of the ever-changing industry.



Trusted

People can count on us. We build on our proud history of quality training and services in the weight management industry.



Supportive

We value and support our people and recognise their diversity and achievements.

About the Australian College of Weight Management

We have a strong network of recognised academic and industry professionals across the country who we work with to create a more united voice for obesity prevention and weight management. The ever changing landscape of the weight management industry is such that it can be difficult to keep up to date with new research, findings and papers, so our education philosophy extends beyond our courses with free monthly webinars and research updates via email.

Mission

The Australian College of Weight Management is committed to improving the standards of the Weight Management Industry and creating a 'hub' for professionals to network, learn and engage for the betterment of the industry.

Through collaborative relationships with associations, academia and industry we aim to create a united voice for obesity prevention and weight management.

Vision

Our members and graduates include a passionate and powerful group of highly educated and trained professionals committed to working together to stem the tide of global obesity.

Our initiatives create new platforms for collaboration to improve, grow and move the industry forward and challenge the status quo.



Student support

At the Australian College of Weight Management we want to see you succeed and are here to support you all the way. All of our courses include personalised Tutor support, which means you will be allocated a Tutor when you enrol and they will be your direct point of contact if you need any help or support throughout your studies.

It's all part of the service:

- Tutor Access – via email with a guaranteed 24 hour response (weekdays).
- Access to the Student Support Team.
- Assignments are marked and returned within 10 working days.
- The opportunity for a scheduled phone call from your Tutor whenever you have questions you would like to discuss.

Below are the contact details for student support and your online learning platform:

Phone: 1300 969 367

Email: support@collegeofweightmanagement.com.au

Student Login: www.study.collegeofweightmanagement.com.au

Student support is available from 9am to 4pm Monday to Thursday and 9am to 12pm on Friday. Emails and voice-messages will be responded to within 1 business day, or sooner where possible.

This Handbook

This Handbook will help give you a good understanding of our policies and procedures and your rights and responsibilities as a student studying with us.

More detailed information about our policies and procedures can be found in the FAQ's section and Terms of Enrolment section on our website at www.collegeofweightmanagement.com.au

Please note wherever reference is made to 'We', 'College' or 'ACWM' in this Handbook it explicitly means the Australian College of Weight Management.

National Accreditation Partner

ACWM has partnered with Online Fitness Pty Ltd (OFPL) as the Registered Training Organisation (RTO 32107) responsible for the quality assurance of the Nationally Accredited Certificate IV in Weight Management (10576NAT). ACWM deliver the training and assessment for this qualification as a representative of OFPL. The qualification is issued by OFPL.

Getting Started

The following is a list of items and specifications required to complete your course with the Australian College of Weight Management.

Technology

- Operating system: Recommended: Win 7, Mac OSX 10.7+
- Internet speed: Use a broadband connection (256 Kbit/sec or faster this will ensure that you can view videos) through USB wireless modem, ADSL, T1/T2, fibre optic or cable. Dial-up access will be significantly slower, and we do not recommend it for using Moodle.
- Internet browsers: The recommended browsers are:
 - Google Chrome 22 or later (recommended for optimal compatibility).
 - Mozilla Firefox 15 or later free download is available from the Firefox site.
 - Note that add-ons and toolbars can affect any browsers performance.
 - If you have any difficulty accessing your online learning centre, check that you are using one of the supported browsers above before you contact external support.

- Settings: We recommend that the following be enabled:
 - Cookies.
 - Popups (in both internet browser and security software).
 - Javascript.
- Plug-ins: We recommend that you use the latest version of Adobe Flash Player.
- Resource viewing: We recommend that you use the latest version of Adobe Acrobat Reader. To view all the resources uploaded to Moodle and to be able to complete assessment templates, you will need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed.
- Security: With all firewalls, ensure that you enable uploading of files.
- Peripherals
 - Printer.
 - Scanner.
 - Video camera or smart phone with video capability (for filming of practical assessments).

Policies and Procedures

In order to run a professional business and minimise any possible confusion for all parties, the Australian College of Weight Management has put in place the following policies and procedures.

It is the responsibility of every student to read these before enrolling in a course or courses at the Australian College of Weight Management; a copy of these are available on our website www.collegeofweightmanagement.com.au and are also emailed you upon enrolment.

Student Enrolment Terms

A binding agreement shall arise between you and the Australian College of Weight Management, which shall be governed by the laws of Australia, when you accept the Terms and Conditions by:

- Signing and returning the original copy of the Application of Enrolment Form, or:
- Ticking the box "I agree to the Terms and Conditions" within the online enrolment form, or:
- Making your first course payment, whether the payment is in full or a deposit on a payment plan.

Course Material

Courses, course notes and materials are not to be sold, loaned, copied, or used in any way outside of the pursuit of studying the course by the person who is enrolled in the course, unless permission is sought and granted in writing by the Founder.

Course Delivery Information

Online – course material will be made available online within 24 hours of first payment, or the following business day.

Language, Literacy and Numeracy

When you start your course, you will be asked to complete a short language, literacy and numeracy activity. This is designed to identify students who may need extra help. If you have been identified as needing extra help, your tutor will discuss strategies that can be implemented to help you complete your course (for example, a written examination may be conducted verbally). If you need more help than we can deliver, ACWM will provide a list of support services for you on request. For more information please refer to the Student Support Services team, or contact your Tutor.

Unique Student Identifier (USI)

A USI is simply an ID number, issued through the government website www.usi.gov.au. This is an initiative set by the Federal Government to provide a centralised, life-long record of your training and education. All students studying in Australia will be required to have a USI from 1st January 2015. You can apply for your USI by filling out the online form: <http://www.usi.gov.au/create-yourUSI/Pages/default.aspx>.

Once you have received your USI, please supply it to ACWM by emailing it to support@collegeofweightmanagement.com.au. Note: Certificates will only be issued to you in the name associated with your USI and shown on your identification documents. When any document is in a former name, an official document (e.g. marriage certificate or change of name certificate) showing the change of name must be accompanied with the identification documents.

Course Fees

Once enrolment has been accepted, the course fees are due for payment according to the agreed payment type; either upfront or via payment plan.

Payment Plan Policy

Recovery Costs: It is acknowledged that in the event of declined payments for an amount due to the Australian College of Weight Management that this will result in a \$10 dishonour fee per offence. Repeated failure, where the outstanding balance falls into arrears of \$400 or more, will result in referral of any resultant debt (inclusive of any accrued interest or other fees whatsoever incurred in accordance with these Terms and Conditions of Enrolment) for collection by a Collection Advantage agent plus an additional \$395 default fee.

It is your responsibility to inform the Australian College of Weight Management in writing of any corrections or changes to your personal details including name, address and phone numbers, payment options and banking details.

Students enrolled under a payment plan arrangement must pay their course fees in full prior to receiving their course qualification/certificate.

Course Suspension Due To Compassionate and Compelling Circumstances

This Policy is intended for students who meet all the eligibility for Special Consideration, where there is a demonstrable incident of disruption, hardship or other issue affecting academic performance, which has prevented them from performing to their usual level in academic studies.

For an application for Special Consideration to be considered, the student must have been maintaining a completion rate of greater than 8% up to the point of disruption, hardship or other issue affecting academic performance, and/or been an active student (submitting assessments) for a minimum of two consecutive months after enrolment.

In accordance with the Special Consideration Policy, a serious and unavoidable disruption to studies is defined as resulting from an event or set of circumstances that:

- could not have reasonably been anticipated, avoided or guarded against by the student.
- was beyond the student's control.
- caused substantial disruption to the student's capacity for effective study and/or the completion of required work.
- substantially interfered with the otherwise satisfactory fulfilment of unit or course requirements.

In order for a student to establish compassionate and compelling circumstances they must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of management.

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include, however, are not limited to:

- serious medical condition or injury which requires hospitalisation or impairs mobility.
- bereavement of close family members such as parents, grandparents, siblings and children.

- major political unrest or natural disaster that impacts the student and requires immediate travel.
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident.
 - a crime committed against the student.
 - the student being a witness to a crime and this has impacted on the student.
 - the wedding of the student, or the students parent(s) or sibling(s) by birth.

No refund of course fees apply and the student will still be liable for all payments due under the agreed payment plan.

Course Extension Fees

If you are unable to complete your course within the allocated time period of 12 months, you may apply for an extension by contacting the Student Support Team. Extensions must be finalised prior to your course expiry date.

- The following fees apply:
 - One (1) month extension = \$75
 - Three (3) month extension = \$200
 - Six (6) month extension = \$400
 - Twelve (12) month extension = \$700

Please allow three (3) working days for extension processing.

Withdrawal and Refund Policy

Withdrawal requests received by students during the orientation period, will result in a full refund of course fees paid minus a withdrawal fee of \$250 of the course fee. This will be withheld to cover trainer and/or administration costs. This fee is payable in all circumstances including payment plan options when the fee has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid. No refunds will apply to withdrawals after the orientation period, and the student will be liable for all payments as per their contract.

The orientation period is seven (7) days from date of your enrolment. Your date of enrolment is the date when the initial deposit or full payment is made and course access is granted.

Cancellation of Course by ACWM

Should ACWM be unable to provide all units to meet the student's course completion schedule, wherever possible OFPL (RTO 32107) will continue to deliver the remaining units of the course to you under the terms of your enrolment. Your Qualification or Statement of Attainment for satisfactorily completed units will then be issued. Alternatively, course fees paid on any unavailable unit will be refunded, and a Statement of Attainment will be issued for satisfactorily completed units.

Recovery Action

If you are granted a payment plan, you are liable for all payments even if you discontinue your study. Failure to remit payment may result in the debt being referred to a debt collection agency for recovery and legal action. A cost of \$395 for this action will be incurred by the debtor (in addition to the balance owed) and no future payment plans will be approved.

Disclaimer

Every attempt is made to ensure all information from the Australian College of Weight Management is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application. This will release the Australian College of Weight Management from any liability, action and claims of whatsoever nature in connection with, or arising from any such information instruction or advice, given by any student or ex-student, whether directions given during the course are followed or not. These Terms and Conditions are subject to change without notice. You should always check our website for the current and official version of this agreement.

Assessment Policy

All courses provided by the Australian College of Weight Management will have assessment tools. These tools may be written, practical, or a combination of both. The assessment tools are designed to confirm that you are able to competently conduct the elements of the course and meet the course objectives. Access to the assessment tools is within the course in your online learning centre.

You are encouraged to always keep in mind that the assessment tool reflects the specific requirements of the career you have selected. By achieving competency in each of the assessment tools, you are ready and eligible to perform those elements in the workplace.

You are required to ensure:

1. You can provide a duplicate copy of your assessment if requested (this is a requirement).
2. All written assessments must be submitted as a typed document and uploaded into the online learning centre (unless otherwise stated).
3. All completed marking criteria sheets for practical assessment must be scanned onto your computer, saved and uploaded into the online learning centre.
4. All practical assessments must be viewed and signed off by a College Assessor. Videos will need to be uploaded to the online learning centre or alternatively, you can request that the data be transferred via a unique link provided to you using DropBox or GoogleDrive.

If you do not understand what is expected in any of the assessment tools, we recommend you discuss the requirements of the assessment with your tutor as soon as possible. Tutors may be contacted via support@collegeof-weightmanagement.com.au or 1300 969 367.

Assessment Marking Procedure

We will aim to have all assessments marked within two (2) weeks of submission. Assessment will either be marked as competent or not yet competent. Once your assessment has been marked, your results and feedback will appear in your online grade book.

If you do not reach 100% for any assessment tool, you will be given detailed feedback from the assessor and the opportunity to re-submit the assessment tool. You are given the opportunity to sit each of your assessments a total of 3 times. On the rare occasion a student finds they are unable to meet assessment competency after three (3) attempts, additional assessments will be marked and will incur an administration fee of \$75.00 per assessment item.

Recognition of Prior Learning

Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge no matter how, when or where the learning occurred.

This is an important assessment pathway, particularly for people who are considering doing study. The recognition gained may considerably reduce the study time needed to get a qualification.

RPL is a process that must take place at the commencement of a person's training.

The RPL assessment may include workplace observation, interviews and professional conversations, work samples and documented evidence.

LEARN MORE ABOUT RPL

Read more about recognition of prior learning on the [Queensland Government website](#).

CREDIT TRANSFER (CT)

Credit transfer recognises previous formal learning (e.g. university, other qualifications). It uses an assessment of a previous course or subject that an applicant has achieved to determine whether it can be credited to the new course in which the applicant wishes to enrol.

The assessment determines the extent to which your previous course or subject is equivalent to the required learning outcomes of the desired qualification.

RECOGNITION OF CURRENT COMPETENCY (RCC)

Recognition of Current Competency allows you to gain credit for skills and knowledge you already have. If you have already worked in the field and know some (or all) of the content of the unit, RCC is a way of gaining credit for this learning or experience and may reduce the amount of time spent studying.

RCC can also be used to give you credit for your life skills – skills and knowledge you have learnt at home or through clubs, hobbies and the like.

Obviously any current competency that RCC identifies must be relevant to the course of study and your skills and knowledge must be current to earn credit.

APPLYING FOR RPL, DC OR RCC

If you feel that you meet the requirements for any of the above, contact the College on 1300 969 367 and our team will be more than happy to have a chat with you about how to proceed with your application.

Issuing Certificates

The Nationally Accredited Certificate IV in Weight Management (10576NAT) and all units within this course are delivered in partnership with OFPL (RTO 32107). OFPL will issue you with an academic transcript of the units of competency that you have successfully completed via ACWM, as well as an official qualification. If you have not completed all units of competency for the qualification, you will be issued with a Statement of Attainment for the units that you have successfully completed. OFPL reserve the right to withhold academic transcripts, statements of attainment or qualifications until all course fees are paid in full. Once all requirements are met, your qualification will be released within 3 weeks.

We recommend that you keep your certificate and transcript in a safe place, and do not give the original to your employer. If you require a certificate to be re-issued, you will need to contact OFPL with your request in writing along with one form of photographic identification. A fee of \$25 applies for each certificate that is re-issued (or \$55 if overseas) which will be supplied as a hard-copy document. If you require the certificate to be reissued because of a name change, you will need to supply evidence of this and update your USI information (e.g. change of name certificate or marriage certificate).

Authenticity of Work

Plagiarism

Plagiarism is the act of taking another person's writing, conversation, or even idea and passing it off as your own. This includes information from web pages, books, songs, television shows, email messages, interviews, articles, artworks or any other medium.

Whenever you paraphrase, summarise, or take words, phrases, or sentences from another person's work, it is necessary to indicate the source of the information within your assessments by using referencing or a citation.

By referencing where the work, ideas or information came from, you are acknowledging someone else's work or ideas that you have used as a source for your own answer in an assessment.

To acknowledge the source correctly, you are required to 'cite' the particular point that you are using by documenting the source. It is required by law for all students to use referencing or citation to acknowledge information that has come from other sources. Without appropriate referencing or citation, students are in effect "stealing" the work of others - this is tantamount to academic fraud.

Collusion

In situations where work is being completed in a group setting, it is acceptable for students to share ideas and collectively provide input on assessment topics and answers, however, each student must submit individual answers to all questions and assessments that they have formulated in their own words.

Different types of plagiarism

It is important to understand that it is neither acceptable, nor permitted for you to lodge plagiarised work as your own for any assessments. Forms of plagiarism can include:

- submitting someone else's work as your own
- copying words or ideas from someone else without giving credit

- failing to put a quote into quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not

Most cases of plagiarism can be avoided by citing sources; by referencing your work, acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source is usually enough to prevent plagiarism.

There are a number of websites that show you how to correctly reference your work, for example: <https://www.usq.edu.au/library/referencing/apa-referencing-guide>

Plagiarism policy

If the action was not intended to deceive, you have committed the academic misdemeanour of failing to reference a source correctly. In instances where plagiarism or cheating is identified in your work, you will be given the opportunity to explain your actions. If there is no indication or evidence that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. Your enrolment in that subject will be withdrawn and a result of 'Not Competent' lodged for the unit(s) of competency the plagiarised work was submitted for.

You may apply in writing to the Director, requesting re-enrolment after withdrawal for unsatisfactory performance. The Director will make a final determination on your application. Re-admission is not an automatic entitlement.

If successful, your re-enrolment will incur a fee of \$135 per unit of competency plus a \$50 admin fee.

Note: The Australian College of Weight Management reserves the right to phone students over every 12 month period to conduct a 'competency conversation' to ensure the authenticity of student work for assessments submitted online.

Australian College of Weight Management Responsibilities

As a student, you are entitled to expect us to meet the highest levels of standards in all areas of our business. In recognition of this, we promise to honour the following obligations.

We will:

- Do everything we can to make sure we understand the needs of our students, our staff and the industries in which we operate or do business with.
- Do everything we can to make sure we understand your specific needs and be flexible in our approach to serving you.
- Operate professionally and always conduct business in a sound, ethical and fair manner.
- Employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity.
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.

Educational Delivery

We are committed to providing excellence in training and education. This commitment includes:

- Ensure training and assessment are provided in accordance with ASQA Standards for Registered Training Organisations for any Nationally Accredited Courses delivered by ACWM as a representative of OFPL (RTO 32107).
- Providing quality training and education services.
- Delivering training and assessment services that are flexible to the needs of our students.
- Producing graduates who are appropriately trained, job-ready and have the employability skills expected by the industries we serve.
- Developing courses and assessment processes that meet industry demands; cater for a range of learning styles and are flexible to a diverse range of student needs.

- Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
- Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

Management Principles

We are committed to ensuring we use industry best practice in the management of the organisation. To do this, we:

- Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
- Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
- Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.

Access and Equity

We will treat all people fairly and equitably. We foster an environment free from discrimination and harassment and we apply access and equity principles through all of our policies and procedures in order to promote full and equal participation of all people.

Financial Standards

We are committed to ensuring that we:

- Use and maintain sound business and financial planning systems.
- Maintain all our financial accounts and records to at least the standards required by all the regulatory financial authorities including any other organisation with whom we conduct business.
- Have fair, equitable and transparent fees, charges and refund policies which are available to the public and to all students prior to enrolment.

Continuous Improvement and Student Feedback

ACWM embraces a continuous improvement strategy with its courses, which are developed in consultation with industry. As a result, there may be adaptations made to course content and delivery to students during the term of study. These changes may be made to ensure you are getting the most current knowledge and skill development for the industry you are preparing for, or as a strategy to improve business processes.

As a valued student, we encourage you to give feedback on the course and your experience at any time. Your feedback may assist us in our efforts to continually improve our services to you and other students.

From time to time throughout your study, and upon completion, you may receive requests from us for feedback. We thank you in advance, for taking the time to provide this to us.

You are welcome to provide feedback at any time to ACWM or OFPL. You are encouraged to bring any issues of concern that you have to the attention of appropriate staff as soon as possible. This allows us to address any immediate areas of concern, plus contributes to our commitment to continuous improvement.

Upon completion of your qualification, you will be asked (as a government requirement) to provide feedback on your course of study. This is an evaluation which requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training staff
- Facilities
- Resources

Your Rights and Responsibilities

As a student at ACWM you have certain rights and responsibilities that are designed to help your time with us to be successful and enjoyable.

You have the right to:

- Be treated fairly and with respect by all students and staff.
- Expect that information on ACWM's policies, procedures and courses will be accurate, timely and consistently applied.
- Have your personal details and records kept private and secure.
- Have access to the information ACWM holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress.
- Provide feedback to ACWM on any matter relating to our activities including the delivery of our courses, admin services etc.
- Contact the RTO responsible for the quality assurance of your Nationally Accredited course to discuss or provide feedback regarding any aspect of your studies. You can contact OFPL (RTO 32107) via email at admin@onfit.edu.au.

You are responsible for:

- Treating everyone with fairness and respect and not doing anything that could offend, embarrass or threaten anyone or their property.
- Respecting the opinions and backgrounds of others.
- Notifying Student Services if any of your personal or contact details change.
- Conducting your studies with due personal commitment and integrity.
- Completing all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Making sure you meet your payment schedules for your studies as per your contract with us.
- Not using social media to harass, victimise, abuse or bully other students, tutors or staff members.
- Not using social media to post negative statements or for referring to ACWM in a negative, slanderous or abusive manner (please also refer to our policy on student complaints).

Privacy and Personal Information

We will only collect personal information by fair and lawful means and which are necessary for the functions of the College. We are committed to ensuring the confidentiality and security of all information provided.

Any information you give us will only be used to provide information about study opportunities, to enable efficient course administration and to maintain proper academic records.

There are a number of additional specific circumstances in which we may be obliged to disclose an individual's personal information to another person or organisation (eg. If a disclosure is required by law).

You have the right to access or obtain a copy of the personal information we hold about you. Requests to access or obtain a copy of personal information must be made in writing and submitted to Student Support (support@collegeof-weightmanagement.com.au).

If you believe your personal information may be incorrect, incomplete, out of date or misleading, please let Student Support know immediately and we'll make the necessary corrections.

Access to Records

During your study and prior to certificate issuance, should you need access to any of your submitted assessment work or records please contact ACWM, and we will assist you. After completion of your study, all records in relation to certificate issuance and assessment outcomes will be retained by OFPL, in accordance with RTO requirements. OFPL ensures that all relevant records are accurate and current at the time of course completion, and that their integrity is maintained. Students may have access to their own records by arrangement with OFPL. Records are secured by OFPL to ensure confidentiality and are kept for a period of 30 years. Access by other people, apart from administration staff, is granted only when the student provides written permission, or for mandatory audits such as those carried out by government agencies. Access is also granted under the rights of the Privacy Act 1988.

Disciplinary Action

For any breaches of behaviour or where individual behaviour impacts negatively on ACWM or OFPL, management has the right to action the following steps:

1. Give a verbal or written warning – The appropriate staff member will address any issue with the student, identifying the issues that are of concern and this will be recorded on the student file.
2. If the behaviour continues - The student concerned may be formally withdrawn from the course (under these circumstances the student will not be eligible for a refund).

Student Complaints and Appeals

The Australian College of Weight Management is strongly committed to providing a safe and enjoyable education environment. The following policy provides guidelines to ensure students have a procedure to lodge any complaint they may have.

Application of Policy

This policy applies to behaviours or circumstances which negatively affect a student or customer experience and occurs whilst the individual is:

- Interacting with College staff.
- Completing the course.
- Participating in a College organised activity or event.

The Australian College of Weight Management wishes to provide a positive experience and learning environment for all students and customers. It would be appreciated if any concerns are raised via Student Support either by phone or email, or via your online learning platform at your earliest possible opportunity. This enables us to address the concern as soon as possible and also helps us to prevent a similar issue from reoccurring (which is part of our continuous improvement processes).

Once you have submitted your complaint, the information submitted will be provided to the Management Team for review, investigation, and resolution.

Please note: depending on the complexity of your complaint, this process may take up to fourteen (14) working days. However, we will endeavour to have a resolution for you as quickly as possible.

Tutor / Assessor Complaints

If you are experiencing difficulty in the interaction with your Tutor / Assessor please adhere to the following steps:

1. Contact the Student Support team and clearly outline your complaint by stating the difficulty you are experiencing and how you see a constructive solution to the problem.
2. We will respond by asking you questions to ensure that the complaint is clearly understood.
3. The Student Support team member may be able to respond directly to your complaint and negotiate a solution with you immediately. In some circumstances this may mean allocating the student to another Tutor. The Student Support team member may however require 24 hours to speak with management regarding the complaint in order to determine the most appropriate solution. If at this point a suitable solution has not been agreed upon, proceed to the next step.
4. Management will require seven (7) days in which to investigate the complaint and communicate with the Tutor / Assessor in order to identify the difficulty and seek a solution. Once a suggested strategy has been determined, you will be contacted about the suggested solution.
5. The CEO may choose to call a minuted meeting with all affected and interested in order discuss actions to resolve the complaint.
6. If unsuccessful, the student should contact the RTO responsible for the quality assurance of the Certificate IV in Weight Management (10576NAT) You can contact OFPL (RTO 32107) management via email at admin@onfit.edu.au.
7. The College will provide the student with a written statement of the appeal outcome.

Assessment Appeals

Assessment appeals must be submitted within two (2) weeks of you receiving your results. If you feel that you have been marked incorrectly or unfairly, please undertake the following:

1. Contact your tutor to discuss your concerns regarding the assessment. If you are not satisfied with the outcome of this discussion, proceed to step 2.
2. Submit an assessment appeal by contacting Student Support. If you are not satisfied with the outcome of your appeal, please contact the RTO responsible for the quality assurance of the Certificate IV in Weight Management (10576NAT) as they have an appeals policy to manage requests for a review of decisions, including assessment decisions made by ACWM in relation to this qualification. You can contact OFPL (RTO 32107) management via email at admin@onfit.edu.au.
3. You will be notified of the outcomes to your assessment appeals submission via writing.

Administration or Financial Complaint

If you experience an administration or financial complaint please take the following steps:

1. Submit your complaint via Student Support.
2. Once you have submitted your complaint, the information submitted will be provided to management for review, investigation, and resolution.
3. Allow up to fourteen (14) days for a written statement of the outcome. If you are not satisfied with the outcome, you can submit an appeal to the outcome via Student Support.
4. If you are not satisfied with the outcome of your appeal, you may request the assistance of an independent mediator at your own expense in attempt to reach an equitable and reasonable solution.

Connect with us on Facebook page



Like us on Facebook

Are you on Facebook?

The Australian College of Weight Management would love for you to like us on Facebook at

facebook.com/weightmanagementcollege

Make sure to also get access to our private Facebook group just for our students and members; you will receive an invitation when you enrol.

Join us on Facebook and keep up to date with the latest news and events, as well as joining a community of like-minded people!

Facebook Acceptable Use Policy

The Australian College of Weight Management welcomes all comments on our Facebook wall. We want to hear from our students about what they love about the College, our graduates, trainers, their clients and their achievements.

As a student of ACWM, you are welcome to express your views, comments, ideas, insights, and criticisms about ACWM.

At the same time, students should show courtesy and respect to others and must not use the wall to abuse others, expose others to offensive or inappropriate content, or for any illegal purpose.

When using our wall, please ensure that you:

- Do protect your personal privacy and that of others by not including personal information of either yourself or of others in your posts to the wall (for example, email addresses, private addresses or phone numbers).
- Do represent your own views and not impersonate or falsely represent any other person.
- Do not be abusive, harass or threaten others.
- Do not make defamatory or libelous comments.
- Do not use insulting, provocative or hateful language.
- Do not use obscene or offensive language.
- Do not post material to the wall that infringes the intellectual property rights of others.
- Do not post multiple versions of the same view to the wall or make excessive postings on a particular issue, i.e: No 'spamming' or 'trolling'.
- Do not promote commercial interests in your posts to the wall.
- Do not include internet addresses or links to websites, or any email addresses in your post to the wall.
- And most importantly, be diplomatic in your views, discussions and experiences.

We reserve the right to enforce this Acceptable Use Policy at its discretion. We may remove any posted messages that we consider to be in breach of the Policy. If you have any questions about this policy, please contact us at

support@collegeofweightmanagement.com.au

The Australian College of Weight Management is not responsible for Facebook's security or privacy practices nor the content of other Facebook pages, linked websites, or content posted by persons external to the College.



Contact Us:

1300 969 367

support@collegeofweightmanagement.com.au

www.collegeofweightmanagement.com.au