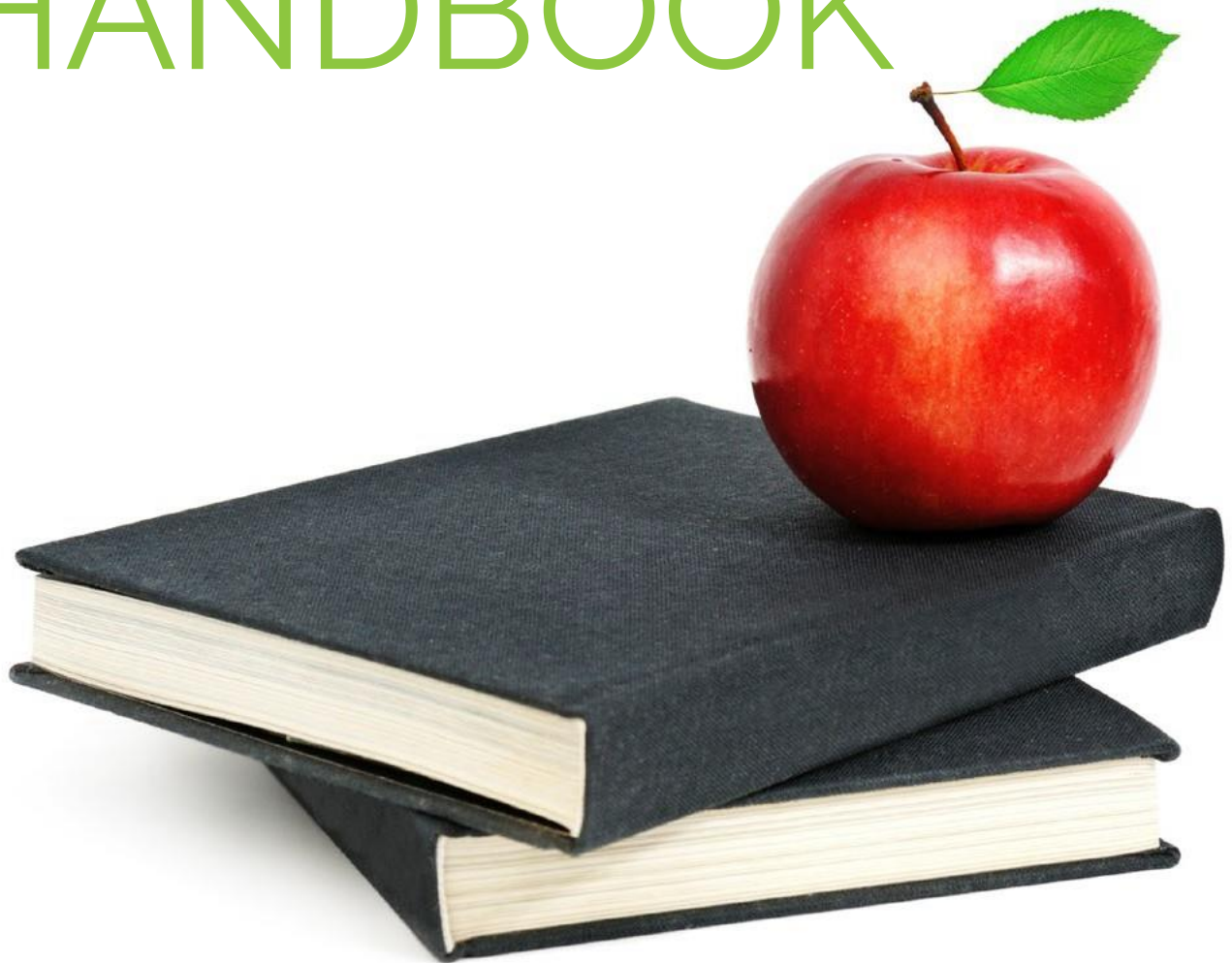


# STUDENT HANDBOOK



## THIS HANDBOOK

Getting Started • Enriching Your Education • Policies and Procedures

- Student Enrolment Terms
- Assessment Policy
- Australian College of Weight Management & Allied Health 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 & Allied Health



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 health professionals in the country ... the health 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 our educational delivery. We do this to not only ensure we are providing a holistic approach to health, obesity prevention and weight management, but to ensure our courses 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 & Allied Health

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 health, obesity prevention and weight management.

The ever-changing landscape of the health and weight management industries 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.

As part of your journey with us, the College is required to provide you with information about our organisation, the courses we offer, our policies and procedures and other information so that you can make an informed choice about enrolling with us.

### Mission

The Australian College of Weight Management & Allied Health is committed to improving the standards of the Health and Weight Management Industries and creating a 'hub' for health professionals to network, learn and engage for the betterment of the industry

### Vision

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

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 & Allied Health 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 via phone, email or the online student learning centre.
- 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@acwm.edu.au](mailto:support@acwm.edu.au)

Student Login:

<https://acwmah.app.axcelerate.com/learner/login/>

Student support is available from 9am to 5pm Monday to Thursday and 9am to 2pm 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.

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

## Registered Training Organisation Details

Australian College of Weight Management & Allied Health (Provider #45052) is approved to provide quality-assured and nationally recognised courses and qualifications. As an RTO, the College complies to the National VET Regulator Act 2011 (the Act), which includes a set of standards that guide nationally consistent, high quality training and assessment services in the vocational education and training system. A version of our current scope of registration can be viewed at [www.training.gov.au](http://www.training.gov.au) and by searching our RTO name.

## The VET Quality Framework

The VET Quality Framework protects the integrity of all nationally recognised training in Australia. RTOs are required to comply with the VET Quality Framework at all times. As the national regulator for the VET sector, ASQA regulates training providers against the VET Quality Framework.

The VET Quality Framework includes the Standards for Registered Training Organisations 2015. The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia.
- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study.
- ensure RTOs operate ethically and consider the needs of both students and industry.

ACWMAH is committed to provide a quality service, focusing on maintaining registration according to the Standards and conditions of the VET Quality Framework, and continuous improvement in all aspects of its operations.

## Getting Started

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

For all course information, please refer to our Prospectus at [https://collegeofweightmanagement.edu.au/course\\_prospectus\\_current](https://collegeofweightmanagement.edu.au/course_prospectus_current)

### Technology

- Operating system: Recommended: Win 7, Mac OSX 10.7+
- Internet access
- Whilst all of the learning materials can be downloaded as a pdf, internet access is still required to access the online assessments
- 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.
- Resource viewing: We recommend that you use the latest version of Adobe Acrobat Reader. To view all the resources uploaded to the Student Portal 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).
- Plug-ins: We recommend that you use the latest version of Adobe Flash Player.

Additional resources: some assessment tasks may require access to clients (real or role-played) and/or real or simulated work environments. For full details of a specific course, please contact [support@acwm.edu.au](mailto:support@acwm.edu.au)

### Course Requirements

#### HLT37315 Certificate III in Health Administration

Entrants to the qualification must:

- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.
- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

The delivery of this qualification is 100% online and is classified as self-paced study with students provided 12 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 5-10 hours per week depending on the learner's background and experience. ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

## HLT33015 Certificate III in Allied Health Assistance

Entrants to the qualification must:

- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.
- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

The delivery of this qualification is 100% online and is classified as self-paced study with students provided 12 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 5-10 hours per week depending on the learner's background and experience. ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

In addition to the above, you are also required to undertake 80 hours of work placement/work experience to obtain this qualification. A vocational placement agreement will be completed and you are also provided with the required assessments to fulfill the assessment requirements.

In addition to the above, you may incur additional costs to obtain a National Police Check and if a specific work uniform is required. Work placement will need to be sourced by the student, however if a student has difficulty arranging this, they may email [support@acwm.edu.au](mailto:support@acwm.edu.au) with a list of 5 suitable organisations and their contact details and ACWMAH will contact them to assist the student with finding a suitable work placement provider.

## HLT47315 Certificate IV in Health Administration

Entrants to the qualification must:

- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.

- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

The delivery of this qualification is 100% on-line and is classified as self-paced study with students provided 12 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 5-10 hours per week depending on the learner's background and experience.

ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

## HLT43015 Certificate IV in Allied Health Assistance

Entrants to the qualification must:

- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.
- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

The delivery of this qualification is 100% on-line and is classified as self-paced study with students provided 18 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 5-10 hours per week depending on the learner's background and experience.

ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

In addition to the above, you are also required to undertake 120 hours of work placement/ work experience to obtain this qualification. A vocational



placement agreement will be completed and you are also provided with the required assessments to fulfill the assessment requirements.

In addition to the above, you may incur additional costs to obtain a National Police Check and if a specific work uniform is required.

Work placement will need to be sourced by the student, however if a student has difficulty arranging this, they may email [support@acwm.edu.au](mailto:support@acwm.edu.au) with a list of 5 suitable organisations and their contact details and ACWMAH will contact them to assist the student with finding a suitable work placement provider.

### 10859NAT Certificate IV in Weight Management

Entrants to the qualification must:

- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.
- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

The delivery of this qualification is 100% online and is classified as self-paced study with students provided 12 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 10-15 hours per week depending on the learner's background and experience. ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

### 10698NAT Diploma of Weight Management

Entrants to the qualification must:

- hold the 10576NAT/10859NAT Certificate IV in Weight Management (or its successor), or a qualification at least at AQF level 4 in a relevant field such as fitness or allied health;
- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets.

- have access to the internet (whilst all of the learning materials can be downloaded via pdf, internet access would be required to download the documents and to upload assessments).

### Recommended entry requirements

The following criteria may facilitate successful completion of the course. Entrants should have:

- all entrants - high level language, literacy and numeracy levels – sufficient to interpret research documents and medical or allied health practitioner referrals, liaise effectively with a range of healthcare professionals, prepare written reports (including referrals) and prepare a weight management plan including numeracy requirements for weights, measures and times.
- international students – a score of 5.0 in International English Language Testing System (IELTS) to ensure they have the capacity understand and organisational policies and procedures and legislative requirements and can interact with a range of clients.

The delivery of this qualification is 100% online and is classified as self-paced study with students provided 18 months to complete the course. Study needs and requirements will vary from student to student, however the average hours per week required for this course is estimated at 10-15 hours per week depending on the learner's background and experience. ACWMAH can provide you with a training planner outlining the course in detail and help you to customise the plan to meet your training needs and time availability; we are always here to help support you through your study with us.

## Policies and Procedures

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

## Student Enrolment Terms

A binding agreement shall arise between you and the Australian College of Weight Management & Allied Health, 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 Course Owner.

### Course Delivery Information

Course material will be made available online within 24 hours of first payment, or for students requesting a deferred start date, on the date the course is due to commence.

### Language, Literacy and Numeracy

The College must take account of the language, literacy and numeracy (LLN) skills of a student when enrolling into our courses. This means that we must identify any support needs required by our students. This includes particular requirements that students would need to meet to complete each course, without disadvantage (for example, literacy, numeracy, English language or physical capability requirements).

We are also required to provide access to educational and support services necessary for any student to meet the requirements of the qualification (as specified in training packages or VET accredited courses).

In order to support students on their journey, all students must complete an LLN quiz to enable

us to ascertain if you have any particular support needs. If areas of assistance are identified, we will identify the support services required and document these in your training plan. Support services may be delivered by our staff or, in other cases where it is outside the capabilities of ACWMAH, you may be referred to an external agency.

Examples of client support services may include (but is not limited to):

- providing one on one mentoring or additional tutorials
- monitoring the delivery of training and/or assessment to determine if any further LLN support is required
- providing reasonable adjustment for assessments
- providing assistive technology, equipment, resources and/or programs to increase access for students with disabilities and other students, in accordance with access and equity
- referrals to services where support outside the expertise of ACWMAH is required

Our commitment to you is that:

- our support services are consistent with our course strategies
- our learning, assessment and support services are monitored and improved as necessary
- our courses are contextualised to industry workplace needs

ACWMAH will, where necessary, incorporate LLN into its procedures. For example, we will consider:

- the LLN skills of the learner
- the LLN skills required to participate in training
- the LLN skills required in the workplace.

Where potential areas of difficulty are identified, a discussion will take place with the student with a view to identifying and agreeing methods of overcoming the potential difficulty. For example, extra time may be allowed to undertake aspects of the course.

In some circumstances and with the student's agreement, a referral can be made for additional external assistance. If it is identified that the student does not have the required underpinning literacy and numeracy skills to complete

the course, ACWMAH and the student may need to consider carefully whether the chosen qualification is appropriate for the student to undertake.

Any external support may attract an additional cost and is to be paid for by the student. ACWMAH does not pay for external costs incurred.

### Course Inductions

After your enrolment is complete and within the first week of commencing your course, you will be offered a Welcome Call to help get you started and navigate through the Student Portal; we understand that you may be busy and want to get started on your own, so you may also elect to contact ACWMAH at your own convenience should you need our assistance.

As you start your course, we want you to feel positive and excited about your study and, we want you to have confidence in knowing where to go for support and advice. If you choose to have a Welcome Call, you'll be given the chance to ask questions, to think about the opportunities you have and any areas you feel you may need ongoing support.

### Unique Student Identifier (USI)

A USI is simply an ID number, issued through the government website [www.usi.gov.au](http://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 enrolled in VET courses 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 at [www.usi.gov.au](http://www.usi.gov.au) or you can elect to have

ACWMAH apply for a USI on your behalf; please read the USI Privacy Notice by clicking [here](#) or requesting a copy from the Student Support team on [support@acwm.edu.au](mailto:support@acwm.edu.au)

If you are applying for your own USI, once you have received your USI, please supply it to ACWMAH by emailing it to [support@acwm.edu.au](mailto:support@acwm.edu.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; via the payment plan option selected at the time of enrolment.

### Payment Plan Policy

Recovery Costs: In the event of declined payments for an amount due to the Australian College of Weight Management & Allied Health you will be charged a \$9.79 dishonour fee per offence. Repeated failure, where the outstanding balance falls into arrears of \$400 will be considered to be in breach of the finance agreement and the you will therefore be required to pay the outstanding arrears in full within 7 days. Failure to do so will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Default Reporting Agency to list the default debt (balance of your course fees plus an additional \$100 Administration Fee for default listing) against your credit file.

It is your responsibility to inform the Australian College of Weight Management & Allied Health 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 savings or 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 student's 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 12/18 months, you may apply for an extension by contacting the Student Support Team. Extensions must be finalised prior to 3 months from your course expiry date.

- The following fees apply:
  - One (1) month extension = \$200
  - Three (3) month extension = \$600

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.

### Training Guarantee

In the unlikely event of a business interruption resulting in ACWMAH being unable to fulfil any or all course enrolment contracts, students enrolled at the time of the course cancellation will be given the choice of:

- If the student's preference is to continue studying the course, then wherever possible, ACWMAH will assist in the transition to



another RTO, should another RTO be offering the same course as the student is currently enrolled in.

- If the student's preference is to continue studying an alternate course with ACWMAH, an alternate course will be offered.
- If the above options are not suitable, the student will be given a choice of having their fees refunded (where they are in advance payment) for any components of the course not provided (resources) and any units not yet delivered.

Students who have already been assessed as competent for any of the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total (where applicable). Any refund amount will be processed within 20 business days from the date that the pro-rata refund amount is communicated to the student.

ACWMAH cannot guarantee:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of Standards Clause 1.1 and 1.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

ACWMAH will notify current students by email of any changes to the agreed services; this information will be communicated to students within 2 business days of confirmation that the agreed service changes have been applied.

To meet our responsibilities for Fee Protection where student's pay their enrolment fees in advance, ACWMAH will accept payment of no more than \$1500 from each individual student at the time of enrolling into an accredited course.

## Cancellation of course by the Student

If you are granted a payment plan, you are liable for all payments even if you discontinue your study. Failure to remit payment will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Default Reporting Agency to list the default debt (balance of your course fees plus an additional \$100 Administration Fee for default listing) against your credit file.

## Quality Indicator Reporting

The Data Provision Requirements 2012 requires all registered training organisations (RTOs) registered with ASQA to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. This quality indicator focuses on the extent to which learners engage in activities that are likely to promote high-quality skill outcomes. It includes learner perceptions of the quality of their competency development and the support they receive from their RTOs. The source of data to measure this indicator is a survey called the Learner Questionnaire. RTOs must gather and analyse this data each year. In accordance with these requirements, each student will be asked to complete the quality indicators – learner questionnaire at the completion, or expiration, of their course.

## Disclaimer

Every attempt is made to ensure all information from the Australian College of Weight Management & Allied Health 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 & Allied Health 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 & Allied Health 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 assessments are completed as per the online Student Portal and assessment requirements.
3. All completed marking criteria sheets for practical assessment must be scanned onto your computer, saved and uploaded into the online Student Portal.
4. All practical assessments must be viewed and signed off by a College Assessor. Videos will need to be uploaded to the online Student Portal 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@acwm.edu.au](mailto:support@acwm.edu.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 are not marked competent 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 student's training and can be applied for by requesting an RPL Kit from the Student Support Team on 1300 969 367 or [support@acwm.edu.au](mailto:support@acwm.edu.au).

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.

To apply for a Credit Transfer, you will need to request a Credit Transfer Application Form from the Student Support Team on 1300 969 367 or [support@acwm.edu.au](mailto:support@acwm.edu.au) and provide supporting documentation (e.g. Statement of Attainment or

Academic Transcript) which will then be verified with the issuing Registered Training Organisation or other educational institution.

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

#### APPLYING FOR RPL or CT

If you feel that you meet the requirements for RPL or CT and would like to discuss these options further, or request the necessary applications, please 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.

ACWMAH will issue you with an academic transcript of the units of competency that you have successfully completed 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.

ACWMAH 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 ACWMAH via email at [support@acwm.edu.au](mailto:support@acwm.edu.au) with your request in writing along with the equivalent of 100-points of evidence criteria (as employed by Australian systems) or equivalent evidence if the request is from overseas that has been endorsed as true and genuine by a Justice of the Peace (or equivalent). A fee of \$25 applies for each certificate that is re-issued (or \$50 if overseas) which will be supplied as an electronic copy.

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 & Allied Health reserves the right to phone students once in every 12 month period to conduct a 'competency conversation' to validate the authenticity of work submitted online.

## Australian College of Weight Management & Allied Health 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.
- 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

ACWMAH 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 ACWMAH. 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 ACWMAH 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 ACWMAH'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 ACWMAH 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 ACWMAH on any matter relating to our activities including the delivery of our courses, admin services etc.
- Contact ACWMAH to discuss or provide feedback regarding any aspect of your studies. You can contact ACWMAH via email at [support@acwm.edu.au](mailto:support@acwm.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 ACWMAH 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@acwm.edu.au](mailto:support@acwm.edu.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

All records in relation to your study, certificate issuance and assessment outcomes will be retained by ACWMAH, in accordance with RTO requirements. ACWMAH 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 ACWMAH. Records are secured by ACWMAH 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 ACWMAH, 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).

# Complaints and Appeals Policy and Procedure

## Policy

The Australian College of Weight Management & Allied Health are committed to responding to the need of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received we would like the opportunity to address the issue. We encourage Students to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the RTO, including a result that has been decided (an appeal).

The complaints and appeals process must be made publicly available via the RTO's website.

## Complaints Procedure

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which Students may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: Students are encouraged to speak immediately with their Trainer. If the Participant is not comfortable addressing the issue with the Trainer, they are encouraged to contact the RTO Manager.

Second instance: If the issue is not resolved the Student is encouraged to either speak to or contact in writing the CEO.

Third instance: If the matter is still not resolved an independent third party will be requested to

assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the Participant in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the RTO Manager immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance: If the Participant is not satisfied with the outcome of this procedure, they should be advised of their right to contact the training ombudsman in their state.

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint
- Participant name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the RTO Manager. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the "Complaints" folder in "Complaint and Appeals."

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

## Appeals Procedure

There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension
- hardship applications

### Step 1

If the participant is not satisfied with a decision made by the RTO, they must complete the Appeals Form - Part A and forward to the RTO Manager.

(To be submitted within 5 days of receiving a result)

### Step 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. The participant is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

### Step 3

If still not satisfied with the outcome of the appeal, the appeal is to be reviewed by the CEO. The CEO will send an acknowledgement letter to the participant, record receipt of the Appeals Form, then conduct the review. The CEO, if necessary, will convene a review panel to thoroughly examine the appeal.

(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint the participant will be notified in writing and how long it should take before a decision is made.

#### Step 4

If the Participant is not satisfied with the outcome of this procedure, they should be advised of their right to contact the training ombudsman in their state.

If at any point throughout the appeal it is anticipated that the process will take longer than 60 days the person appellant will be advised of the delay and the reason for the delay.

### Implementation

- All Employees/Contractors and prospective Students are provided with a copy of the Complaints and Appeals Procedure in the Staff and Participant's Handbook.
- All appeals against assessment must be lodged within five (5) working days of receipt of the outcome.
- All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties are to have a clear understanding of the steps involved in the procedures.
- Each Participant will be provided with the opportunity to present his or her case at each stage of the process.
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
- All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
- Australian College of Weight Management & Allied Health will provide Trainers and/or Students with details of external authorities that they may approach with respect to their complaint if required.

- This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
- Australian College of Weight Management & Allied Health will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Australian College of Weight Management & Allied Health will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
- Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
- Records relating to the complaint or appeal including the associated registers are to be securely retained.

### Supporting documents

- Appeals Form
- Appeal Register
- Complaints Form
- Complaints Register

## Legislation Policy

The Australian College of Weight Management & Allied Health will implement a regular, systematic review process to ensure that all legislation which is followed, or delivered as a component of any of marketing materials or course content, is current and relevant. The process will detail, at a minimum:

- Identification of the relevant Commonwealth, State or Territory legislation ('legislation') and regulatory requirements relevant to Australian College of Weight Management & Allied Health's scope of operation
- Systematic review of legislation and regulatory requirements to ensure any amendments are analysed and applied
- Update staff and clients in regard to legislation and regulatory requirements that affect their duties or participation in vocational education and training
- The establishment of a legislation list to track all legislation referred to within Australian College of Weight Management & Allied Health's operations, for use in updating legislation changes.

### Legislation List

#### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

#### Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace

activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: [http://www.austlii.edu.au/au/legis/vic/consol\\_act/ohasa2004273/](http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/)

#### Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: [https://www.legislation.wa.gov.au/legislation/statutes.nsf/main\\_mrtitle\\_650\\_homepage.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_650_homepage.html)

#### Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: [http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242).

#### Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <https://www.oaic.gov.au/>.

#### Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to <https://www.legislation.gov.au/Series/C1968A00063>

#### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation frame-

work for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

### Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <https://eoc.sa.gov.au/resources/discrimination-laws/south-australian-laws/equal-opportunity-act>

### Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <https://consumerlaw.gov.au/australian-consumer-law>

### Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <https://www.accc.gov.au/about-us/australian-competition-consumer-commission/legislation>

### Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993

- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

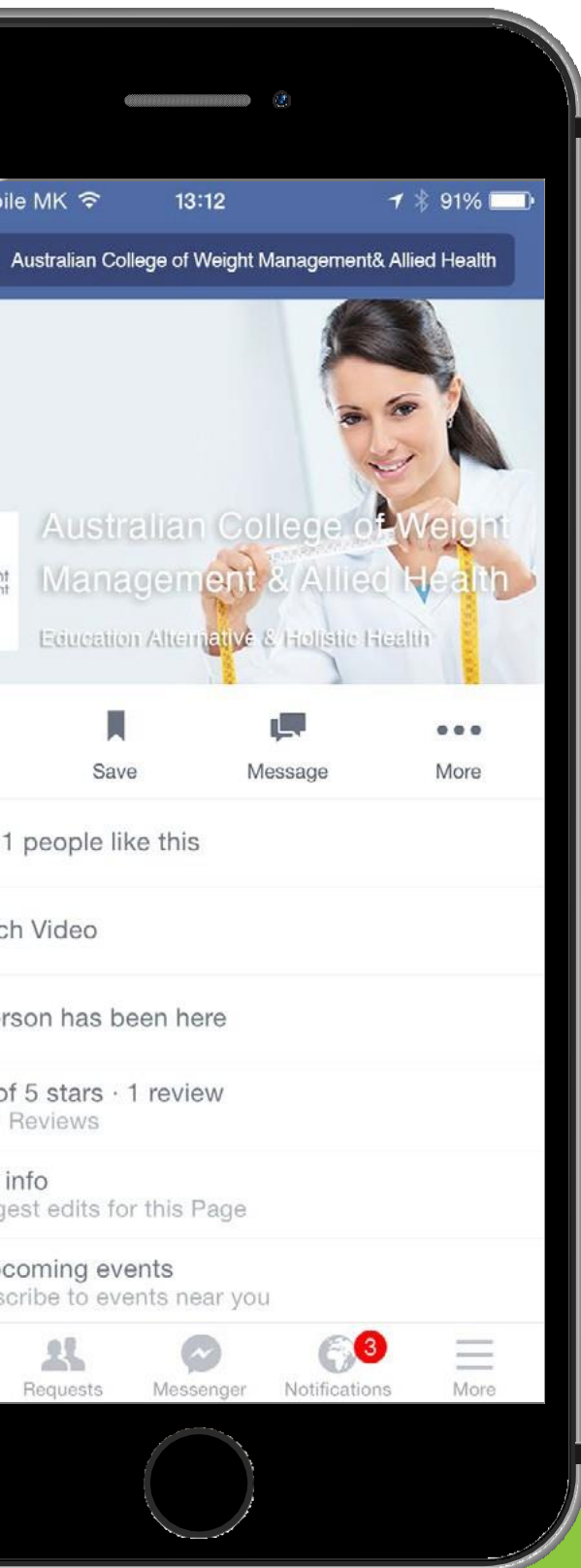
The objectives of the Children, Youth and Families legislation is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: [http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol\\_act/cyafa2005252/](http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/cyafa2005252/)



# Connect with us on Facebook page



## Like us on Facebook

# Are you on Facebook?

The Australian College of Weight Management & Allied Health would love for you to like us on Facebook at [facebook.com/weightmanagementcollege](https://facebook.com/weightmanagementcollege)

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!

[www.facebook.com/weightmanagementcollege/](https://www.facebook.com/weightmanagementcollege/)

## Facebook, Forums and Discussion Groups Acceptable Use Policy

The Australian College of Weight Management & Allied Health welcomes all comments. 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 ACWMAH, we encourage you to participate in any discussion groups and forums provided by ACWMAH (if applicable). These will be a space for students to communicate in real time with Tutors and fellow students.

We expect all students to be respectful of one another and the College, to show courtesy to others and to not use the Facebook, forums or discussion groups to abuse others or to expose others to offensive or inappropriate content, or for any illegal purpose.

When posting comments, 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.

ACWMAH reserves the right to enforce this Facebook, Forums and Discussion Groups Acceptable Use Policy at its discretion. We may remove any posted messages that we consider to be in breach of the Policy. Students who continue to breach this policy will be permanently banned from the page, group and/or discussion thread. If you have any questions about this policy, please contact us at:

[support@acwm.edu.au](mailto:support@acwm.edu.au)

The Australian College of Weight Management & Allied Health 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.