



RTO88177

ANGLICARE COLLEGE

STUDENT HANDBOOK





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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of publication. Changes to legislation and/or Anglicare College policies may impact on the currency of information included. Anglicare College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting Anglicare College.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Anglicare College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Any queries can be directed to:

Anglicare College
PO Box 290, Canberra, ACT 2601
(02) 6245 7100
learning@anglicare.com.au

Contents

Welcome	4
Mission & About Us	5
Compliance with Legislation.....	7
Sanctuary	8
What is Sanctuary?	8
Student Rights and Responsibilities	10
Access and Equity.....	12
USI	12
Privacy	13
Workplace Health and Safety	14
Trainers & Training Location.....	15
Training Hours.....	16
Evacuation Procedures/Assembly Locations	16
Housekeeping	17
Phone Calls	17
Dress Code	17
Class Attendance	17
Credit Transfer & Recognition of Prior Learning (RPL).....	18
Fees and Charges & Fee Exemptions and Concessions	19
Refund Policy	20
Student Support	20
Language, Literacy and Numeracy	22
Plagiarism.....	23
Student Records	24
Course Completion & Complaints and Appeals.....	25
Complaints and Appeals	25
Dispute Resolution and Complaints	26
Registration of the RTO Ceasing	28

Welcome

We are delighted you have chosen to share your learning journey with us. We are confident our unique educational approach will support you to thrive as a student.

We hope you ask as many questions as you can of your trainers, your peers and yourself in your learning journey. You will find what you learn in this college will greatly benefit your practice in the Human Services industry. We are a trauma informed accredited organisation and with our core values in holistic care, how you learn is shaped by these values as much as what you learn.

Our interactive learning and community meetings make sure your student experience is a human one. We know by supporting you to be the best you can, we are helping others in the quality of care they receive. We hope your time with us enables you to flourish.

Mission

As a Registered Training Organisation, registered with the Australian Skills Quality Authority (ASQA), we are committed to providing high quality vocational education and training to meet the needs of the community services industry, tailoring training to individual and organisational requirements.

Anglicare College aims to empower people and communities to strengthen and utilise data, information and knowledge to provide a platform for training and development, continuous improvement, research and innovation.

Management, staff and volunteers are required to have the necessary skills, knowledge and/or experience to undertake roles and responsibilities of their respective workplaces, thus enabling enhancement of the learning culture of the organisation.

About Us

Anglicare NSW South, West & ACT is a leading provider of community services. Our vision is to transform the lives of those in need through our advocacy and holistic care. Fundamental to this vision, is ensuring that we are helping to improve the lives of vulnerable people by delivering the highest quality service. To achieve this, Anglicare promotes a culture of innovation, learning and continuous improvement. Anglicare College is a Registered Training Organisation (RTO) providing Nationally Accredited Qualifications, and courses specific to community services, early childhood education and care, and health care sectors.

Training includes a 'person-centred' approach, to care for the elderly and their family as well as children and young people in care.

We encourage, emphasise and promote effective communication and consideration of all individuals including people of culturally diverse backgrounds and those living with mental ill-health.

We continually strive to strengthen the learning environment, and quality of training, through feedback from students, trainers, service managers, industry and staff, as well as recommendations from government agencies, including education and training, health and community services.

Introduction

Anglicare College recognises that education and training can empower people. We provide learners with essential skills and knowledge to ensure the individual and their local communities are better equipped to assist those in need. Our learning material is shaped by trauma informed care, including cultural safety and holistic care.

As a RTO we deliver nationally recognised training in the Community Sector including the following;

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33021 Certificate III in Individual Support
- CHC50121 Diploma of Early Childhood and Education and Care
- CHC52021 Diploma of Community Services

Our RTO provider number is 88177 and our main office is located at:
Level 1, 30 Scotts Crossing, Canberra ACT 2601.



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Compliance with Legislation

Anglicare College abides by the Australian Skills Quality Authority (ASQA) standards regarding trainer and assessor qualifications for all training and assessment activities, and trainers and Anglicare College staff must comply with all relevant state and national legislation and regulatory requirements.

Nationally accredited training delivered by Anglicare College is governed by legislation, specifically the National Vocational Education and Training Regulator Act 2011, the Standards for RTOs 2015, including the Australian Quality Training Framework (AQTF), which specifies essential conditions and standards.

Trainees and Apprentices are covered by the Apprenticeship and Traineeship Act 2001.

Other laws that apply include the Work Health and Safety Act 2011, Children and Young Persons (Care and Protection) Act 1998 (NSW), privacy and antidiscrimination legislation.

Anglicare College has made every effort to ensure that its policies and procedures are consistent with the Acts and National Standards.

Anglicare College staff who do not comply with the provisions of the Acts and their associated regulations, may find themselves subject to internal discipline by Anglicare College and possible action being taken by the regulatory body responsible for the Acts and Standards.

Please refer to POL019 – Legislation Policy.

Sanctuary

The Sanctuary Model is an evidence-supported care model that supports people who work in stressful human services and care delivery environment. The Model supports staff to provide mindful, safe and therapeutic practice in order to achieve positive growth and change for everyone in our Anglicare community. Sanctuary is an 'everybody model': it benefits staff and clients alike by supporting the development of coping skills and resilience, in the face of stress and adversity. Sanctuary encourages connectedness and inclusiveness by acknowledging our past, working from the present, and guiding our future. The Sanctuary Model embeds trauma-informed responses into the heart of our practice; it facilitates a shared understanding through a common language, in a democratic way.

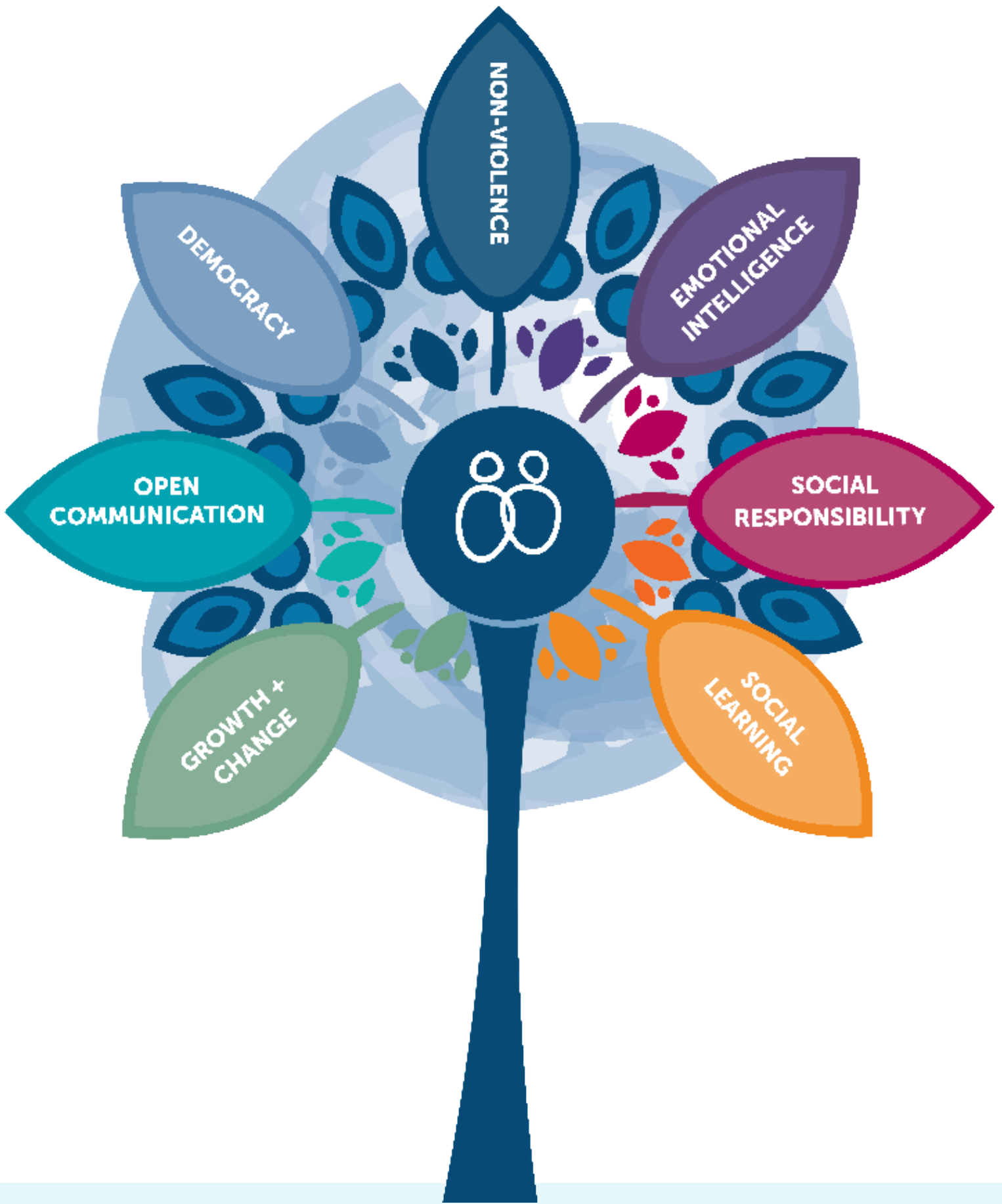
What is Sanctuary?

The Sanctuary Model[®] represents a theory-based, trauma-informed, trauma-responsive, evidence-supported, and whole of culture approach. It has a clear and structured methodology for building a safe organisational culture. The model is a set of interactive tools that assist people to work together, use a common language and to act in ways that support traumatised clients to heal. At an organisational level it facilitates the development of structures, processes and behaviours on the part of staff and clients that will counteract the impacts of traumatic and adverse experiences.

The Sanctuary Model focuses on safety; and implementation focuses on how to create a safe, non-violent environment that teaches people to cope effectively with stress and adversity and to heal from trauma. The model is focused on implementing the 'Seven commitments': Non-violence, Emotional Intelligence, Social Learning, Democracy, Open Communication, Social Responsibility, and Growth and Change. It also features a trauma-informed problem-solving framework represented by the acronym S.E.L.F (Safety, Emotions, Loss and Future) and a set of practical tools (called the Sanctuary Tool Kit) to improve communication, team work, learning, conflict resolution, safety (for staff and clients) and self-care.

Anglicare's 'Sanctuary Tree' pictured right shows the seven commitments.





Student Rights & Responsibilities

Anglicare College ensures that all enrolled students will:

- Receive quality training and assessment that meets the nvr standards for rto's 2015
- Receive the training and support necessary to enable competency to be achieved
- Be issued with aqf certificates and statements of attainment on successful completion of the training course. This may be by mail to their given postal address or sent by email.
- Have access to our consumer protection system, including our complaints and appeals process
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- Have their personal information protected in accordance with the national privacy principles and have access to that information on request
- Be fully informed of fees and charges to complete the training course, including charges for equipment and materials
- Be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- Be provided with a safe training environment free from hazards, harassment and discrimination
- Be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.



All students must ensure that they:

- Provide true and accurate information
- Behave in an ethical and responsible manner at all times when engaged in training and assessment activities, which includes abiding by the rto educational misconduct policy
- Meet their workplace health and safety (whs) duty of care responsibilities by immediately reporting any whs concerns or incidents and follow any whs related instructions
- Behave in an appropriate way, and avoid behaviour the might intimidate, threaten, harass or embarrass other learners or staff
- Are free from drugs and alcohol at all times while in the training environment
- Are punctual and attend all scheduled training and assessment sessions
- Complete online assessments as scheduled
- Meet assessment deadlines

Access & Equity

The Anglicare College strives to achieve equitable outcomes in vocational education and training. Among the groups who face particular disadvantage are:

- Industries where women are under-represented
- People with disabilities and special needs
- People from non-english speaking backgrounds
- Aboriginal and Torres Strait Islander Australians
- Rural and remote learners

Please refer to POL001 – Access and Equity Policy.

USI

All students undertaking nationally recognised training, require a USI in order to receive a qualification or statement of attainment. If you do not have a USI, Anglicare will not be allowed to generate your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1st January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

A USI must be provided by all students enrolling in accredited training as part of the enrolment process. The USI is stored in and verified via Anglicare's Student Management System (SMS) in accordance with the Student Identifiers Act 2014 and the Privacy Act 1988.

For more information and to register for a USI visit www.usi.gov.au.

Please refer to POL010 USI Privacy Policy, POL011 USI Policy, POL008 Privacy Policy, POL005 Records Management Policy.



Privacy

Anglicare College is committed to complying with its obligation under the Privacy Act 1988, and the associated Australian Privacy Principles (APPs). Furthermore, Anglicare is committed to safeguarding any confidential information obtained by the RTO and committees, individuals or organisations acting on its behalf.

In doing so, Anglicare will ensure:

- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records

Please refer to POL005 Records Management Policy, POL008 – RTO Privacy Policy, POL010 USI Privacy Policy, POL011 USI Policy.



Workplace Health & Safety

This organisation and individual, trainers, and assessors, have a professional and legal obligation to take reasonable care of other people in the workplace, including the classroom.

Students are normally informed of WHS requirements during the first training session and are expected to follow these in the training environment, to ensure their own safety and the safety of others around them.

Training and assessment activity in the workplace must also adhere to WHS requirements, and any incidents must be reported, according to the Services/ Employer Incident Reporting procedures.



Trainers

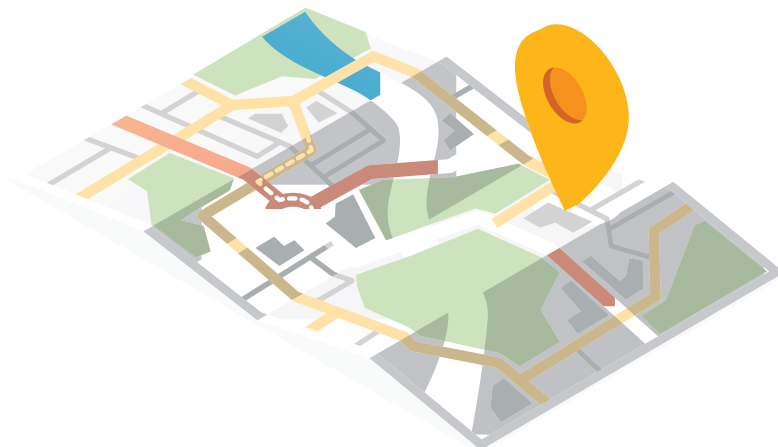
Anglicare College abides by the Australian Skills Quality Authority (ASQA) standards, regarding trainer and assessor qualifications, in relation to all training and assessment activities. Trainers and assessors must have the following combination as a minimum:

- A Certificate IV in Training and Assessment TAE40116 or TAE40122;
- A minimum of five (5) years recent industry experience in the appropriate field of study, or a vocational qualification to at least the same level being delivered or assessed;
- Knowledge of the principles and practices of competency-based training, the Australian Quality Training Framework and Recognition of Prior learning Knowledge of the Equal Employment Opportunity and Workplace Health and Safety principles.

Training Location

Training is generally carried out at venues arranged by Anglicare College, (including community venues and employer sites) and may include e-learning or distance learning for some or all units of competency, depending on the course.

Administrative guidelines may vary depending upon the location of the training.





Training Hours

Training hours are generally between 8.30am and 4pm. However, these may vary and the details are included in your welcome letter from Anglicare College, as well as the timetable. Consult with your trainer if you require further information.

Evacuation Procedures

The trainer will inform students, in the first session of the course, evacuation procedures in the event of an emergency and advise you of assembly points. You must not leave the assembly point until your name has been recorded by the trainer on the class roll. The trainer will direct you back to the classroom after receiving clearance from the authorities.

Housekeeping

It is the responsibility of students to ensure that the training room is left clean and tidy, and that all equipment and facilities of the venues are treated respectfully.

Phone Calls

It is the responsibility of students to ensure that the training room is left clean and tidy, and that all equipment and facilities of the venues are treated respectfully.

Dress Code

Students are expected to dress in a manner that is neat, clean, inoffensive and safe at all times, and in a manner that would be expected in the workplace.

This also applies if attending via Zoom.

Class Attendance

All students should arrive for training on time to enable classes to commence as scheduled. This includes returning from breaks.

Class attendance and participation are mandatory components of the assessment process, and students are required to sign an attendance sheet at every class. Attendance is monitored on a sessional basis, and includes any non-attendance evidenced by medical certificates or exceptional circumstances.

If attending class via Zoom please ensure you are on mute unless asked to speak and that your video is on. Screenshots are used for evidence of attendance.

You must advise your trainer or the Anglicare College if you cannot attend on a particular day.

Anglicare College reserves the right to remove students who do not attend regularly without any formal notices, or those students who attend and behave in an unacceptable manner.

Credit Transfer

Credit Transfer is available to students enrolling in an Anglicare College nationally recognised and accredited course.

Credit Transfers are accepted where a student has received certificates for successful completion of relevant units of competency in their course. Evidence can be provided through a Statements of Attainment, certificates and/ or course transcripts issued by an accredited training organisation.

Students are required to submit originals or copies of documents which have been certified by an authorised person. A credit will be allotted to the relevant unit of competency and the student will not be required to attend class and complete assessment tasks for those units, unless under special circumstances.

Please refer to POL012 Credit Transfer and RPL Policy.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the recognition of competencies currently held, regardless of how or where the learning occurred. Competency may be gained in a number of ways, including a combination of formal or informal training and education, work experience or general life experience.

Before RPL can be approved, Anglicare College must be confident that the student is currently competent according to the criteria set out in the relevant training package and specified in AQF accredited programs.

The evidence may take a variety of forms, generally includes an interview, completion of some workplace tasks, self-assessments, copies of certificates and evidence of past experience, references from employers and work samples.

RPL applicants must present proof upon notification of successful enrolment that the evidence provided is authentic, valid, reliable, current and sufficient. A credit will be allocated for each unit to which the RPL application relates. Further information is available from the Anglicare College.

Please refer to POL012 Credit Transfer and RPL Policy.

Fees and Charges

Anglicare is committed to maintaining effective financial management processes for fees, charges, refunds and transfers, in accordance with legislative and regulatory requirements. Our fees and charges policy cover all relevant fee information, payment terms and conditions and the learner's rights as a consumer. This is including but not limited to any statutory cooling-off period, if one applies.

The learner has a right to obtain a refund for services not provided by the RTO, in the event the arrangement is terminated early, or the RTO fails to provide the agreed services.

Fees are based on the particular course of study and each program attracts a different fee structure, depending on the length of the course and funding available.

Should students experience difficulty in paying for their course, alternative arrangements will be considered, depending on the situation.

Please refer to POL002 Fees and refund policy, ENR005 Fee schedule.

Fee Exemptions and Concessions

Anglicare College will offer a fee exemption or concession to eligible Australian apprentices, trainees and other students in certain circumstances (holders of current health care card, ASBA students, students who have transferred to Anglicare College under a traineeship).

Student's need to contact the Anglicare College if they would like to enquire, or apply for a fee waiver or concession.

Refund Policy

If the organisation is unable to fulfil its obligation to the student to complete a course, Anglicare College will attempt to locate a suitable alternative provider offering the same or a similar course. If unable to do so, Anglicare College will refund the fee, less any parts of the course completed by the student.

Any fees/charges collected will be refunded in full within 10 days if Anglicare College cancels a course or rejects a student's application to enrol in a course.

If a student withdraws from a course after the course has commenced there will be no refund of the fees, other than if the student is permanently disabled and therefore unable to complete the course, or is deceased. In the case of the latter the refund will be paid to the student's beneficiary on receipt of a written claim.

If a student wishes to withdraw from a course prior to the course commencing, they will be entitled to a full refund provided they give ten (10) working days written notice to Anglicare College.

Please refer to POL002 Fees and Refund Policy.

Student Support

Anglicare will assist students with learning, literacy and numeracy needs as well as providing access, support and equal opportunities to all students while studying with Anglicare.

Students will complete an LLN assessment prior to enrolment.

The following strategies may be used to assist students to successfully complete their studies:

- Modified learning materials
- In class supports
- Assessment adjustments
- Development of an individual learning plan.

Welfare Support

Your Trainer	Other Anglicare College staff	EAP	Lifeline 13 11 14
Aboriginal Justice System	Legal Aid		

Click the tiles in **bold** for more information

Language, Literacy & Numeracy

Your Trainer	Other Anglicare College Staff	The Reading & Writing Hotline 1300 655 506
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Learning Skills

Your Trainer	Learning Skills from SkillsYouNeed	Learning Skills from Mind Tools	Study Skills from SkillsYouNeed
Time Management from Mind Tools	Referencing & Reference Lists	Harvard Style Referencing Help	

Language, Literacy and Numeracy

Some students may have problems with language, literacy and/or numeracy, or have a physical or mental impairment that may impact on their studies and subsequent assessment.

Trainers, assessors and workplace supervisors/managers can modify their programs using the principles of reasonable adjustment to avoid any disadvantage to the students. Consideration is given to alternative training and assessment methods to ensure the student maximises the training opportunity.

Anglicare College offers professional assessment, and access to suitable learning strategies for those students experiencing language, literacy and/or numeracy problems. Trainers, assessors and workplace supervisors/managers who identify any problems, and regard them as requiring further assessment, will counsel the student and, with the student's agreement, refer them to senior staff of Anglicare College for internal or external assessment.

Assessments will be conducted by professionals with expertise in the areas of language, literacy, numeracy and/or disabilities and may be from private providers or government institutions.



Plagiarism

Plagiarism is a type of cheating which involves the use of published or unpublished works of others, and misrepresenting the material as one's own work.

Students must ensure the authenticity of their work. In all written work submitted for assessment, students must acknowledge the sources of their material appropriately. Plagiarism is a serious issue, and students must ensure that all information is acknowledged appropriately.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism. This includes:

- Submitting assessment work with the intention to deceive the assessor as to the contribution made by the student submitting the work.
- Students separately submitting the same piece of work with the intention to deceive the assessor as to the contribution they have made to the assessment task.

Anglicare College expects fair and honest behaviour by students in assessment settings.

The objective of this RTO is to provide effective learning. Effective learning requires the application of knowledge and practical skills, in a workplace or simulated workplace environment. Referencing work and providing one's own work is part of effective student learning practices.

Plagiarism (including the plagiarising of other student's work) is a dishonest practice and inconsistent of learning within Anglicare College.

Intentional plagiarism practices will not be tolerated by Anglicare College and penalties will be placed on any student found to have plagiarised any work submitted.

Please refer to POL025 Educational Misconduct Policy.

Student Records

Standards are set by both Anglicare and ASQA for the collection, storage and protection of all training records, and related training and assessment activities of individual students.

Individual student records are stored securely by Anglicare College. Access to individual student training records must meet Commonwealth and State Privacy legislation. This legislation outlines access of these records should be given to:

- People as are permitted by law to access these records (e.G. Subpoena/search warrants/social service benefits/evidence act)
- Officers from the department of education and training, asqa or their representatives for activities required under the standards for registered training organisations
- Students authorising releases of specific information to third parties in writing,
- Students themselves, after making application in writing.

Management staff are required to assist parties with access to this documentation in the smooth and efficient manner. It is also important that trainers and assessors regularly update the records of the students they are working with.

Anglicare College will ensure:

- Electronic records are protected by password access and through maintaining firewalls, antivirus and other protection software
- Computer systems are backed-up overnight by the anglicare it team
- Uploading and backing up of student files to a secure portable external hard drive. Software and hardcopy systems retain student results for a period of not less than 30 years
- In the event that the anglicare college ceases to operate, all records will be transferred to asqa in appropriate format and details, as specified by the national vet regulator at the time of ceasing RTO operations. All other records including, training records, taxation records, business and commercial records will be retained for a period of not less than ten years. Training records are collected and stored on a secure external drive and archived in storage containers.

Please see POL005 Records management policy.

Course Completion

Anglicare will issue an AQF Compliant qualification certificate to students who successfully complete a qualification, skillset or cluster of units. Where a student withdraws from a course prior to completion, Anglicare will issue an AQF compliant statement of attainment for units of competency achieved.

Anglicare can withhold this certificate if fees have not been paid. You may also incur a charge for a replacement copy if you misplace your certificate.

Please see POL004 Certificate Issuance policy and POL002 Fees and refund policy.

Complaints & Appeals

Students have the right to appeal an assessment outcome, request a review of their assessment or request more detail about the justification for the assessment outcome if they have a valid reason to believe the process was unfair or have other legitimate grounds to dispute the results of an assessment. Should students at any time fail to demonstrate competency on an initial assessment, they have the opportunity to repeat the assessment after further instruction or additional time to prepare.

If a student believes that an assessment task or process was not conducted fairly, or if they have other legitimate grounds to dispute the results of an assessment, they may request more detail about justification for the assessment outcome, request a review of their assessment or make any appeal against the assessment outcome. The trainer or assessor should be consulted in the first instance. They may also raise the matter with the RTO Manager. When requesting a review or making an appeal, students should be able to clearly explain why they disagree with the assessment outcome and provide some evidence to support their case.

Where students remain dissatisfied with the outcome of review procedures, they may appeal and request a review by an independent review process. The College CEO should be notified in writing of the request before arrangements for an independent review are formally activated.

A complaint or appeal is deemed to be dissatisfaction with the outcomes or the quality of service of the following processes:

- Enrolment
- Training delivery
- Training/competency assessment including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training
- Other issues, such as discrimination and harassment.

Please see POL003 Complaints and appeals policy.

Dispute Resolution and Complaints

The Anglicare College complaints policy and procedures are in place to ensure all complaints are handled promptly and effectively.

Should a complaint be made, the follow action should take place:

- Try to sort out the problem by discussing with parties concerned
- If for some reason this is not possible, or attempts have been unsatisfactory, contact the Anglicare College (RTO Manager)
- If the complaint is considered to be of a serious nature it will need to be put in writing.

All written complaints should be sent to the College CEO. Should there be a delay in response due to pending investigation, a letter of acknowledgement or receipt of complaint will be sent within 5 working days.

Following an investigation by the RTO Manager, a verbal account, with a written transcript of the findings, will be provided to the persons lodging the complaint, 10 working days after referral of the original complaint to the Anglicare College CEO. All employees, trainers, contractors, and prospective trainees can be party to the complaint process. In the course of any complaint or dispute, the person may have another person present to provide support or advocacy assistance.

Where the complaint is resolved to the satisfaction of the person lodging it, the documentation will be filed on that person's file and retained for 30 years in accordance with the requirements for the retention of participant records, specifically where that complaint relates to an assessment matter.

If the complaint is not resolved to the satisfaction of the person lodging, despite every attempt to do so on the part of the organisation, then the CEO of Anglicare College will refer the matter to an external mediator from a recognised mediation organisation to resolve it through discussion and conciliation. The mediator will document the findings of the mediation and this documentation will form part of that person's record to be retained in accordance with the requirements specified above.

Anglicare College endeavours to treat each complaint in a process as advised in the National Code of Good Practice for Responding to Complaints about Vocational Education and Training. Each complaint should be treated in a way that is:

- Fair: the rights of vocational education and training consumers are recognised, including the right to be heard and the right to an impartial decision
- Accessible: the complaints handling process will be readily accessible to consumers
- Visible: the process for lodging, handling and responding to complaints will be well publicised to staff, consumers and providers
- Comprehensive: the relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint
- Responsive: the complaints handling process will be responsive, and target timeframes for handling complaints will be established and monitored
- Accountable: there will be appropriate monitoring and reporting of complaints received
- Constructive: preventative and corrective action will be taken to eliminate the root causes of complaints.

Please see POL003 Complaints and appeals policy.

Registration of RTO Ceasing

In the event the Anglicare College ceases its RTO operations, we will:

- Where possible, source an alternative provider for students to consider transferring to, if they are enrolled at the time of closure and want to continue their training
- Issue students with an Australian Qualifications Framework (AQF) Testamur and record of results if they have completed the requirements of a qualification
- Issue students with a statement of attainment if they have not completed the requirements of a qualification but have completed one or more units of competency, and return all unmarked assessment

Conclusion

Anglicare College policies have been touched upon briefly in this student handbook, and we encourage you to familiarise yourself with all relevant policies related to your education journey (policies can be found on the [Anglicare College website](#)). As this handbook will be reviewed often, any suggestions you have on ways of improving your training are most welcome.

We wish you all the best and if you have any questions or concerns please contact us at learning@anglicare.com.au





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