




## Australian Celebrations Training Student Information Guide



Welcome

Welcome to Australian Celebrations Training.

We hope the time you spend completing courses with us will be productive and enjoyable.



To avoid misunderstandings, we would like to let you know about our courses, what you might expect and the procedures you will be required to follow.

## General Information

1. Marriage, funeral and DLC classroom courses have a minimum number of participants required for the presentation of a course; in the event a course is cancelled your deposit/course fees may be transferred to another course or refunded.

### Course completion

Marriage Celebrancy	12 months from date of enrolment
Funeral Celebrancy	12 months from date of enrolment
Directing Life Ceremonies (DLC)	6 months from date of enrolment
Online Learning Centre	Access ceases upon graduation.

**The above completion times apply to all modes of learning - class, distance education and on-line learning.**

# Marriage celebrant appointment process

1. Completion of the course does NOT automatically grant you authorisation to become a marriage celebrant, you must apply to the Attorney General's Department for appointment.
2. The online application process is explained at [www.ag.gov.au/marriage](http://www.ag.gov.au/marriage) , you should read over the Becoming a Celebrant page before enrolling in the course.
3. There is an application fee and ongoing fees to retain your registration as a marriage celebrant, you can read about these fees at [www.ag.gov.au/celebrants](http://www.ag.gov.au/celebrants)

## 1. ENROLMENT AND SELECTION PROCEDURES

### 1.1 Enrolment

Enrolment Forms and Student Information Guide are available by contacting our friendly administration team on (07) 3207 9515 or by downloading from our webpage [www.australiancelebrations.com.au](http://www.australiancelebrations.com.au).

Before you enrol you will need to have a USI – Unique Student Identifier Number. If you are a student completing a nationally recognized training course, you will need a USI to enrol and to graduate. You can read all about the process at <https://www.usi.gov.au/about> Please complete every item on your enrolment form so it can be processed promptly.

# Enrolment Process

1. Student fully completes the enrolment form and sends to our office by email or post.
2. An individualised Learner Support Plan is then designed by our training and assessing team and will be sent to you for comment, adjustment and approval.
3. Once your approved Learner Support Plan is received back at our office the course payment will be processed.
4. If you are an online student, you will then be connected to our online learning centre and receive an email with your log in details.
5. If you are a classroom or correspondence student your manual will be sent and you will receive an email confirming those details.
6. Please allow 7 -10 working days for your enrolment to be fully processed.

**Classroom students please note:** You need to complete your enrolment form, and send it in, we will then process a \$395 deposit. The class will only proceed if enough enrolments are received.

Australian Celebrations Training guarantees to provide the training and assessment services once enrolment is accepted within the course completion periods. An extension of time may be applied for (see 1.4 course extensions) and where required Australian Celebrations Training will provide a teach out of up to 12 months.

## 1.2 Changes to Enrolment/Personal Details

Australian Celebrations Training needs to keep all student records up to date. Should you cancel a course, change your name, email, phone, address, or other information during the period of your training; please advise our office in writing. Should your personal circumstances change, this must be advised in writing immediately.

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### 1.3 Selection

All students are selected for enrolment in training in an ethical and responsible manner, based on the date of receipt of enrolment and payment. Australian Celebrations Training guarantees all decisions concerning the enrolment of students will be conducted in a non-discriminatory way.

Professional and suitably qualified staff will be involved in the process of enrolling students for training. The special training needs of students will be identified during enrolment and support services organised to ensure they can participate safely and fairly in the course.

### 1.4 Course extension

When a student is nearing their enrolment completion date (12 months from their commencement), they may apply for an extension of either 3 months or 6 months if they have completed 80% of their coursework. The fee for the extension of 3 months will be \$250 and 6 months will be \$500, and this must be applied for before the end of the enrolment period, **only one extension will be granted per student.**

## Extensions



MUST BE APPLIED FOR BEFORE  
YOUR ENROLMENT CEASES.



PLEASE KEEP YOUR ENROLMENT  
DATE CESSATION IN MIND.

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## **2. STUDENT ORIENTATION**

### **Classroom**

On the first day of your course, you will be provided with information on the course delivery and assessment strategies, including an overview of the types of assessment you will be required to complete (e.g. observation of performance, assignments and theory tests) and vocational outcomes of the course.

You will also be provided with information on the emergency evacuation plan, behavioural standards, punctuality and dress standards. Support services, welfare and guidance information for all students is available, and will be discussed at this time.

### **Online, Zoom blended, and Correspondence mode**

Upon commencement you will be provided with information on the course delivery and assessment strategies, including an overview of the types of assessment you will be required to complete (e.g. observation of performance, assignments and theory tests) and vocational outcomes of the course. Also included will be details about your personal tutor. Support services, welfare and guidance information for all students is available, will also be provided.

## **3. LANGUAGE, LITERACY AND NUMERACY ASSESSMENT**

All students will complete a generic skills test. The test is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a student has been identified with potential support needs, the trainer will discuss how best we can provide support to the student to ensure success.

## **4. SUPPORT SERVICES INFORMATION**

Support services, welfare and guidance information for all students is available, please see attached Support Services Reference Guide.

## **5. STUDENT PARTICIPATION INFORMATION**

### **5.1 Punctuality**

Students are required to be punctual. Trainers will ask students to sign a roll daily for attendance.

### **5.2 Absences**

If you are absent from a training session, you are expected to telephone and advise the reason for your absence and follow up on any notes missed. Students who wish to leave a training session must inform the trainer who will record the time of your departure.



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### 5.3 Student Conduct - Consideration of Others

Please behave in a manner appropriate to a learning environment. This means:

#### **Class students**

- \* Swearing or abuse will not be tolerated.
- \* Voices should be kept at a level that will not disturb others.
- \* Mobile phones need to be on “silent” mode and all calls taken outside of the training room.
- \* Other students and trainers/assessors must always be treated with respect.
- \* Each person is responsible for maintaining a clean and tidy environment.
- \* If you are using a keyboard, you must keep the noise of clicking very low so as not to disturb others in the class.
- \* Video and audio recording is not permitted in class, unless a student has a learning challenge that has been discussed and planned for.

**Online students** are expected to connect and discuss any questions they have with their tutor by using the student online messaging system.

**Correspondence students** are expected to connect and discuss any question they have with their tutor by email.

Any inappropriate language or behaviour or bullying whilst communicating with your tutor will not be tolerated. You will be given a warning to desist from this action, and if a second instance occurs your enrolment will be ceased, and no refund will be available. The health of our assessing team members is important, as is your health during your studies.

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## 5.4 Disciplinary Procedures

Students are expected to participate in the course in a manner which does not have any negative impact on other students. Where a student is disruptive, does not follow directions or places themselves, the trainer or other students in a situation which is unsafe, the student may be asked to leave the course. A student must always maintain a high standard of behaviour.

Misconduct by a student is any behaviour which:

1. disrupts the learning of others
2. prevents staff members from performing their duties
3. endangers the health and safety of staff or students and includes, verbal abuse, physical abuse, alcohol, drugs, weapons, decency, vandalism, theft, safety, hygiene, failure to comply with directions, cheating.

Misconduct should be initially dealt with by Trainer/Assessor and if necessary, an incident form recorded. Should a satisfactory solution to the problem not be reached the matter should be reported to the Director of Australian Celebrations Training. Should the matter require termination of tuition the student will be given notice in writing giving formal reason.

## 6. DELIVERY AND FLEXIBLE LEARNING

Competency-based training places emphasis on how a person “performs” the competency because of completing a training program. It includes either course requirements (which are comprised of units of competency or modules) or National Training Package Qualifications (which are comprised of units of competency) at a specific Australian Qualification Framework level (e.g. Certificate I, II, III, IV, Diploma or Advanced Diploma).

Each student will be assigned a course Trainer/Assessor who will conduct both the practical and theory components of the course and assess students against the required performance criteria for each unit of competence.

At the completion of a course you will be awarded a Statement of Attainment or a Certificate IV in Celebrancy (with a transcript of the units of competency completed). For students who do not complete all the units of competency required for a qualification, a Statement of Attainment will be issued listing the units of competency achieved.



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## COVID

The Coronavirus (Covid-19) situation is constantly changing, and we seek your patience as we help students navigate these challenging times. Our focus is on the health and well-being of our staff, families, and clients whilst we continue to provide high-quality service and maintain a sense of calm and balance. We have a genuine interest in supporting you.

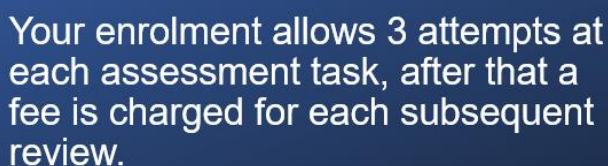
Many of us are anxious about the future and these unusual times can bring unforeseen difficulties. We are here as joint collaborators to support you complete your qualification. We ask that you make contact if you need assistance, or your circumstances change. This is also explained in your Learner Support Plan.

If you are genuinely having difficulties (or predict that you might have difficulties) in completing your assessment work, we will consider your circumstances on an individual basis. This consideration will include confirming your location, the level of restrictions in your area and the length of time your area has been in lockdown and/or under restrictions, what assessments you have completed and your individual circumstances. Please note that assessment evidence must meet the criteria specified in the nationally recognised units of competency and the rules of evidence (valid, authentic, sufficient, and current). Any assistance will be in the context of how, when and what evidence is submitted and not on providing leniency or changing the criteria that must be met.

## 7. ASSESSMENT INFORMATION

Competency-based assessment is designed to ensure that each student has achieved all elements of units of a competency standard. Assessment is based on gathering sufficient evidence, which is valid, reliable, and fair, to make a judgment against the required performance criteria.

Should you not successfully achieve competency in an assessment, you will be given the opportunity to be assessed again, your enrolment allows 3 attempts at each assessment task. **If further re-assessment is needed a fee of \$75 will be charged for each further attempt.**



Your enrolment allows 3 attempts at each assessment task, after that a fee is charged for each subsequent review.

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## Online, Correspondence and Zoom Blended students

You will be required to use a PA system and video some assessment items; therefore, you will need to be able to have access to a video recorder or other recording device (most students use their smartphones easily). For your simulated marriage ceremony, you will require a PA system and a minimum of 22 people to assist with this task: two adults as the marrying couple and 20 guests.

To fulfil the requirements of this qualification, you must complete a mock marriage ceremony. For this, you will require 2 people to roleplay your marrying couple and 2 people to roleplay as your witnesses. These 4 people must be in the same room as you, while you perform the mock ceremony, to completely meet the requirements.

In addition to these 4 people, you require at a minimum, 18 other people to observe your ceremony, this can be done via zoom or in person, or a mixture of both, as long as the total count of observers is 18 or more. Your guests can be people of any age.

To meet the assessment requirements, you will need to provide evidence of your mock ceremony and roleplay/observer headcount. This will mean recording yourself performing the ceremony, along with the roleplay marrying couple and witnesses, and any other people in the same room observing.

Along with this, you may simultaneously record your observers by screen recording the observers on Zoom, or recording via Zoom, on the zoom recording function (this is only available in the paid version). If you are including the Zoom screen in your video content with the filming of the ceremony you should film the Zoom screen participants at the beginning of the ceremony, and then after the ceremony concludes.

You will also need a PA system and video device for another assessment.

## Classroom students

Other assessments for client interaction and for ceremony demonstration also happen in class. After the 5 days you will still have your individual written assessments from the marriage units to complete and your elective assessments will be completed through our online learning centre. All classroom students after their class is complete, will then be tutored for the rest of their journey by our company director Beth O'Brien.

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## Appeals

Should you be assessed as *Not Yet Competent* in a unit of competency and you do not agree with the judgment, you may appeal against the judgment within 21 working days of the return of your assessment. In the first instance, you may ask to be reassessed by the Trainer/Assessor. If you still do not agree with the result you should complete a Complaint and Appeals Form and lodge the form with the Course Coordinator at the office address (see Complaint and Appeals Procedure).

## 8. CONTINUOUS IMPROVEMENT

Feedback from students, positive and negative, is highly valued and assists Australian Celebrations Training to strive for excellence through constant evaluation and continuous improvement.

You will be required to complete a feedback questionnaire after your training and assessment is complete. Information is considered and acted upon to improve delivery of training to students. Feedback is used only for this purpose and your privacy will be protected.

## 9. COMPLAINTS AND APPEALS PROCEDURE

The following Complaints and Appeals Procedure may be used for feedback, any complaint or to appeal an assessment result. Any person (such as a student, trainer/assessor or, employer) may lodge a complaint or provide feedback using this procedure.

All complaints and appeals to follow the following process (see following):

- Discuss the complaint or appeal with the Trainer/Assessor
- If the complaint or appeal is not addressed (for example following re-assessment) to the satisfaction of the student, the student or the Trainer/Assessor is advised to complete a Complaint and Appeals Statement (attached).
- The Course Coordinator or Management is to evaluate the Complaint and Appeals Statement, conduct enquiry where necessary and address the complaint or appeal.
- Feedback is to be provided to complainant/appellant in writing on the outcomes of the enquiry.
- If the complaint or appeal is not addressed to the satisfaction of the student, it is to be referred to an external source.

## FLOWCHART FOR COMPLAINT & APPEAL POLICY



Start



Complaint brought to  
trainer/assessor's  
attention



Complaint discussed  
between trainer/assessor  
and student



Resolved



Not resolved



Complaint brought to  
course co-ordinator's  
attention



Course co-ordinator  
maintains a record of  
complaint



Course co-ordinator  
provides outcomes to  
appellant

- Still unresolved
- Complaint brought to Director's attention
- Still unresolved
- Management refers student to other avenue of appeal



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## 10. COURSE COSTS

For individual course costs refer to our webpage or our office staff. Enrolment forms also include this information.

### **Replacement of Certificates and Resources**

The following cost will be incurred for these items.

Hard Copy Certificate - \$30

Replacement pages from manual - \$3 per page

Replacement Manual – price on application

## 11. REFUND POLICY

Australian Celebrations Training will make a full refund of all fees paid should a classroom course be cancelled due to trainer illness or low student numbers.

Should the student desire to take an alternative course with Australian Celebrations Training, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course being available, fees are fully refunded. Should a student cancel an enrolment with Australian Celebrations Training, the following conditions will apply regarding a refund of fees:

- The enrolment fee for training courses (excluding OPD courses) is non-refundable (\$250)
- **Classroom:** Cancellation up to four weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given.
- Cancellation up to two weeks prior to the commencement of the course, a refund of 50% will be offered (less the enrolment fee).
- Cancellation between two weeks prior to the commencement of the course and course commencement date, 25% of fees will be refunded, less the enrolment fee.
- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail\*

### **Correspondence and Online:**

- There is no refund for this course once the enrolment has been processed and the training materials have been sent/ or you now have access to the online centre.

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### Administration:

- All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request) and be accompanied with supporting documentation where necessary.
- Normal processing time for a refund request is up to four weeks
- Confidentiality of student information will be ensured
- Refunds will be paid within one (1) week of the decision being made.
- The Director Australian Celebrations Training has discretion where extenuating circumstances are apparent.

\* Extenuating circumstances:

Should a student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given.

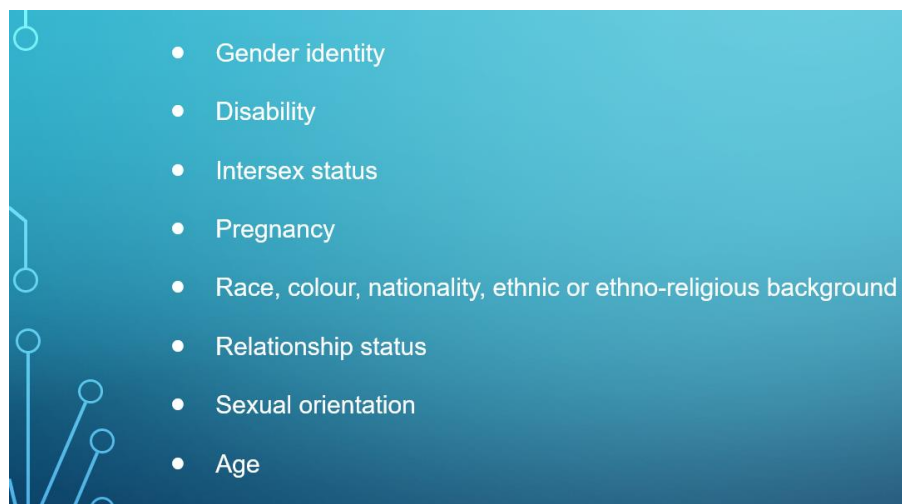
## 12. ACCESS AND EQUITY POLICY

At Australian Celebrations Training we have an open access policy and encourage participation in our courses from the whole of the community. All trainers and staff are responsible for ensuring the Access and Equity Policy is implemented.

We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Australian Celebrations Training prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

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- Gender identity
  - Disability
  - Intersex status
  - Pregnancy
  - Race, colour, nationality, ethnic or ethno-religious background
  - Relationship status
  - Sexual orientation
  - Age



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Principles of social justice must be appropriately addressed in all aspects of a course's implementation. In rare cases workplace health and safety legislation may impinge on social justice considerations.

Social justice outcomes may be achieved through such considerations as:

- Using learning resources which are gender and culturally inclusive;
- Using language which is both appropriate to the abilities of the learners and the training requirements;
- Considering individual learning styles and needs;
- Ensuring equitable access for all learners to facilities, resources and support services.

### 13. COMPLIANCE WITH LEGISLATION

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it.

The legislation applies to you both at work in your workplace and in all aspects of your training. Some important legislation is outlined below.

For general information on your part in the VET system, and matters that affect you, go to [www.asqa.gov.au](http://www.asqa.gov.au) or phone the Department of Employment and Training on phone

1800 210 210.

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## The Copyright Act 1968 (Commonwealth)

This legislation makes it illegal to photocopy or otherwise reproduce (e.g., scan, facsimile, record, or store) another person's work without that person's express written permission, except in the limited circumstances set out in the Act. The Act applies to all written materials (books, magazines, and reports), pictorial representations (photographs, drawings, and graphs), electronic materials (websites, computer programs) and sound recordings (**tapes, CDs**).

**The Act does allow copying of materials in certain situations, if the copying is for the purpose of research or study.**

For research or study purposes, it is legal to copy:

- 10% of a written work, or one chapter if the work is divided into chapters;
- one whole article from a newspaper, magazine or journal, or more than one article if they are about the same subject matter.

For copying more than this amount, and copying other types of materials, the Act sets out guidelines for working out whether the copying is legal. You should consider whether your use of materials at work or for your training and assessment may breach copyright.

For detailed information and advice on copyright go to [www.copyright.org.au](http://www.copyright.org.au) or contact the Australian Copyright Council on ph. (02) 9318 1788.

## Anti-Discrimination

**Age Discrimination Act 2004**

**Australian Human Rights Commission Act 1986**

**Racial Discrimination Act 1975 (Commonwealth)**

**Sex Discrimination Act 1984 (Commonwealth)**

**Disability Discrimination Act 1992 (Commonwealth)**

This legislation prohibits discrimination, sexual harassment and victimisation at the workplace in respect to any aspect of work, and both at work and in training, in respect to any aspect of your training or assessment.

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## Workplace health and safety

### Workplace Health & Safety Act 2011

### Workers Compensation and Rehabilitation Act 2003

This legislation imposes certain obligations on employers to ensure the health and safety of their workers, and on employees to do certain things to safeguard their own safety, and allows a worker to claim for an injury or illness caused by their work. Australian Celebrations Training will also provide a safe environment for you to study, ensure safe access to the venue and ensure anything you use is safe when operated properly.

As a person in training, you have an obligation to ensure your own health and safety and the health and safety of others. You must:

- obey any instructions you are given for workplace health and safety; and
- use any protective equipment provided

You must not:

- deliberately misuse or interfere with anything provided for workplace health and safety;
- or
- deliberately endanger the workplace health and safety of any person; or
- deliberately injure yourself.

## Industry specific legislation

The Marriage Act 1961 (Commonwealth)

Marriage Regulations 2017

Coroners Act 2003

Cremation Act 2003

Registrar of Births, Deaths and Marriages Act (each State and Territory)

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## 14. RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER/ RECOGNITION

### What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning means that you may be able to receive recognition for specific skills and knowledge that you have acquired through on-the-job training or even through some hobbies or community work in which you have been engaged.

### What is Recognition?

Recognition means that you will be able to receive recognition for nationally recognised training outcomes you have received from other institutions (e.g. TAFE, University or Private Registered Training Organisations).

### What is Credit Transfer?

Credit Transfer refers to recognition of training outcomes you have received from other institutions which may not be exactly the same as the current module or competency standards, but they have been mapped and deemed equivalent when a new course or set of competency standards have been developed.

### How can RPL /Recognition/Credit Transfer benefit me?

You may be able to shorten your course or substitute the learning of new or more advanced skills for those skills you have already mastered. It also means that you do not have to waste time by repeating the learning of skills that you already have.

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## What kind of information can be used for Recognition/Credit Transfer?

- 1 you can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.

## What kind of information can be used for RPL?

you can supply copies of Certificates and results or Statements of Attainment for courses and subjects that you have undertaken and/or completed.

2 you can submit a portfolio that you have compiled, reports you have written, samples of your previous work or references detailing your previous skills or experience.

3 Even if you are unable to supply any of this information, you may undertake testing to assess your skills.

## What steps are involved in Credit Transfer/RPL?

There are three main stages in the process:

- 1 The first stage is for you to contact our office to discuss the RPL process.
- 2 If you decide you would like to apply for RPL, this is noted on your enrolment application, upon processing of your application the necessary paperwork will be sent to you for completion.
- 2 Once we receive your completed paperwork and evidence this will be assessed against the requirements of the unit of competency and a decision will be made as to whether recognition will be granted to you. You will be advised of the outcome and be provided with information about further action that you may take if you are unhappy with the decision (see Complaint and Appeals).

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**FORM 3.1 COMPLAINTS AND APPEALS STATEMENT**

Feedback from students, positive and negative, is highly valued and assists Australian Celebrations Training to strive for excellence through constant evaluation and continuous improvement.

To address a complaint or appeal an assessment, RPL or Credit Transfer decision, students or clients are advised to refer to the following Complaint and Appeals Process:

**Complaint and Appeals Process**

- discuss the complaint or appeal with the Trainer or Assessor
- appeals must be received within 3 calendar months from the date feedback on assessment provided to student
- If the complaint or appeal is not addressed to the satisfaction of the student, the client or student is advised to complete a Complaint and Appeals Statement (below)
- the Course Coordinator or Management is to evaluate the Complaint and Appeals Statement, conduct enquiry where necessary and address the complaint or appeal
- If the complaint or appeal is not addressed to the satisfaction of the student, it is to be referred to an external source

**Complaint and Appeals Statement** *(please complete and submit to the Course Coordinator)*
**Type of complaint or request for appeal** *(please tick)*

- Appeal of assessment decision     Appeal of RPL decision  
 Appeal of Credit Transfer Decision     Complaint     Other

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\_\_\_\_\_ (signature) \_\_\_\_\_ (name, please print) \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_ (date)

**Office Use Only (must be responded to within 5 working days)**

Statement received \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_ Action taken/outcome and reason for decision:

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Feedback provided to client/student on \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_



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**FORM 2.1 STUDENT FEES AND CHARGES REFUND REQUEST**

**Course Name:** \_\_\_\_\_ **Date:** ..... / ..... / 20 ...

**Student Name:** \_\_\_\_\_

Contact Details: \_\_\_\_\_

**Details of Training Course enrolled in:**

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I, ..... (name), request a refund of payment provided to Australian Celebrations Training, and provide the following reason/s with reference to the Australian Celebrations Training Refund Policy (below):

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..... (Student Signature) Date: ..... / ..... / 20 ...

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## Australian Celebrations Training Refund Policy

Australian Celebrations Training will make a full refund of all fees paid should a course be cancelled due to trainer illness or student numbers. Should the student desire to take an alternative course with Australian Celebrations Training, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course being available, fees are fully refunded.

Should a student cancel an enrolment with Australian Celebrations Training, the following conditions will apply regarding a refund of fees:

- The enrolment fee for training courses (excluding OPD courses) is non-refundable (\$250)
- **Classroom:** Cancellation up to four weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given.
- Cancellation up to two weeks prior to the commencement of the course, a refund of 50% will be offered (less the enrolment fee).
- Cancellation between two weeks prior to the commencement of the course and course commencement date, 25% of fees will be refunded, less the enrolment fee.
- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail\*
  
- **Distance Education:** There is no refund for this course once the enrolment has been processed and the training materials have been sent. The manual is a very valuable resource.
  
- **Ongoing Professional Development:**
  - Transferring of a class enrolment must be done in writing 10 working days prior to class date.
  - Cancellation of a class enrolment must be done in writing or cancellation of enrolment must be done in writing 10 working days prior to the class date.
  - No refund will be allowed for cancellations made less than 10 workdays.
  - No refund will be given for non-attendance at OPD class, exceptional circumstances will be considered, and this will be at the discretion of the Director of Australian Celebrations Training.
  - No refund or changes will be allowed for distance education courses once the material has been posted/emailed to you.

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- **Administration**
  - All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request) and be accompanied with supporting documentation where necessary.
  - Normal processing time for a refund request is up to four weeks
  - Confidentiality of student information will be ensured
  - Refunds will be paid within one (1) week of the decision being made.
  - The Director Australian Celebrations Training has discretion where extenuating circumstances are apparent.

\* Extenuating circumstances:

Should a student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given.

### Office Use Only

Refund Agreed      Y/N      Refund Processed    ..... / ..... / 20....      Cheque Number \_\_\_\_\_

\_\_\_\_\_      (CC Signature)      Date: ..... / ..... / 20 ...      Refund Posted    ..... / ..... / 20....

Australian Celebrations Training Pty Ltd

P O Box 5332, Victoria Point, Qld, 4165

Phone: (07) 3207-9515      Fax: (07) 3207-0270

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## FORM 4.9 SUPPORT REFERENCE GUIDE

### Language Literacy and Numeracy

Should a student or potential student be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

### Learning Support

Should a student or potential student be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

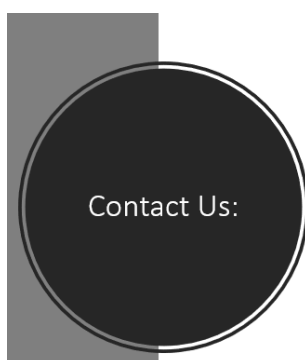
### Disability Support

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, providers are unable to accommodate the needs of the student, Australian Celebrations Training will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

## Social Support

Where social or personal circumstances may affect a student's learning experience, the Australian Celebrations Training will support the student where possible, including referral to the following organisations:

Lifeline	131 114
Domestic Violence Connect	1800 811 811
Beyond Blue	1300 22 4636
Australian Centre for Grief & Bereavement	03 9265 2100
Suicide Call Back Service	1300 659 467
Centrelink	131 021
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	1300 363 622
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Alcohol and Drug Information Service	1800 811 944
Pregnancy Helpline	1300 139 313
Interpreting Service	131 450
Reading and writing hotline	1300 655 506
Statewide Sexual Assault Helpline	1800 010 120



<b>Postal</b>	PO Box 5332 Victoria Point 4165 Qld
<b>Phone</b>	07 3207 9515
<b>Hours</b>	9.00am to 3.00pm Queensland time
<b>Web:</b>	<a href="http://www.australiancelebrations.com.au">www.australiancelebrations.com.au</a>
<b>Email:</b>	admin@australiancelebrations.com.au