



VET STUDENT HANDBOOK

Version 7.3

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WELCOME

Hello and welcome to Collarts!

At Collarts, we focus exclusively on styling, interior design and decoration —we teach you the art, business, and essential skills necessary to prepare you for a successful career in the industry.

As the industry continues to evolve, we are committed to exposing our students to the latest insights and methods of its leading innovators, both globally and locally.

By combining a fresh look at design education with the industry's latest technology and bodies, Collarts gives each of our students the opportunity to develop their own unique aesthetic and career path.

Enjoy your studies!

THE COLLARTS TEAM

COURSE OF STUDY

Collarts delivers the following nationally accredited Interior Design course on Campus and Online.

MSF40118 Certificate IV in Interior Decoration

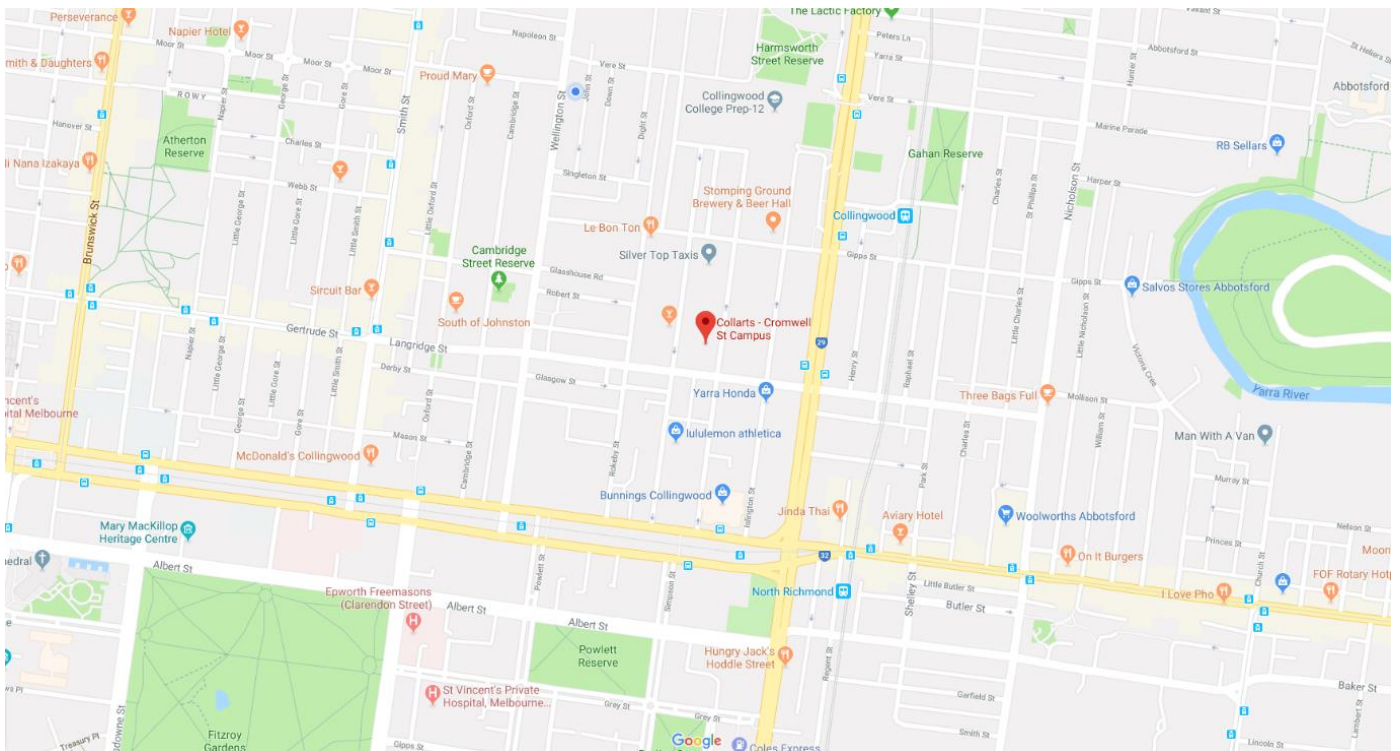
Students can commence in any trimester. Depending on student numbers, units of study will be offered in every trimester. Students can check the Collarts website to find out if there is a course intake in the coming trimester. For information regarding available units of study in a given trimester, students should contact VET Student Care via vet.support@collarts.edu.au or call 1300 818 777.

CAMPUS INFORMATION

Our Cromwell St Collingwood campus is in the interior design hub of Melbourne, surrounded by interior designers and showrooms. With studio-style classroom spaces, our light-filled campus is an inspiring learning environment. The campus includes computer labs in addition to an extensive and current materials library.

Campus Address

67-69 Cromwell Street, Collingwood, Victoria 3066



Phone

1300 818 777

Email

vet.support@collarts.edu.au

Campus Hours

Monday – Thursday 8:00am – 8:00pm
Saturday 10:00am – 4:00pm

Friday 8:00am – 5:00pm

Student ID Card

Campus students will be given a Student ID Card within two (2) weeks of commencement. Student ID Card contains the student's Student ID number.

Online students are required to send a "passport style" photo to vet.support@collarts.edu.au to obtain a student card. Cards will be posted out to the address provided at time of enrolment application within two (2) weeks of receiving the photo.

Please make sure you notify Student Care immediately if you lose your Card.

Your Student ID Card may provide you with student discounts at participating businesses that can include cinemas, travel companies and art supply shops. Please note that there is a \$25 replacement fee (up to two replacements).

Transport Concessions - Campus

To be eligible for a transport concession card you need to be studying full-time and enrolled into one of the approved courses listed in the Approved Courses in Tertiary Institutions Register. You must also be an Australian citizen or Permanent Resident.

You can apply for a Public Transport Victoria (PTV) Student Concession Card by completing the downloadable form from the PTV website <https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/tertiary-students/> and then lodging the completed form at:

- premium stations;
- the MetShop on the corner of Swanston Street and Little Collins Street;
- V/Line staffed stations and ticket agents (call 136 196 for locations and opening hours); and/or
- www.ptv.vic.gov.au

Facilities

Students studying at Collarts will find purpose-built learning environments with the latest in technology and access to online resources. We expect the best from our students, and we provide the learning environment to help them achieve it.

At each campus students can

- Arrange meetings with Academic Staff
- Arrange meetings with the Student Services Team
- Arrange meetings with the Dean
- Arrange the payment of course fees
- Book rooms
- Borrow equipment

Library

The School's library includes textbooks, professional design magazines (digital and paper issue) and is complemented by an on campus design and materials library.

The design and materials library is available to online students during office hours. If you are wanting to use this facility, we would appreciate it if you contact the school either by phone 1300 818 777 or by emailing vet.support@collarts.edu.au

Dress Code

We respect that dress code can be governed by different cultures that require particular standards or protocols. However, we require an appropriate standard of dress at all times.

Mobile Phones and Audio Devices

The use of personal audio devices is at the discretion of the teacher managing the class but cannot be used in such a way that they disturb other students

First Aid

On Campus, we have a qualified First Aid officer. If you need first aid, please see a member of staff. First aid kits are kept on Campus at Cromwell Street, Collingwood. Students should notify the teacher immediately and/or ring 000 for urgent medical attention.

Campus Evacuation Procedures

In the case of an evacuation, Collarts appointed Fire Wardens (members of staff) will:

- Ensure all emergency exits are clear.
- Lead occupants of the building in single file down any stairs to the Assembly Area. Please keep calm and avoid running or lagging behind.
- Provide assistance to any person who falls or trips.
- Ensure the noise level is kept to a minimum.
- Ensure all evacuees and ensure they all stay together.
- Allow room for Emergency Services personnel who may also be using the emergency exits.
- Prevent any person from re-entering the floor or building, unless authorised to do so by the Chief Warden or Senior Emergency Services Officer.
- Prevent substances such as food, drinks or lit cigarettes, which could create a hazard, from being taken into the emergency exits.
- Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bombthreat.

Safety and Security

Although the School is located in a safe and secure public location, you are encouraged at all times to stay in well-populated areas when moving to and from the School. We are open from 9 am to 5 pm, Monday to Friday if you wish to contact the school. Classes on campus are from 9.30am to 4.30pm Monday to Friday

Demonstrating due care around the facilities and equipment

Please remember that you are responsible as an individual for the equipment you use during any session. Be careful and respectful around the equipment and please report any faults or maintenance issues that you either cause or notice to helpdesk@mycollarts.edu.au.

Access to the equipment at Collarts is part of your studies, and we ask that you show respect in usage and consideration for others. Any student found to be deliberately acting in an inappropriate manner around the facilities and equipment will have their access suspended and/or enrolment reviewed.

Food and Drink

You are not allowed to eat or drink in any of the computer labs. You are however allowed to bring (sealable) bottled water into class, but you are personally responsible for keeping it away from all computers.

Students are expected to eat in the lunch room supplied or off campus. Please clean up after your meals. Students are encouraged to maintain the cleanliness of the lunch room.

Smoking, Alcohol and Drugs

The campus is a non-smoking workplace. Smoking is not allowed inside the campus including classrooms and common areas. Students are not allowed to smoke within the school compound. Smoking is discouraged within 10 meters from the main entrance to campus.

Alcohol and drugs, or students affected by alcohol or drugs, are not permitted on campus and will lead to disciplinary proceedings. Any student using and/or distributing substances prohibited by law may be suspended or have their enrolment cancelled and be reported to the relevant authorities.

Lockers

Lockers are available for campus students. A deposit applies for the issuance of a locker; the deposit will be returned upon receipt of the key to the school. \$20 replacement fee for up to two replacements, after which locksmith costs will be incurred.

General Equipment

Your professional equipment is an important part of your learning and essential for your future career. Items such as personal computers, laptops and mobile phones are your responsibility and should not be left unattended at any time.

All students must bring with them some form of digital storage device such as a USB stick or other portable hard drive. Students are responsible for the safety and security of their work and it is recommended that you back up data regularly.

Graduation

We hold a Graduation Ceremony for all eligible students once a year. Attending a Graduation Ceremony is a wonderful way to celebrate your academic achievement with your peers, family and friends. To attend a Graduation Ceremony, you will need to have successfully completed your qualification and have no outstanding fees.

PHILOSOPHY

At the Collarts School of Interior Design, we approach education with a different perspective.

In addition to providing all of the essential skills for a successful career in design, we challenge our students to think beyond the latest trends by providing them with the tools to discover their own unique styles.

With an exclusive focus on interior design, decoration and styling, our nationally accredited courses and short courses are developed and taught by the industry's leading innovators. Furthermore, our studio-style spaces and small class sizes guarantee that our students receive the first-hand guidance they need for a successful future in the field.

As a flexible learning option, we have developed a state of the art, user- friendly online program, incorporating learning platforms utilised by top universities such as Yale and NYU to create a rich interactive online experience.

At Collarts, we are dedicated to creating and shaping the next wave of interior designers, decorators and stylists.

COURSE FEES

Current course fees can be found on the Collarts website www.collarts.edu.au or through the admissions team. It is wise to fully acquaint yourself with the costs of studying at Collarts, which does not just include subject fees. Please also refer to Student Required Equipment Costs in this Handbook.

Payment of Tuition Fees

Students must meet the liability for tuition fees by the Census Date. Upon your enrolment being finalised payment for 50% of Term 1 fees are due. Students will be invoiced for the full course with progression payments due per term. If you are unable to pay the invoiced amount by the due date or fall behind in payments on your payment plan you must contact vet.support@collarts.edu.au as soon as possible to discuss your situation. Non-payment of fees can lead to suspension from class and your Canvas account until all outstanding amounts have been paid, or cancellation of your enrolment.

In the event of multiple defaults on a payment plan, the outstanding invoice amount for the term will become due immediately.

Failure to pay your fees will result in referral to a debt collector. Any fees that are associated with debt collection may be passed on to the Student.

Collarts Management may, at their discretion, approve an extension of time for late payment of course fees. Where course fees are overdue, and no arrangement for late payment has been approved by Collarts Management you will be suspended from class and unable to return until the outstanding amount has been paid, or have your enrolment cancelled.

Collarts may refuse to mark assessments that have been submitted if student fees are not up to date. Collarts will not be able to issue any qualifications (Certificates or Statement of Attainments) until the course has been paid in full.

Refunds

The following refund policy applies to Collarts Certificate Level Qualifications:

- a full refund of any tuition fees paid will be applicable where written cancellation of enrolment is received prior to the commencement of a program
- where written cancellation of enrolment is received after the census date of the course, a student will not be entitled to a refund of any tuition paid in advance and will be required to continue with any payment plan agreement that has been entered into
- where a student cancels their enrolment after the commencement of the course due to an extenuating circumstance, the student can apply for Special Consideration.

The following refund policy applies to all VET Student Loan approved course of study:

- where written cancellation of enrolment received prior to the term's Census date, a full refund of any tuition fees paid toward that term's study
- no refund on a term's fee can be made once the Census date of that term has passed
- where a student cancels their enrolment after the Census date of the course due to an extenuating circumstance they can apply for Special Consideration

If a student discontinues a course or is suspended or dismissed because of unsatisfactory conduct or attitude, or for failure to follow the rules and regulations, or for excessive absenteeism, then no refund will be given on the current trimester's fee. No refund on a trimester's fee can be made once the Census Date of that trimester has passed.

For more information please contact VET Student Care on 1300 818 777 or by email at vet.support@collarts.edu.au

Variation to Course Timetable & Tuition Fees

Collarts reserves the right to vary a course timetable, to vary course content, to vary the cost of a course and, subject to enrolment numbers, to cancel a course.

Student Required Equipment Costs

In addition to tuition fees, it is a requirement for the Certificate IV courses to purchase art materials. Kits are available to purchase online through our preferred supplier. Students are required to purchase an Adobe Creative Cloud subscription. This is available at a discounted rate for students. It is your responsibility to make sure you have the necessary equipment and software for each lesson.

The School is not responsible for loss or damage to a student's personal equipment.

Tuition Assurance

Collarts protects students in the event that the college ceases to provide a course in which they are enrolled.

2021 CALENDAR

2021 Trimester 1	O Week	25 January – 29 January
	Teaching Period	1 February – 23 April
	Census Date	8 February
	Public Holidays	<div>Labour Day (Victoria) 8 March</div> <div>Good Friday 2 April</div> <div>Easter Monday 5 April</div> <div>Anzac Day 25 April</div>
2021 Trimester 2	O Week	17 – 21 May
	Teaching Period	24 May – 13 August
	Census Date	31 May
	Public Holidays	Queen's Birthday 14 June
2021 Trimester 3	O Week	6 September – 10 September
	Teaching Period	13 September – 3 December
	Census Date	20 September
	Public Holidays	<div>AFL Grand Final (Victoria) 24 Sept (TBC)</div> <div>Melbourne Cup (Victoria) 3 November</div>

ENROLLING AT COLLARTS

Application

The School's entry criteria and application procedures are published in course information brochures and on our website. We are committed to ensuring that all applicants are treated fairly, courteously and expeditiously throughout the selection and admission process.

All applicants are required to complete an application form. An Enrolment Application Form can be found at the Courses section of our website (<https://collarts.edu.au/courses/>). Applications are assessed by our Recruitment Team and successful applicants are sent a Letter of Offer and acceptance of the offer results in enrolment, an invitation to orientation and the necessary course commencement information.

Applicants with any enquiries or who would like course advice prior to making an application can contact Collarts using one of the following methods:

Telephone:	Toll Free 1300 818 777	Switch +613 9281 8888
In Person:	208 Wellington Street Collingwood VIC 3066	
Online:	https://collarts.edu.au/apply/	

All applicants are required to attend an admissions interview at Collarts prior to enrolment. To make an appointment, please call our Recruitment Team on 1300 818 777

Recognition of Prior Learning (RPL)

RPL must be applied for at the start of a course to make sure the appropriate adjustments can be made to a student's study schedule. RPL cannot be applied for after a student has begun their studies.

The RPL process will be discussed with the Applicant before finalising the enrolment. The cost of RPL is 50% of the unit of competency, and this is discussed in detail during the initial RPL interview.

The completed RPL Form with the necessary supporting documentation should be sent to Student Support by one of the following methods:

✉ Email vet.support@collarts.edu.au

✉ Mail 208 Wellington Street, Collingwood VIC 3066

✉ In Person 208 Wellington Street, Collingwood VIC 3066

Once an RPL Form has been processed by Student Services, it is passed to the respective Head of Program with all supporting documentation for assessment. This process could take up to ten working days and if approved, the necessary changes to enrolment will be made by Registrar Office Student and a refund or fee reduction (as applicable) will be finalised and processed.

Credit Transfer

Credit Transfer can be granted for any Units of Competency that have been previously attained by another Registered Training Organisation and which:

- match Units of Competency within a course a student will be studying; or
- where Units of Competency from a preceding Training Package are seen to be equivalent as documented by the Training Package guidelines. Units of Competency that are not able to be directly matched can be used in the RPL process. This will be discussed in the initial RPL process interview.

Where Credit Transfer is granted for a Unit (or Units) of Competency that matches Units being offered by the School, there is no cost to the student.

MANAGING YOUR ENROLMENT AT COLLARTS

Change of Personal Details

If a student wishes to update their personal details, an email should be sent with the new details to vet.support@collarts.edu.au. Please ensure you notify us of any changes to your contact details. These include your postal address, contact phone number and email address.

Deferral, Leave of Absence or Cancellation Enrolment

Where a student wishes to defer their enrolment and delay their commencement of study date, the student must lodge an Application to Defer the Commencement of Study form outlining the reasons for the request.

There are no financial penalties for students who apply to defer the commencement date of their course. Students deferring their course commencement for a period of 12 months should note that tuition fees may increase (such as in the event of unforeseen government changes of fees levied by the Australian Government against Collarts for the conduct of the course) and the Collarts reserves the right to increase its fees to recoup any such charges may be levied. Collarts reviews fees annually and course fees may vary from year to year.

Where a student wishes to suspend their enrolment and take a leave of absence from their course of study, the student must lodge an Application for a Leave of Absence form outlining the reasons for the request.

Where a student wishes to cancel their enrolment to withdraw from their course of study, the student must lodge an **Application to Withdraw or Cancel Enrolment form** outlining the reasons for the request.

If you wish to defer from your course or term, you must notify the School in writing and provide the appropriate supporting documentation. Students may defer their studies for up to 6 months.

Please be advised that courses are subject to change and may not be available in same delivery model upon re-enrolment. Students may also be liable to incur the cost of the difference in study fees.

If course fees for that term have not been paid they immediately become due and payable. These course fees are not able to be transferred to any other course.

It is a Collarts requirement that students studying with Skills First are expected to complete the Certificate IV qualification in the intake in which they have been enrolled. Collarts will only allow transfers into another intake under special circumstances.

If you wish to withdraw from your course you must notify the School in writing and provide the appropriate supporting documentation.

If course fees for that term have not been paid they immediately become due and payable. These course fees are not able to be transferred to any other course.

Termination

All students are expected to maintain high standards of academic honesty and integrity. Collarts reserves the right to suspend or cancel the enrolment of any student or group of students where there has been a breach of academic or general conduct. Students should refer to the Misconduct Policy at Annexure J of this handbook for information on what is considered to be acts of misconduct and how allegations of misconduct will be dealt with by the college.

Variation

Collarts reserves the right to vary a course timetable, to vary course content, to vary the cost of a course and, subject to enrolment numbers, to cancel a course.

SAFE WORK AND LEARNING ENVIRONMENTS

Health & Safety

An important element of our college is the provision of a safe and supportive working environment for our staff and students. Collarts is fully committed to the principles of Workplace Health and Safety (WHS) and to providing healthy and safe work and learning environments for all people involved in our activities. Collarts is committed to:

- The ongoing development and improvement of our work health and safety system.
- Observing, implementing and fulfilling the requirements under the Work Health and Safety Act 2011.
- Ongoing and active dialogue and consultation around health and safety with all persons involved in Collarts activities to ensure the safety of all.
- Ensuring our staff, students and contractors receive the appropriate health and safety training to enable them to conduct their work and study safely and to prepare our students in their chosen profession.
- Having our leaders lead by example and demonstrating a visible commitment to health and safety to motivate, educate and support our managers, staff and students.
- The ongoing regular monitoring and review of our health and safety performance to monitor the effectiveness of WHS actions and ensure our health and safety objectives and targets are being met.
- Ensuring all levels of management, staff and students carry out their health and safety responsibilities.

Every member of the Collarts community must be able to pursue their activities in an atmosphere based on mutual respect and dignity for all. Harassment, bullying and violence of any nature are unacceptable, unlawful and contrary to a safe environment for learning and working.

Collarts takes all complaints of harassment, bullying or intimidating behaviour seriously and follow a four stage resolution process as prescribed in the college Grievance & Appeals Policy for Non-Academic Matters. All people belonging to the Collarts community are responsible for actively intervening to prevent harassment, bullying or intimidating behaviour. Everyone has a responsibility to not engage in or encourage harassment or discrimination.

Privacy

Collarts is committed to the protection of privacy in compliance with the Commonwealth Privacy Amendment (Private Sector) Act (2000). The college Privacy Policy aims to protect the privacy of its employees, students and community in relation to the collection, protection and disclosure of personal information.

Collarts collects personal information, including sensitive information, about students and parents or guardians before and during the course of the student's enrolment. The information collected is restricted to that which is needed to satisfy Collarts' legal obligations, particularly to enable the college to discharge its duty of care in areas such as public health and child protection.

Personal information collected from students is treated as confidential. Students may seek access to personal information collected about them by contacting the Student Services. Access may be denied if it will have an unreasonable impact on the privacy of others, or where access may result in a breach of the college's duty of care to the student.

Collarts will not disclose student information to third parties without written consent.

Where a domestic student is under 18 years of age, Collarts may provide information to the parents or guardians that are listed on the student's enrolment form.

ACADEMIC POLICIES

We are committed to ensuring that all our training services are of the highest quality possible and are reflective of current industry trends and employer expectations. All our policies are aligned with the relevant ASQA and Victorian State Government compliance regulations. In order to maintain these standards, we require you clearly understand and agree to our Academic Policies as detailed overleaf.

ACADEMIC SERVICES AND SUPPORT

Orientation

It is compulsory for all enrolled students to participate in the orientation program. Orientation begins in the week prior to the course start date and continues to that trimester's Census Date. During Orientation, students participate in O-Week events, information sessions and workshops. Additional orientation sessions are provided on a needs basis. If a student is unable to attend Orientation they must contact the VET Student Care Team on 1300 818 777 as soon as possible to make alternative arrangements.

Learning Support

As a student of Collarts, from time to time, you may want some additional support for your studies, or you may need advice about personal matters that could impact on your studies. Below are details of the student support provided by Collarts to make your experience with us worthwhile and rewarding.

Asking questions is a normal part of learning. Chances are, if you have a question in a class, someone else probably has the same question – so ask it! You can also speak with your teacher after class if you need further assistance on anything covered. If you need additional help, Collarts provides learning support services for students who may require some assistance with their studies. Services include group revision sessions and individual study sessions. To take advantage of these services, please contact support@collarts.edu.au or speak with a member of staff.

Students can also request an academic support session through the Academic Skills Coordinator or Student Services. Students are welcome to bring in assessments they are working on for advice on essay structure, grammar, researching, answering the question, logic (of argument or hypothesis), coherence, etc. The Academic Skills Coordinator can also assist with time management and study skills and habits, as well as any questions regarding referencing (theory or conventions). Students can request an individual meeting either via Student Services or by email at support@collarts.edu.au.

Personal Counselling

Collarts treats your personal information with complete confidentiality. Sometimes there are personal matters not directly related to your studies that may have an impact in your life. If you need to talk to someone about a personal matter, Collarts provides a free and confidential Wellbeing and Counselling Service. To arrange an appointment please contact student services in person or by email on support@collarts.edu.au, see Collarts reception or your Head of Program.

Students are invited to contact their Head of Program or Student Services as outlined above for a confidential personal discussion. From these discussions, the student may be referred to the Counselling and Wellbeing Service and the student will also receive advice on the range of support services available at Collarts.

Timetables

Timetables will be published in advance of each trimester. As a guide, they are available through your Canvas portal.

Attendance

Collarts encourages 100% attendance for all classes. For some units of study, student absences undermine the morale and function of the class and these units have a minimum attendance requirement and attendance penalties will be applied for unexplained and undocumented absences. Campus Students are required to attend all the classes identified on their timetable with a minimum attendance rate set at 80%. If a student is unable to attend some or all of their classes leading up to when an assessment is due, unless prior arrangement has been agreed to by the relevant teacher, the student may not be able to submit their work for that assessment. In cases where this happens, the student's project will be assessed as Not Yet Complete. Unless special circumstances apply, the student will then need to re-enrol into (and pay for) that Unit of Competency. The class in which the student is placed to repeat the Unit of Competency is at the School's discretion and may be in the following term or academic year. Collarts reserves the right to action a school based cancellation due to non-engagement.

ASSESSMENT

Submission of Assessments

You must hand in all your projects for assessment by their due date and time. Failure to do so will mean your work cannot be assessed which in turn can lead to you failing that assessment.

Exceptions to the above can only be made if you know you will not be able to meet the deadline before the assessment due date and time and you have contacted your teacher to discuss what your option might be.

If you have not successfully completed the assessment you will be given an additional 5 business days from the date of marking to re-submit.

After this first resubmission, if you are again deemed unsatisfactory, you will be given an additional 2 business days to complete and re-submit the assessment.

If you are still deemed unsatisfactory, you will be marked as Not Yet Competent for the unit. In this scenario, to complete the unit satisfactorily you will be required to undertake the unit again at Full Fee cost.

Assessments are made in accordance with the rules outlined in each Training Package. Each Unit of Competency is assessed as either: Competent (C) or Not Yet Competent (NYC). Competency is only awarded after all work has been submitted and on the basis that the work being assessed achieves all the learning outcomes required for that Unit of Competency.

A submission assessed as Not Yet Satisfactory is deemed to have not yet met all the learning outcomes required for that Unit of Competency.

When completing written assignments students must cite all sources, and use the Harvard referencing style when copying or paraphrasing somebody else's ideas, words and work.

Students must not use other people's ideas, words and work and pass them off as their own.

To complete individual assignments, as opposed to group assignments, students must not work collaboratively with other students to prepare their assignment or submit an assignment that is substantively identical to another student's work.

Students must do their own work. They must not ask another person to complete an assessment task for them.

For more information about Collarts' position on plagiarism refer to the college Plagiarism, Cheating & Collusion Policy in this Handbook.

Students must keep a copy of all assignments that they submit for assessment.

Responsibilities of the Student

- Students must cite sources using the Harvard referencing method when copying or paraphrasing somebody else's ideas, words and work.
- Students must not use other people's ideas, words and work and pass them off as their own.
- In the case of individual assignments, as opposed to group assignments, students must not work collaboratively with other students in the preparation of the assignment and then submit an assignment that is substantively identical to another student's work.
- Students must do their own work, they must not ask another person to complete an assessment task for them.

Responsibilities of Collarts

Procedural Fairness

- Students must be given reasonable notice of assessment in terms of criteria, weighting and due date.
- Students must be treated fairly, with respect and with due regard to their privacy.

Eligibility to Graduate

- Students who have completed a course are placed on a list of students eligible to graduate.
- Student Services will establish a list of potential graduands for approval by the Dean and Heads of Program to be presented to the Academic Board for approval.
- Students to be presented to the Academic Board for approval will have an enrolment status of Completion Pending. Once approved by the Academic Board, the student enrolment status will be updated to Graduating. Students are able to check their course enrolment status via the MyEnrolment/Timetable tab on MyCollarts.

Assignments

- Acknowledgement of source material and referencing in all written assignments must conform to the Harvard referencing style.
- Cover pages for assignments should contain the following information:
 - Student name and number
 - Unit name
 - Lecturer's name
 - Title of assignment
 - Date due

Students must keep a copy of all assignments submitted for examination.

Special Consideration for a Missed Assessment

Where a student missed submitting an assessment or sitting an exam due to compassionate or compelling circumstances, ie. circumstances of serious illness or misadventure beyond their control, they may be eligible for special consideration.

Each request for special consideration will be assessed on its own merits but grounds for compassionate or compelling circumstances may include, but not be limited to:

- serious medical condition or injury
- bereavement of a close family member such as parents, grandparents, siblings, children
- major political unrest or natural disaster that requires immediate travel
- a traumatic experience such as an accident, crime or being a witness to these experiences
- military service or jury service
- severe disruption to domestic arrangements or homelessness
- imprisonment

All requests for special consideration should be genuine and made with good intent. Submitting a request for special consideration to gain academic advantage is considered an act of academic misconduct and is subject to disciplinary action.

Lodging an application for special consideration does not guarantee the request will be granted.

If a student completes the exam or assessment task, they are not eligible for special consideration.

An Application for Special Consideration Form, with the appropriate supporting documentation attached, must be lodged with Student Services within three working days of the missed assessment or exam. An

Application for Special Consideration can be obtained via the Student Care Team at vet.support@collarts.edu

For more information on applying for special consideration for a missed assessment or exam as a result of compassionate or compelling circumstances, please refer to the college Special Consideration Policy.

Special Consideration for a Deferred Assessment

Where a student requires a short extension for an assessment, they should firstly consider informally discussing the request with their teacher or Head of Program. A teacher may allow short extensions for assessments, but a request for an extension does not guarantee it will be granted.

Where a student requires a deferred assessment or exam for a longer period through illness or misadventure, significant performance or professional opportunities or other approved reason, should lodge an Application for Special Consideration Form, with the appropriate supporting documentation attached, with Student Services ten working days prior to the assessment or exam due date. An Application for Special Consideration can be downloaded via the Student Resources section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>.

The completed application will be presented to the Head of Program at least five working days before the scheduled date of the assessment. The Head of Program will make a decision on the application and set a date for a deferred assessment if required.

For more information on applying for special consideration to defer an assessment or exam as a result of compassionate or compelling circumstances, please refer to the college Special Consideration Policy at Annexure M of this handbook.

Withdrawal from a Unit

Students who withdraw from a unit before the trimester's Census Date will incur no academic penalty or tuition liability. To withdraw from a unit, students must lodge an 'Application to Withdraw from a Unit' via their My Collarts account.

After the Census Date for a trimester, only students who have suffered illness or misadventure will be able to withdraw from a unit without academic penalty. Students need to include documentation of their illness or misadventure with their withdrawal application, and the illness or misadventure must be of a level of severity to significantly affect student's work. Students should speak to the Head of Program or Student Services if they need assistance with this process.

For more information on cancelling (withdrawing) your enrolment, please refer to the Deferral, Suspension & Cancellation of Enrolment Policy in this handbook.

Appealing a Grade or an Assessment Mark

Students may appeal a grade or an assessment mark in any unit. This is considered an academic grievance and as such must follow the four-stage resolution process as outlined in the college Grievance & Appeals Policy for Academic Matters (available in the Student Resources section on MyCollarts and on the Collarts website).

Academic grievances may only be made against formal published results or decisions. An academic grievance cannot be made against informal marks or grades that have yet to be approved or published by Student Services

There are only four grounds for lodging an academic grievance:

1. Performance in an assessment suffered through illness or other factors that the student was unable or, for valid reasons, unwilling, to disclose before the results were awarded. A grievance under such grounds will normally be dismissed unless an acceptable explanation is given for not presenting the extenuating circumstances in advance of the results having been awarded.
2. An assessment was not conducted in accordance with the college Assessment Policy or approved college regulations.
3. There was a material administrative error in the calculation of an assessment mark or grade.
4. Some other material irregularity occurred in the making of an academic decision such as bias.

Dissatisfaction with grades does not constitute grounds for appeal. Collarts will not accept academic grievances based on the following claims

- Being unaware of the assessment or grievance and appeals policies and procedures
- Not knowing what constitutes or how to present extenuating circumstances
- The unit structure and assessment method

- Student workload or the amount of work the student has done
- The financial implication of failing a unit
- Grades received by the student in other units
- Penalties imposed for poor attendance or academic integrity such as plagiarism
- The need for more marks to achieve a pass or better grade in the unit

As per the college grievance policy, students should informally discuss their concern with their Head of Program. Where the informal approach is not appropriate, or the student wishes to take the matter further, the matter may be escalated to the formal grievance stage by lodging a Formal Grievance Form within five working days of results being posted for the trimester in which the unit was undertaken. A Formal Grievance Form can be downloaded from accessed via the Student Care Team at vet.support@collarts.edu.au

A review of the application will be made of all components contributing to the original assessment. The purpose of this review is to ensure that the assessment process has:

- been fairly applied;
- no procedural or factual errors in the processing of a grade;
- had all appropriate components included; and
- had an accurate addition of marks on which the assessment grade is based.

A student may request a remark of a written assignment. A re-mark of an assignment will be undertaken by the Head of Program or, if the Head of Program was the original assessor, by a suitably qualified person determined by the Dean. A re-mark will carry a non-refundable fee of \$50.

Academic Progression

Academic progression is based on the satisfactory completion of Units of Competency each term.

Failure to achieve a satisfactory completion of Units of Competency may include a recommendation that a student:

- * repeats the failed Unit of Competency;
- * is required to do a reassessment or resubmission; and/or
- * is required to do an additional assessment.

Students who fail a Unit of Competency are not eligible to receive the qualification. They are however allowed to complete their studies within the original time frame of the qualification and will receive a Statement of Attainment for the Units of Competency that has been satisfactorily completed.

Statements of Attainment are nationally recognised documents and may be used to apply for CT with other VET providers.

QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

The School has an evidence based, outcomes focused
approach to maintaining quality practices
within its operations.

QUALITY ASSURANCE

Quality is assured in all aspects of what we do, including training and assessment services, client services and the management of the School's internal operations. Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed, and the outcomes are used to monitor and improve school operations.

Collarts uses the following to collect invaluable feedback from our students, staff and/or stakeholders:

- course, client and class evaluation surveys/ questionnaires
- learner engagement and employer satisfaction surveys
- interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies
- face to face contact between teachers and students
- complaints and appeals
- consultation with Student Representative Committee
- internal audit reports and organisational self-assessments
- staff performance appraisals and self-assessment reports
- internal staff meetings
- teaching/classroom moderation and validation

CONTINUOUS IMPROVEMENT

Students and prospective students are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received is used as part of our continuous improvement cycle. We collect and use data on the three Quality Indicators endorsed by the Data Provision Requirements of the National VET Regulator Act 2011 to gauge our performance. The three endorsed indicators are:

- learner engagement
- employer satisfaction
- competency completion

The reports we receive from these Quality Indicators help us identify:

- areas that need improvement
- improvement targets
- whether the improvement plan is working

STUDENT EXPERIENCE SURVEYS

Students and their employers (where appropriate) are asked to participate in this process by completing our learner engagement or employer satisfaction surveys. These are distributed by mail, email or through our online portal.

Your completion of this survey helps us to monitor our performance and better understand your needs. It also forms an important part of our reporting to the Australian Government on how well we are doing as a Registered Training Organisation.

CONDUCT

Academic Misconduct

All Collarts students are expected to maintain high standards of academic honesty and integrity. Academic misconduct covers all circumstances where students attempt to cheat, plagiarise, and act dishonestly when undertaking assessment tasks, or assist fellow students to do so. Students are considered guilty of cheating if they act in a way that gives them unfair academic advantage. Students may be guilty of this if they copy another student's work, or in any way mislead their teachers or Head of Program about their ability, knowledge, skills, or amount of original work they have undertaken.

Student misconduct is characterised by students: behaving dishonestly; harassing or interfering with other students or staff; disrupting other students' learning; failing to comply with legal requirements; mistreating or destroying Collarts property or the property of other students or teachers; altering or destroying Collarts documents or records; marring the good name of Collarts; or otherwise acting in an inappropriate manner. Collarts will report all criminal acts committed by Collarts students to the relevant authorities.

Any student who is found guilty of academic misconduct will have the details of the case recorded in their student file, and will incur a penalty. Serious or recurring instances of misconduct may result in the student being excluded permanently from the College. Students will be notified in writing by Student Services of any penalties that are the result of proven misconduct. Students may appeal any notification of such penalties in writing within ten working days of the date when the student is notified.

It is the responsibility of the student to acknowledge all sources used in an assignment or work submitted for assessment for any program offered by Collarts. Failure to do so is considered plagiarism. Work that is not completed by a student who intentionally submits it as their own work is cheating. Students are encouraged to develop sound study and note-taking practices to avoid unintentional plagiarism, which is considered an academic misdemeanour of failing to reference a source correctly.

Plagiarism, Cheating and Collusion

Plagiarism is defined as the taking and using of ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give the appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Cheating is defined as seeking to obtain an unfair advantage in the assessment of any piece of work.

Collusion is defined as the unauthorised collaboration between students.

Plagiarism, cheating and collusion are serious issues and are unacceptable. As a consequence, we constantly monitor student projects using a variety of methods including:

- the comparison of work with electronic reference materials, internet resources and the work of other students
- the use of electronic plagiarism detection software
- the comparison of work against various academic databases
- other methods deemed appropriate by the School's teaching and/or management.

Any student found to have allegedly plagiarised, cheated or colluded is given an opportunity to respond to the allegations. A student found to have plagiarised, cheated or colluded will be dealt with in line with our Student Discipline Policy and Procedures.

A record of a student's involvement in alleged plagiarism, cheating or collusion is kept on the student's file. This information can be referred to if a student is facing any further allegations of academic misconduct.

Should an incident of plagiarism, cheating or collusion be established, the consequences for the student may include one or more of the following:

- failure of the subject or Unit of Competency
- the need to repeat the subject or Unit of Competency
- suspension or cancellation of enrolment

Non-Academic Misconduct

Student misconduct is characterised by students: behaving dishonestly; harassing or interfering with other students or staff; disrupting other students' learning; failing to comply with legal requirements; mistreating or destroying college property or the property of other students or teachers; altering or destroying Collarts documents or records; marring the good name of Collarts; or otherwise acting in an inappropriate manner. Collarts will report all criminal acts committed by Collarts students to the relevant authorities.

Other examples of non-academic misconduct includes, but is not limited to, matters such as:

- Admission processes or decisions
- Enrolment processes or decisions
- Timetabling processes
- College decisions in relation to non-academic misconduct
- Financial status of a student (except in relation to Tuition Fee or FEE-HELP Refunds)
- Discrimination, harassment, bullying or intimidating behaviour to others

Any student who is found guilty of non-academic misconduct will have the details of the case recorded in their student file, and will incur a penalty. Serious or recurring instances of misconduct may result in the student being excluded permanently from the College.

IT EQUIPMENT & SUPPORT

Canvas Login

Your login details for the Canvas Learning Management System will have been provided in your Welcome Letter. Should you be experiencing any issues with login or Canvas use, please contact our support team at helpdesk@mycollarts.edu.au

Computer Network and Internet Access, Use & Safety

The Internet is a constantly growing worldwide network of computers and servers that contain millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. Users are further cautioned that it is difficult to avoid at least some contact with this material while using the Internet.

Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Collarts staff and students accessing the Internet do so at their own risk and understand and agree that Collarts is not responsible for material viewed or downloaded by users from the Internet.

The college has the right to utilise hardware and software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate in the workplace.

Permitted Use of Internet and Company computer network

The computer network is the property of Collarts and is to be used for legitimate business purposes. Staff and students are provided access to the computer network to assist them in the performance of their jobs. All staff and students have a responsibility to use the computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible suspension, and civil and/or criminal liability.

Accessing the Internet

To ensure security, avoid the spread of viruses and malware, employees may only access the Internet through a computer attached to Collarts network and approved Internet firewall or other security device(s). Bypassing the college's computer network security by accessing the Internet directly by personal connections such as (but not limited to) Cellular Networks, Wimax, modems, or proxy avoidance techniques or by any other means is strictly prohibited.

Frivolous Use

Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all staff and students connected to the network have a responsibility to conserve these resources. As such, users must not deliberately perform acts that waste computer resources or unfairly monopolise resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups or other social media (unless required as part of your course of work), uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

Virus Detection

Files obtained from sources outside the college, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage the computer network. If you suspect that a virus has been introduced into the college's network, notify the IT Manager immediately.

Privacy

Staff and students are provided computers and Internet access to assist them in the completion of their work, and should have no expectation of privacy in anything they create, store, post, send or receive using the College's computer equipment. The computer network is the property of Collarts and may be used only for College purposes.

Users of the Collarts computer network expressly waives any right of privacy in anything they create, store, post, send or receive using the College's computer equipment or Internet access. All staff and students consent to allow nominated personnel access to and review of all materials created, stored, sent or received through any Collarts network or Internet connection.

Collarts has the right to monitor and log and archive any and all aspects of its computer system including, but not

limited to, monitoring Internet sites visited by users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users via email, instant messaging, chat and social networking systems.

Technical Support

helpdesk@mycollarts.edu.au

The Collarts IT Department provides computer support to staff and students in relation to user access; hardware related problems and software applications etc. An IT Help Desk operates to ticket and manage the resolution of such issues. Staff and students who require IT support should email their request to helpdesk@mycollarts.edu.au. All face-to-face and/or phone enquiries from students should be directed to IT Support.

Equipment Safety & Protocol

Your professional equipment is an important part of your learning and essential for your future career. Items such as personal computers, laptops and mobile phones are your responsibility and should not be left unattended at any time. All students must bring with them some form of digital storage device such as a USB stick or other portable hard drive. Students are responsible for the safety and security of their work and it is recommended that you back up data regularly.

All Collarts equipment borrowed by students to carry out their assigned tasks for assessments must be signed out with Student Services and then returned and signed back in at the end of the agreed period. Please ensure you check the equipment is working and nothing is missing before you leave, and again before it is returned.

Any loss or damage must be reported promptly to the college. Students are responsible for paying for any loss or damage to equipment. If the equipment is signed out by an individual for their sole use, then that individual will be responsible for any loss or damage. If the equipment is signed out on behalf of a group for a team exercise, that group will be collectively responsible for any loss or damage, and the cost to be evenly divided amongst team members.

Practical Placements

Workplace Integrated Learning (WIL) is available through the Practical Placement program in the final term of the Diploma. This is an optional learning experience linked with a final term assessment. The aim of the program is to provide students with additional experience to gain a better understanding of the industry. Please note that most businesses offering Practical Placement do not expect to pay students for their time. It's essential you make yourself aware of what expectations the business may have regarding your doing work experience with them.

Pathways into a Degree

Graduating with a Certificate IV qualification can provide you with a pathway into higher education — the amount of credit offered to our students is at the discretion of the higher education provider. We provide Collarts graduates of the Certificate IV in Interior Decoration with an articulation plan into the Bachelor of Arts (Interior Design) and Diploma of Arts (Interior Design) through Collarts.

Employment and Opportunities

The Collarts Opportunities Facebook page is where we share job opportunities both locally and internationally. This includes freelance work and projects. Our current students have access to this service and will continue on successful completion of your qualification. Events provided by Collarts and industry are listed on the Collarts Events Facebook page and open to current students and Alumni.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

www.readingwritinghotline.edu.au 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

www.centrelink.gov.au 132 468

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY
- AUSTUDY
- Youth Allowance

The Victorian Equal Opportunity & Human Rights Commission

www.humanrightscommission.vic.gov.au 1300 292 153

The Commissions can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free and simple.

Legal Aid Victoria

www.legalaid.vic.gov.au 1300 792 387

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Lifeline

www.lifeline.org.au 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

www.kidshelpline.com.au 1800 55 1800

If you're under 18 years of age, you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

www.fwa.gov.au 1300 799 675

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

www.au.reachout.com

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and well-being. Their aim is to improve young people's mental health and well-being by building skills and providing information, support and referrals in ways, they know work for young people.

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COLLARTS