AUSTRALIAN COLLEGE OF
ENVIRONMENTAL
STUDIES

STUDENT HANDBOOK

(Version 5, 2026)

Contents

Staff **6**

College Contact Details **6**

Timetables **7**

Student Information **7**
- Student Obligations Summary 7
- Student Contact Details and Unique Student Identifier 7
- Accredited Courses 7
- Subject and Unit Mapping Guide 8
- Non-Accredited Courses 9
- Flexible Learning and Assessment 9
- Reasonable Adjustment 10
- Pre-Course and Subject Information 10
- Delivery and Reasonable Adjustment 11

Enrolment **11**
- Student Photos 11
- Confirmation of Enrolment 11
- Orientation Video 12
- Student Digital Literacy 12

Field trips and live zoom sessions **12**
- Field-Training Missed 13

Hire Agreement **13**

Class Cancellation **13**

Refresher Course Training (Post Completion) **13**

Access, Equity & Anti-Discrimination **14**

Austudy **14**

Recognition of Prior Learning (RPL) **14**

Credit Transfer/Mutual Recognition **15**

Deferment and/or Repeating a Subject/Course **16**

Fees and Charges for Courses **16**
- Payment Options for Subjects 17
- Fees for Books and Equipment 18
- Hiring Equipment 18

Refunds and Withdrawals **18**

Attendance, Absenteeism, Deferment **19**
- Field Trips and Zoom Sessions 19
- Absenteeism 19
- Active Participation in Learning 20

Copyright **20**

ACADEMIC INTEGRITY AND CHEATING **20**

Assessment Requirements **22**
- Competency Based Assessment 22

Due Dates 22
Difficulty Uploading an Assignment 22
Extensions 22
Missed or Late Assessments 23
Assessment Format and Submission 23
Online Quizzes 24
Assessment Outcomes and Results 25
Assessment Guidelines 26
Researching 26
Essay Writing 26
Report Preparation 26
Referencing Guide 26
Plagiarism 27
The Harvard Referencing System 27
Student Records 27
Confidentiality 28
Complaints and Appeals 28
Complaints Process 28
Appeals Process 30
Student Code of Conduct Agreement 31
Dress Code 31
Duty of Care 31
Student Welfare 31
Occupational Health and Safety 32
First Aid/Medical Conditions 32
Fire and Evacuation 32
Mobile Phones 32
Privacy and Security 32
Information Accuracy 33
Access To Course Materials After Completion 33
Security of Data 33
Unique Student Identifier (USI) 34
Anonymity 34
Breaches of the Australian Privacy Principles 34
Professionalism and Misconduct 34
Misconduct 35
False Representation 35
Bullying 35
Cheating and Plagiarism 37
Equal Opportunity 37
Student Feedback 37
Theft and Lost Property 38
Marketing (photography and testimonial consent) 38
Frequently Asked Questions 38

AUSTRALIAN COLLEGE OF ENVIRONMENTAL STUDIES

OUR COMMITTEMENT TO YOU

Welcome to the Australian College of Environmental Studies!

Choosing ACES means joining a tribe that's passionate about helping you become a knowledgeable, skilled, and confident professional environmental consultant. Our courses are designed to open your eyes to the hidden details and challenges of the built environment. You'll learn to spot subtle signs—like stale air, chemical odours, or poorly placed furniture—that can impact the health and wellbeing of the people who live and work in these spaces. Soon, you'll find yourself noticing things others might overlook, and your assessments will contribute to healthier families and communities.

At ACES, you'll be supported by outstanding teachers. Our staff bring years of hands-on industry experience and up-to-date qualifications to every lesson. They're deeply involved in their fields and stay connected with the latest best practices and developments. You'll benefit from their practical insights and professional networking, both of which give you an edge as you start your own career. Our college is committed to putting students first. This means you can expect clear communication, supportive learning environments, and a curriculum that's always being refined — thanks in part to your feedback.

As a Registered Training Organisation that operates under the Australian Skills Quality Authority, our commitment is to deliver high-quality training and assessment that meets the national standards. Our training, assessment strategies, and student support services are designed in accordance with the Standards for Registered Training Organisations (RTOs) 2025, ensuring you receive skills and knowledge that are current, relevant, and aligned with industry needs. You can expect a learning environment where fairness, flexibility, and continuous improvement are valued, and your feedback plays an important role in shaping courses and student services. Should you have any concerns or require assistance during your studies, our staff are available to support you throughout your learning journey.

As you work through your course, you'll gain vital skills for consulting, including how to conduct environmental assessments, analyse data, communicate findings, and uphold professional ethics. Every subject is designed to give you real-world knowledge and creative problem-solving skills, so you're ready for the challenges and opportunities in Australia's growing environmental sector.

This handbook is your guide to studying at ACES. It explains our policies, the steps involved in your course, and how to navigate everything from enrolment to graduation. Please make sure you read it carefully before you start, and always check for the latest version at www.aces.edu.au, under the ENROL tab. Following the advice and procedures in this handbook will help you reach your learning goals smoothly.

If anything in the handbook is unclear or you have questions about your studies, don't hesitate to contact our friendly staff. We're here to help, whether you need more information or just some encouragement along the way. You'll also find more resources and support on the Moodle Platform (the portal you login to that we use to run our courses).

We wish you every success in your studies at ACES. Remember, with our support and your commitment, you're well on your way to making a positive difference in the world—and we're here to help you succeed!

Regards
Dr Nicole Bijlsma
Chief Executive Officer and Principal
Founder of Building Biology industry

STAFF

The staff are here to assist you with any query you have in relation to your training at the college.

Chief Executive Officer: Dr Nicole Bijlsma (nicole@aces.edu.au)

Trainers: Our trainers and industry specialists are profiled on our website HERE. Your trainer's name and contact details will be provided when you enrol in a subject. The trainers belong to a professional association that requires them to undergo ongoing professional development. You can be assured of up-to-date methods being utilised by our trainers.

Trainers employed by ACES must meet Australian Government accreditation requirements and have as a minimum:

- TAE40116 Certificate IV in Training and Assessment – a nationally accredited teaching qualification
- The qualification/s or competencies equal or higher to those they are training and assessing
- Demonstrated current industry skills and knowledge directly relevant to thetraining and assessment they deliver
- Continued professional development of their knowledge and skills of Australian Vocational Education and Training (VET) and the Australian Qualifications Framework (AQF)
- Any special qualification/s and experience relevant to the curriculum they are training and assessing.

COLLEGE CONTACT DETAILS

Students are encouraged to contact the college via one of the following methods:

Telephone:	1300 889 845
E-mail:	info@aces.edu.au
Website:	www.aces.edu.au
Postal address:	PO Box 158, Warrandyte. VIC. 3113
Head office:	U 4 / 653 Mountain Hwy, Bayswater. VIC. 3153

Our *office hours* are 9am to 5pm by appointment. We are closed on public holidays and during the Christmas period (Xmas eve to mid-January). Live ZOOM meetings are conducted in the evenings (6.30pm to 9.30pm) and field training will be conducted between 9am and 5pm on weekends. Please send all correspondence to the college postal address.

TIMETABLES

Timetables are published on our website (www.aces.edu.au)

STUDENT INFORMATION

Student Obligations Summary

- As a student of ACES, you are expected to:
- Provide and update accurate contact information and your Unique Student Identifier (USI).
- Adhere to ACES academic integrity, assessment, and conduct policies.
- Attend all scheduled classes, live Zoom sessions, and required field training.
- Respect and follow ACES privacy, anti-discrimination, and equity guidelines.
- Use the complaints and appeals procedures if issues arise.
- Understand and exercise your rights regarding consent and privacy, including the ability to withdraw consent for images, recordings, and testimonials.

Student Contact Details and Unique Student Identifier

It is a requirement that we have your correct name, contact details and USI (unique student identifier) while you are enrolled with us. If you change your contact details, please let us know as soon as possible. ACES cannot accept responsibility for not advising students of changes or the latest information if they have not updated their contact information.

Accredited Course

The nationally accredited **(11429NAT) Advanced Diploma of Building Biology** and the units of competency which make up the course, are allocated national codes which are listed on the government's national register website (training.gov.au). Each subject is aligned to a unit of competency (UOC) which has been accredited by the Australian Skills Quality Authority. The courses have been developed to provide the knowledge and the skills to become a competent and professional consultant and are *not* designed to enable students or graduates to become trainers/educators in this field.

The nationally accredited **Advanced Diploma of Building Biology** course is recognised by the Australasian Society of Building Biologists (www.asbb.org.au) and consists of ten subjects: 8 core and two electives. Eight subjects are available online and students can enrol in these at any time of the year. The following four subjects: Sampling Methods, Electrobiology, Mould Testing and Post Remediation Verification (PRV) involve zoom sessions PLUS 12 weeks of self-directed online training PLUS field training. Note: students must successfully complete the Air Pollution and Electricity Fundamentals subjects prior to enrolling in the Sampling Methods and Electrobiology subjects respectively.

Some elective subjects within the Advanced Diploma of Building Biology were imported from the former Certificate IV in Feng Shui (11079NAT). These subjects include: Feng Shui Foundations, Advanced Feng Shui, Space Clearing, Decluttering and Geomancy.

This accreditation confirms that this course is:

- Nationally recognised
- Meet an established industry, enterprise, educational, legislative or community need
- Provides appropriate competency outcomes and a satisfactory basis for assessment
- Meet national quality assurance requirements
- Aligned appropriately to the AQF where it leads to a qualification.

Subject and Unit Mapping Guide

ACES courses are made up of several Unit of Competencies delivered under a number of subject headings. The tables below show the mapping between the subject titles and the Units of Competency. All college course resources are reviewed regularly to ensure validity and currency against industry best practice.

11429NAT Advanced Diploma of Building Biology

The nationally accredited Building Biology course consists of ten subjects – eight core and two elective:

Subject	Core	Unit of Competency	
		Unit Code	Title
Air Pollution	Core	NAT11429002	Conduct an indoor air quality assessment
Sampling Methods	Core		
Building Materials	Core	NAT11429005	Assess and recommend healthy building materials
Design a Healthy Home	Core	NAT11429006	Design healthy homes incorporating building biology principles
Electricity Fundamentals	Core	NAT11429004	Conduct an electromagnetic field assessment
Electrobiology	Core		
Mould Testing	Core	NAT11429003	Conduct a comprehensive mould and moisture assessment
Research Methods	Core	NAT11429001	Conduct a literature search in environmental health

Subject	Elective	Unit of Competency	
		Unit Code	Title
Drinking Water Pollution	Elective	NAT11429008	Conduct a drinking water assessment
Feng Shui Foundations	Elective	NAT11079001	Conduct a form and compass school assessment
Advanced Feng Shui	Elective	NAT11079002	Conduct a flying star school assessment
Create a Sacred Space	Elective	NAT11079003	Conduct a sacred space assessment
Geomancy	Elective	NAT11079007	Conduct a geomancy assessment
Decluttering	Elective	NAT11079006	Undertake decluttering
Post remediation verification	Elective	NAT11429007	Conduct post remediation verification mould testing

For more detail regarding the knowledge and skills taught in each subject in the Advanced Diploma of Building Biology, download the Unit of Competency available from the ACES website or training.gov.au.

Non-Accredited Courses

The College offers a variety of non-accredited short courses which consist of nationally accredited units from the Advanced Diploma of Building Biology (11429NAT). These include:

- Professional Organiser (Decluttering),
- Electromagnetic Field-Testing Technician,
- Mould Testing Technician,
- Indoor Environmental Professional,
- Designing a Healthy Home
- Diploma of Feng Shui course.

Refer to the ACES website for further details. Note these subjects (units) are part of the nationally accredited Advanced Diploma of Building Biology.

Flexible Learning and Assessment

Courses are delivered in a range of ways from self-directed online learning, live zoom classes and field training. The ACES online platform uses MOODLE software. In the event a student is unable to undertake the assessment in its normal style/format, the college will attempt to provide assessment options based on each individual's needs. Whilst the college will make every effort to accommodate the special needs of individuals as a matter of ethical conduct, it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

Reasonable Adjustment

Where it has been identified on the enrolment application, through Pre-Course and Language, Literacy & Numeracy (LLN) documentation and/or in student consultation before the commencement or during a student's training that reasonable adjustment is required, ACES will consult with the student on what reasonable adjustment can be provided. All reasonable efforts will be made to ensure a good outcome for the student. Reasonable adjustment will be agreed upon between the student and ACES which will be documented in an *Student Support Plan* and signed by both parties. An adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a student is reasonable, ACES has regard to all the relevant circumstances and interests, including the following:

- The student's disability;
- The views of the student or the student's associate;
- The effect of the adjustment on the student, including the effect on the student's:
    - Ability to achieve the learning outcomes; and
    - Ability to participate in courses or programs; and
    - Independence.
- The effect of the proposed adjustment on anyone else affected, including ACES, personnel and other students; and
- The costs and benefits of making the adjustment.

If a student cannot meet the inherent requirements, even with adjustments, then they cannot complete the course. Furthermore, reasonable adjustments must not cause unjustifiable hardship on the RTO. Also refer to the Access and Equity Policy.

Pre-Course and Subject Information

Students are required to complete the Enrolment Information including details of pre-requisite subjects, learning strategies, resources provided and required, assessment requirements, time frames and attendance commitments from the ACES website. Students are also required to complete the Enrolment Form prior to starting the course and undertake a Pre-Course Review and Language, Literacy and Numeracy (LL&N) to determine whether applicants have the appropriate literacy and numeracy skills to enable a successful outcome in their chosen course. If pre-entry criteria apply to your course, including specific knowledge or skills, you will be assessed by appropriately qualified staff. Once assessed, a course entry interview will be conducted with the CEO and a decision made on whether the student is suitable for the course based on the course entry interview recorded on the induction checklist (*Pre-Training Review Checklist*). If your Pre-Course Review is not successful, the Chief Executive Officer will contact you to discuss your options.

Delivery and Reasonable Adjustment

Courses are delivered in a range of ways to allow for various adult learning styles to be accommodated and include self-directed online training, live zoom sessions and field training. A range of assessment tasks are used to assess competence, including online quizzes, questionnaires, checklists, reports, essays and practical demonstrations. In the event that a student is unable to meet the assessment criteria, ACES will attempt to provide alternative learning and assessments options based on each individual's needs. Whilst the college will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol or continue a student in a course if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

ENROLMENT

ACES reviews all student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm a student's ability to complete the course. Where reasonable adjustment is required, ACES will follow the reasonable adjustment section of the Access and Equity Policy and the reasonable adjustment section of this document. This involves but not limited to creating the *Student Support Plan* prior to enrolling a student into a subject. Where the enrolment of the student would require unreasonable adjustments to the course program, the student's admission for enrolment will not be processed. Decisions on the acceptance or otherwise of student enrolment applications are free from bias and discrimination.

Student Photos

Students are required to upload photo identification, such as a driver's licence or passport, upon enrolment to confirm their identity. These documents are saved directly to the secure Student Management System.

Confirmation of Enrolment

A student's enrolment application into a course program is accepted and enrolment confirmed once:

- All pre-enrolment information has been provided and discussed;
- Student identity has been confirmed;
- Enrolment information collection has been completed and confirmed;
- Course entry requirements and admission requirements have been reviewed and confirmed;
- Any final Pre-Course & LLN Review processes are conducted; and
- Applicant Interview (phone) has been conducted by the Chief Executive Officer

The Chief Executive Officer will email a student confirmation email once payment has been received. This confirmation contains subject and log in into Moodle details, as well as information on due dates

for assessments, zoom and field trip details (if applicable), trainer contact details and a link to the student orientation video. The student will then receive a Welcome email from their trainer.

Orientation Video

Prior to commencing training, students are encouraged to watch the Orientation Video HERE (40 minutes). The video provides important information about the College, key staff contacts, access to the learning platform, assessment submission requirements, extension requests, student support services, and other relevant policies and procedures.

Student Digital Literacy

ACES courses are primarily delivered online, and we are committed to providing the highest quality learning experience for students using our innovative MOODLE platform software. ACES will assess your level of digital literacy by having you complete the Pre-enrolment Form, Pre-course, Language & Literacy Review and induction phone interview with the CEO. We will then discuss the outcome and make recommendations in the areas identified as requiring additional support. Refer to our Support Services.

FIELD TRIPS AND LIVE ZOOM SESSIONS

Online zoom sessions are compulsory. Students may only miss up to 3 hours of online zoom sessions for any given subject. Students are required to have access to a personal computer or digital device with internet connectivity, camera and audio capability when participating in zoom sessions. It is a requirement that the camera remains on throughout the duration of the session as evidence of the student's participation in the course. Dates of zoom sessions and field training are listed on the (Building Biology Timetable or Feng Shui Timetable) on the website. Under no circumstances are persons not enrolled in the subject permitted to participate or access the zoom meeting. If evidence comes to light unenrolled persons had access to the zoom sessions without prior permission from ACES, disciplinary action may be taken.

Field trips are compulsory. Field training will not exceed 8 hours in any one day and is normally conducted in an actual client's home. Details of the home will be provided at least one week prior to the field trip. Any practical fieldwork/excursions that are not part of the timetable or not supervised and authorised by the CEO of the college, are not covered by the College insurance policy. In these cases, the College recommends that each student takes out their own insurance to cover them against any negligence that may arise outside of the college. Refer to the relevant associations (ASBB, IFSA or AFSC) for insurance information.

Students who suffer from asthma, allergies and/or long-term fatiguing syndromes such as CIRS, are strongly encouraged to purchase and bring their own respirator that has been fit tested to field

training. ACES is not responsible for any side effects students may experience as a result of conducting assessments of buildings in the course of their studies.

Field-Training Missed

Field training is compulsory for the Electrobiology, Mould Testing, Post Remediation Verification (PRV) and Geomancy subjects. Students who are unable to attend the field training, or did not attend the field training, have the following options available to them and need to notify the college in writing (email) as to which option they wish to proceed with:

1. Students who do not turn up to a field trip and do not notify the college they will be absent, will be withdrawn from the subject.
2. Students who notify the college they will not be attending the field trip with less than four week's notice (regardless of the reason), may transfer into the next available field trip (cost is $395). This option is made on the condition they attend the next available field trip stated on the timetable of the ACES website. In the event a student does not attend the second field trip (regardless of the reason), the student will be withdrawn from the subject (50% cost to re-enrol).
3. Re-enrol in the subject. The cost to re-enrol, attend the zoom lectures for a second time, access the course materials for an additional 12 weeks and attend another field trip, is 50% of the original cost of that subject.
4. Withdraw from the subject.

HIRE AGREEMENT

Students enrolled in the *Sampling Methods* subject, will be required to hire the Sampling kit from ACES. Whilst there is no cost to hire the kit, you will be required to cover the courier cost to freight back to ACES. In addition, a $400 *refundable* security deposit is required. Refer to The Terms and Conditions to Hire the Equipment.

CLASS CANCELLATION

Field training and zoom sessions will only go ahead subject to sufficient numbers. A decision to cancel a field trip or zoom session will be determined at least one week prior to the start of the session. In this circumstance, the college will offer a full refund or the option to transfer funds to another subject/class. The college will not be responsible for the cost of cancelling flights or accommodation should a class be cancelled due to lack of numbers. Students are encouraged to take out travel insurance.

REFRESHER COURSE TRAINING (POST COMPLETION)

The refresher course training has been designed to provide ACES *graduates* with the opportunity to keep up to date with the latest knowledge and skills in their industry, and to feel confident they

are undertaking best practices when it comes to assessing a home consistent with their professional duty of care and industry expectations.

ACCESS, EQUITY & ANTI-DISCRIMINATION

ACES makes every effort to increase opportunities for student participation in our courses. The college will not discriminate against any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical ability where there is no risk to others. This policy applies to all services and operations of the college, including recruitment, enrolment, training and assessment, and student services. ACES will attempt to provide services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. If it becomes apparent that the student will not be able to successfully complete a course due to a special learning need after the student has commenced a course of study, the college will provide a refund of the full fee less any costs incurred.

ACES recognises and is aware of its legal obligations under Commonwealth legislation,including the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Disability Discrimination Act 1992, and the Age Discrimination Act 2004, as well as individual State and Territory laws.

The CEO will ensure all information regarding access and equity is effectively and clearly disseminated to all staff and students within the college. All access and equity issues are managed according to college policy and procedures and in accordance with legal and governing body requirements. All staff have a responsibility for the implementation of ACES's access and equity procedures. In the event that current facilities are insufficient to cater for a minority group or individual client/staff, the college will comply with all reasonable requests to ensure adequate alternative arrangements are made until such time as a permanent solution can be implemented providing it does not cause unjustifiable hardship on the RTO.

Refer to the Access and Equity Policy for more information.

AUSTUDY

Despite being nationally accredited, Austudy is no longer available for any of our training courses, however participants eligible for Centrelink payments maybe eligible to receive a grant from Job Services Provider or Workforce Australia. Refer to your case manager for suggestions.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning relates to an individual's skills and knowledge, irrespective of how it has been acquired, this includes competencies gained through work experience, employment,

formal courses and informal training (not accredited) and other life experiences. Prior to completing the *RPL Application Form*, read the information of the steps required to apply for RPL HERE. We also encourage students to talk to us about their intention to apply for RPL in order to gain a better understanding of the chances of a successful outcome. Students should also read the *learning guide* for the subject that they are intending to apply for RPL (available under the Course tab of the ACES website) as they will need to map this to the evidence provided. In the event the Student assess' themselves as meeting the elements, performance criteria and assessment requirements of the subject, they should complete the *RPL Application Form* and submit it along with a non-refundable fee of $350 for each subject they wish to apply for, along with any relevant documentation (evidence). This fee is non-refundable regardless of the outcome. All of the information will be assessed in accordance with the principles of assessment and the rules of evidence, and the student notified of a decision by the college. Keep in mind ACES is closed for 3 weeks over the Christmas season and reopens mid-January.

Evidence may include, but is not restricted to:

- Certified copies of previously acquired academic transcripts
- A description of previously undertaken course content (including aims, objectives and assessments)
- Documentation of the life / work skills obtained together with relevant referees' contact details for verification
- Reports or other work-related documents you have personally completed (please adhere to confidentiality requirements)
- Your personal resume
- If you are applying for an exemption from the Business Skills subject, you should submit a personally prepared and comprehensive business plan
- Further information and evidence suggestions are provided in the RPL form.

CREDIT TRANSFER/MUTUAL RECOGNITION

Credit Transfer relates to formal qualifications or units of competence that have been gained from previous study at a registered training organisation (RTO) or TAFE that are *the same as the units delivered at ACES*. As part of this application, you need to supply a Certificate/Diploma of the qualification AND a Statement of Attainment which has been certified by the appropriate authority. Fees do not apply for this application. Building Biology students who have completed the '*BSBSMB404 Undertake Small Business Planning'* OR '*BSBESB401 Research and Develop Business Plans*' from a different Registered Training Organisation or TAFE, will be granted a Credit Transfer for this unit.

DEFERMENT AND/OR REPEATING A SUBJECT/COURSE

Once you have enrolled and commenced in a course, you can defer at any time however if the entire course is not completed in the required time frame (18 months for Diploma of Feng Shui and four years for Building Biology course) you may need to repeat subjects if it has undergone significant changes since you last enrolled. Please contact admin (info@aces.edu.au) if such a situation arises.

Students who:

- Wish to postpone their studies to a later date
- Students who are unable to complete the assessments within the time period specified for whatever reason
- Students who were deemed NOT COMPLETE for a subject despite three attempts

Students cannot defer a subject indefinitely due to the time constraints required to qualify for the Advanced Diploma of Building Biology (4 years). Students who defer a subject or need to repeat a subject, will be charged 50% of the normal full fee cost of that subject regardless of their circumstance for deferring.

Students who elect to repeat a subject in order to update their knowledge and/or skills on the topic after previously and successfully completing it, will receive a 50% discount off the original subject cost.

FEES AND CHARGES FOR COURSES

All fees associated with the courses including additional fees for books and equipment are outlined in the Statement of Fees. The nationally accredited Feng Shui and Building Biology courses are GST free. Prices for individual subjects and for the entire course are published on the ACES website. The college does not accept full payment for the entire course in one transaction. Payments for individual subjects can be made via credit card over the phone (1300 889 845), Paypal or direct deposit (request an invoice from the college). Students enrolling in online subjects are required to pay the subject fee *before* they are provided with log-in details. Students with outstanding fees will not be provided with a Statement of Attainment or qualification until full payment is received.

- Transfer to another subject: Transferring funds to another subject may be negotiated if the college is notified within 7 days of the commencement of the subject. This will incur a $195 administration fee.
- Transfer to another field trip: Students who provide less than 14 days notice to withdraw from a field trip (Mould or Post Remediation Verification subjects) will incur a $395 fee to transfer

to the next field trip. The field training must be undertaken within 6 months of enrolling in the subject.

- Students who notify the college they will not be attending the field trip with less than two weeks notice (regardless of the reason), may transfer to another field trip at the cost of $395.
- The cost to redo a supplementary online quiz (previously failed) is $295.
- All certifications are now provided online (not hard copy). The cost to reissue a certificate/diploma is $35.

Payment Options for Subjects

Students who are unable to pay for a subject upfront, may choose to pay over several payments using a valid credit card. Conditions are outlined below and, on the website, HERE.

- For a *subject valued at $995***,** a $250 upfront deposit is required and then $80 payment per week over 10 consecutive weeks. This includes a $55 processing fee.
- For the *Post Remediation Verification and Electrobiology subjects* valued at *$2495*, a $600 upfront deposit is required and then $200 per week over 10 consecutive weeks. This includes a $105 processing fee.
- For the *Mould Testing Technician course valued at $2995*, a $600 upfront deposit is required and then $250 per week over 10 consecutive weeks. This includes a $105 processing fee.
- Students have ten weeks to pay off the subject from the day of enrolment when paying by instalment.
- Where a payment is declined, a $25 processing fee will be charged *per day*, and the student notified by text. Another transaction will be attempted the next working day.
- If payment is missed for more than 7 days or the payment is declined on more than 3 occasions, the student will be withdrawn from the subject and will need to re-enrol in the subject.
- Students who withdraw from the subject who have already accessed the course materials for more than 7 days, will not be eligible to enrol in another subject or the same subject, until the entire debit has been paid.
- Students must provide a valid credit card to accept this option.
- Students are required to sign the 'Payment Agreement Form'**.**

Where approval has been given for a student to pay by instalment, ACES is responsible for the collection of outstanding fees and charges. Fair and adequate recovery procedures are in place to manage the collection and recovery of monies. Students who have fallen behind in their payments will not be enrolled in additional subjects until payment is received.

For more information, refer to our Fees and Refund Policy.

Fees for Books and Equipment

Feng Shui Students

Students are required to purchase a feng shui template ($75) and compass ($40). Students will receive a pair of dowsing rods as part of the Geomancy subject and a space clearing tool kit (valued at $50) as part of the Space Clearing subject.

Building Biology Students

Students are required to purchase four books: *Healthy Home Healthy Family (3rd edition)* by Nicole Bijlsma, *Electrical Principles* (5th edition) by Peter Phillips, and *the AS-IICRC S520-2025 Standard for Professional Mould Remediation* at Standards Australia. The remaining resources and books can be downloaded free on the internet. Students are responsible for bringing their own *respirator* (preferably one that is fit tested) to the field trips. ACES will not be held liable for any health effects that may arise from attending field trips and as such any health effect will not be covered by insurance. Students must disclose any pre-existing health conditions to the CEO prior to attending the Mould Testing course, such as but not limited to asthma, allergies, autoimmune conditions or chronic fatigue. Respirators should be purchased from organisations that provide fit testing.

Building biology students are *not* required to purchase any equipment as the college will provide all of the necessary equipment required to participate in the field training for the Electrobiology, Sampling Methods and Mould Testing subjects. Students who have relevant equipment are encouraged to bring them to field training.

Hiring Equipment

Building Biology students enrolled in the **Sampling Methods subject**, will be required to provide a *refundable security deposit* of $400 to hire the equipment and must comply with the Terms And Conditions To Hire Equipment . Students will be required to pay for the courier costs to return the kit back to ACES.

REFUNDS AND WITHDRAWALS

Students are required to complete the Enrolment Form which includes the online Pre-course Language, Literacy and Numeracy Review prior to being accepted into the course.

Online subject:

Once you have received your login details, you have up to seven (7) days from the date of the email to notify the college in writing (email) why you wish to withdraw from the subject/course. Subject to the withdrawal being in line with Australian Consumer Rights for cancelling a service, you will receive a refund for the subject minus a $195 enrolment administration fee (per subject).

Beyond the seven days from the date of the email, no refund will be given. This is regardless as to whether you have logged into the subject or not.

Online zoom subjects:

If you wish to withdraw from a subject that involves live zoom sessions, that you have paid for and notify the college in writing, you will receive a refund under the following conditions providing you have not accessed the online materials for more than 7 days:

- If three or more weeks' notice is given before a zoom class begins, a full refund will be given minus the administration fee of $195.
- If less than three weeks' notice is given before a scheduled zoom class or field trip begins, then a 50% refund applies.
- Fees are strictly non-refundable and non-transferable once the zoom class or field trip begins, or you have accessed the online materials for more than 7 days.

Transferring the funds to another subject may be negotiated providing the withdrawal occurs at least 7 days *before* the zoom class/field trip begins and will incur a $195 transfer fee.

Withdrawals must be emailed to: info@aces.edu.au

ATTENDANCE, ABSENTEEISM, DEFERMENT

Field Trips and Zoom Sessions

All field trips and online zoom sessions are compulsory. Trainers maintain a student attendance record for all field trips and online zoom sessions. Please ensure your attendance has been noted (especially if you log on late). Partial absences will be recorded and may impact on the subject outcome. If a student is late or leaves a course activity early, this will be recorded on the class roll. Records of student attendance may be requested by relevant government bodies (ASQA).

Absenteeism

If you know in advance that you will not be attending or participating in a zoom class or field trip, you must inform the college as soon as possible via email or phone. If your absence is unplanned and completely unavoidable, you need to advise the trainer or college as soon as you are able. Students may miss up to one zoom class per subject and must be visually present during all online zoom sessions to confirm their attendance. Students who miss a field trip and provide the college with less than four weeks notice (regardless of the reason), may transfer into a different field trip at the cost of $395. Students who don't turn up to field training and do not notify the college prior to the field trip will automatically be withdrawn from the course. The cost to re-enrol is 50% of the original cost of the subject.

Active Participation in Learning

This involves your demonstrated commitment to the learning tasks and activities during zoom classes and field training. Examples of this could be responding to online quizzes, participating in client interview, commenting during visual inspections, undertaking EMF and mould mapping, using technical equipment, downloading documents to the student drop box, completing learning tasks within agreed time frames, conducting research within a report and essay, and the willingness to engage in group field training.

COPYRIGHT

The college logo and all documentation produced by the college, including manuals, are covered by copyright laws. As such, no part of these documents, including contents, pictures and layout or the ACES logo maybe reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or to be used for educational purposes or otherwise without prior permission from the College. However, copyright legislation enables students to reproduce copyrighted materials for personal research or study providing the copying is ‘fair’.

The Copyright Act deems 'fair' to mean:

- an article in a periodical publication (e.g., a journal article)
- more than one article if on the same subject matter
- a *reasonable portion* which is generally 10% or one chapter if the work is a published edition of 10 pages or more; or 10% of the words if in electronic form.

Copies may also be made with permission from the lawful copyright owner of the material. If permission has been granted by ACES, the copy must always show that it is being used with permission. Students and/or graduates who provide training or courses using the college resources are in breach of their contract (signed on enrolment) and may result in legal action.

ACADEMIC INTEGRITY AND CHEATING

Academic cheating undermines the value of your qualification, the integrity of the VET sector, and the safety and trust of workplaces that rely on skilled graduates. At ACES, we are committed to upholding the highest standards of academic integrity, in line with the expectations of the Australian Skills Quality Authority (ASQA). Academic integrity is everyone’s responsibility. For more information or support, contact the college.

What is academic cheating?

Academic cheating includes any dishonest behaviour intended to gain an unfair advantage in assessments or learning activities. This may include:

- Plagiarism: copying or closely imitating someone else’s work without proper acknowledgment.

- Collusion: unauthorised collaboration with others on individual tasks.
- Contract cheating: paying or asking someone else (including AI tools or commercial services) to complete your assessment.
- Using unauthorised materials or devices during exams or assessments.

How is cheating detected and addressed?

ACES use a range of strategies to detect academic misconduct, including:

- Reviewing assessment submissions for inconsistencies and signs of plagiarism
- Identifying AI-generated content (e.g. uploading assignments online to see if they reflect content on the internet)
- Comparing assignment from past and current students from the same business/company
- Similar content between students in the same class
- Assessment is not consistent with students knowledge at field training

ACES follows fair and transparent procedures for investigating suspected misconduct:

- You will be notified in writing and given a chance to respond.
- Penalties may include warnings, resubmission of work, supplementary assessments, or, for serious or repeated breaches, failure of the unit or course

Consequences of Academic Cheating

- Academic penalties, including resubmission, failure of assessment or unit, or exclusion from the course.
- Notation of the violation on your academic record.
- ACES is required to report serious breaches to ASQA and other relevant authorities

How to Avoid Academic Cheating

- Always submit your own, original work.
- Properly acknowledge all sources and collaborators.
- If unsure about what is allowed, ask your trainer or assessor.
- Do not use contract cheating services, unauthorised AI tools, or help others to cheat.
- Participate in practical and oral assessments authentically—these are designed to verify your real skills

Reporting Academic Misconduct

- ACES encourages students and staff to report suspected cheating through our confidential channels.
- ASQA also operates a national tip-off line for reporting misconduct in the VET sector

ASSESSMENT REQUIREMENTS

Students must comply with all assessment requirements as specified by the college. Details of assessments are provided with each subject and are also found on the Learner Guide on the ACES website.

Competency Based Assessment

As a registered training organisation, we are required to ensure that you are competent to perform the tasks required to work in the field of Building Biology and/or Feng Shui. Competency Standards are used throughout Australian industry and vocational education, and they describe what an industry sector expects as effective performance in the workplace. *Competency based assessments* focus on the skills and knowledge required to perform the task to the standard expected. Competence can be demonstrated through satisfactory completion of all of the assessments for each subject.

Due Dates

All subjects are 12 weeks in duration. For online subjects, the first day of enrolment will be confirmed by the introductory email sent from the college. Assessment due dates for subjects that involve live online zoom sessions (i.e., Mould Testing, Electrobiology and Sampling Methods), will be provided on the first day of the online zoom session.

Difficulty Uploading an Assignment

There are two reasons why you may have difficulty uploading an assignment:

1. You haven't ticked the box (to confirm it is your own work)
2. The file is too big. If this is the case convert the document to a PDF or, use a software program such as handbrake to reduce the size of the file.

Extensions

Students who are unable to submit the assessments on time, must submit an online 'Extension Form' *before* the due date (top of the page when you log into the subject), otherwise it will be assumed you have withdrawn from the subject. Students will automatically receive an email from the Moodle system confirming their extension has been granted. Students will receive an email from admin notifying them of their new due date.

Extensions (original submissions)

- Reports – up to 4 weeks
- Questionnaires – 2 week

- Checklist – 2 weeks
- Essays – up to 2 weeks

Extensions (*revised* submissions from the date of the trainer's feedback**)**

- Reports – up to 2 weeks from the date
- Questionnaires – 1 week extension
- Checklist – 1 week extension

Resubmitted assessments

- Extensions are NOT permitted for re-submissions
- Revised questionnaires and checklist must be submitted with 7 days of the trainers feedback
- Revised reports must be submitted within 14 days of the trainers feedback.

Extensions beyond these terms are not permitted. Failure to submit an assessment on time will result in being withdrawn from the subject. A re-enrolment fee of 50% off the original cost will be required. **Multiple extensions for the same assessment are not permitted.** If it is found that a previous extension has already been granted for the subject, the trainer will email the student to advise that their recent extension application is void and no further extension can be given.

Missed or Late Assessments

Students who do not submit an assessment on time AND do not apply for an Extension will be withdrawn from the subject and will need to re-enrol at an additional cost (half the cost of the subject). A student who feels that their failure to meet the original submission deadline was due to serious and extenuating circumstances will need to discuss these reasons directly with the Chief Executive Officer, who will evaluate the circumstances and determine if an extension can be granted.

Assessment Format and Submission

Assessments must be typed and, where required, referenced using the Harvard Referencing System. The font size should be 11 or 12, and the style should be easily readable such as Times New Roman, Tahoma, Arial, Verdana or Comic Sans. Paragraphs should be single (not double) spaced. All pages must be numbered and your name and subject code or title must be included in either the header or footer on every page of your submitted work.

The college is required to keep electronic copies of all students' work for the purpose of demonstrating quality assessments, detecting plagiarism and for audit purposes. As a result, you

will be required to upload your assessments online (through your student portal). You must keep your own personal electronic or hard copy of all of your assessments as a backup of your work.

Students are required to upload the original assessment and, if it is not satisfactory, will be entitled to resubmit up to two more times. If the third submission is not satisfactory, the student will be withdrawn and will need to re-enrol in the subject (cost involved) and undertake further learning before submitting assessments.

Online Quizzes

A student needs to score 65% or greater to pass an online quiz. If you score between 50 and 64% you will be able to do a supplementary quiz (fee is $295). If you score less than 50, you will be withdrawn from the subject. If you wish to re enrol in the subject, the cost is 50% and you will need to attend all zoom sessions and field training again.

The quiz does not have to be completed in one attempt (unlimited attempts are fine). To save time, we suggest you read the questions in the quiz as you progress through the course materials and watch the videos.

Once you have commenced the quiz, save your responses and resume the quiz at a later time continuing where you left off by selecting the "**Finish attempt**..." option, which is displayed at the top right of the quiz page immediately underneath the numbered question boxes. If you exit the quiz without selecting the "**Finish attempt**" button, your responses entered will be lost upon exiting. If you answer quiz questions and then leave the computer for an extended period of time (30 minutes or more), your session may "Time Out", meaning that your previous unsaved responses maybe lost when you return. Therefore, always save your responses using the "**Finish attempt ...**" button before vacating your computer for any period of time. Do NOT click the **SUBMIT and FINISH** button unless you have completed the entire quiz and are ready to submit your answers to the trainer. Once you click this button, you will not be able to change your responses. If you click **SUBMIT ALL AND FINISH** it will warn you with the following message:

Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

Click one of the following: Submit all and finish OR Cancel

If you click this button prior to completing the quiz and do not receive a 65% or higher score, you will have the opportunity to resit the quiz (fee applies) providing your score was between 50 and 64%. Students who score below 50% will be withdrawn and need to re enrol in the subject (cost is half price).

Assessment Outcomes and Results

Once you have submitted your assessments, your assessor (trainer) will determine if it satisfies the assessment requirements. Where a 'not yet complete' judgement is made, you will be given feedback on how to improve it and provided with an opportunity to resubmit the assessment to demonstrate competence. Make sure that you read and understand the assessment guidelines, videos and marking guide provided in the subject as this will provide the guidance required to satisfactorily complete the assessment.

Revised assessments *must be uploaded within 7 days* (for an essay, questionnaire, or checklist) *or 14 days for a report* from the date of the feedback provided by your trainer. Once a ***'complete'*** judgment has been made on all assessments for that subject, you will have successfully completed the subject.

In order to be deemed competent in a subject/unit you will need to satisfactorily complete all assessments for that subject. ACES do not award marks or grades for assessments, rather students are provided with a Complete or Not Yet Complete award against each Unit of Competency.

Students who have completed the entire course will be provided with a Testamur (official Certificate issued under the Australian Qualifications Framework guidelines.). Students who complete one or more Units of Competence, but not the entire course, will receive a *Statement of Attainment* for the Units in which they have demonstrated competence. Only electronic statements are provided.

Students who withdraw prior to completing the full course will receive a Statement of Attainment that will show the Units in which they were deemed competent.

Statement of Attainments and Certificates will be emailed to the student within 30 days of withdrawal or completion. Please ensure your email details are up to date during the course of your studies.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation, or transfer prior to completing the qualification, provided the student has paid in full the fees related to the units of competency they have successfully completed. Please contact the college if you wish to obtain a copy of your results.

Certification Statements will be emailed to students who complete the Decluttering course, Electromagnetic Field-Testing Technician and/or Mould Testing Technician and/or Design a Healthy Home courses.

ASSESSMENT GUIDELINES

Researching

Building Biology students will be required to research, evaluate and critique information on environmental health to guide decision making. The college has provided a brief video on 'How to do Research' under *Student Resources* which you will find on the right hand side of the home page when you log into Moodle (our learning platform).This will require knowledge of referencing styles, scientific databases, and reviews and the skills to conduct a search, use MeSH terms, apply filters and Boolean operators, and critically review information for relevancy, currency, validity and bias. These skills will be taught in the *Research Methods* subject of the Building Biology course which students are encouraged to enrol into, in the first year of their studies.

Essay Writing

An essay is a piece of writing that methodically analyses and evaluates a topic or issue and is designed to get your academic opinion on a particular matter. Essays are non-fiction compositions that describe, clarify, argue, or analyse a subject. For information on how to prepare your essay, refer to the *Essay, Report and Referencing Guide* (available online under Student Resources) when you log into Moodle.

Report Preparation

A report is a document that presents information in an organised format for a specific audience and purpose. When writing reports, it is important to follow the format and instructions provided by the assessment guide and to make sure you reference everything that comes from another source. Subjects whose assessment requires a report, may provide a template to guide you. For information on how to prepare your report, refer to the *Essay, Report and Referencing Guide* (available online under Student Resources) when you log into Moodle.

Referencing Guide

Referencing is an acknowledgment of another person's intellectual work which rightfully belongs to that person. When you write an essay, or report and include someone else's ideas, you need to acknowledge this original source. This is called referencing (or citing) and the detailed description you need to provide is called a reference (or a citation). A reference is required whenever you quote or summarise someone else's opinions, theories or data**.** A *Referencing Guide* and *How to Reference* video is provided online under Student Resources (when you log on). Please read the guide and watch the video.

Plagiarism

The act of using and *not* referencing another person's work is called **plagiarism,** an offence carrying penalties at this college. The consequences of plagiarising or cheating may include repeating the subject, suspension from the subject or cancellation of the course without refund.

To avoid plagiarism, you must give credit whenever you:

- quote from someone's actual spoken or written words
- use another person's ideas, opinions, or theories in any assessment
- make use of pieces of information, such as statistics, graphs, drawings, that arenot common knowledge
- paraphrase another person's spoken or written words

To avoid unintentional plagiarism, you should:

- Use quotation marks around everything that comes directly from a text or article
- Try to summarise ideas and arguments in your own words - don't just rearrange afew words here and there
- Check that you have correctly paraphrased and acknowledged the original ideas
- Check your summary against the original text

The Harvard Referencing System

There are two types of referencing systems that are generally used:

1. The Harvard system
2. The Numbering (numerical) system

Given the simplicity of the numbering system (which uses footnotes), and its lack of respect amongst academic circles, students in ACES courses are encouraged to use the Harvard system. The Harvard System is also referred to as the “name and date” system and is used by academics and scientists worldwide. This system avoids the use of footnotesand cites references in the text by giving the *surname of the author OR organisation and the year of publication.* Please refer to the *Referencing Guide* and *How to Reference Video* available online under Student Resources before commencing work on your Assessments.

STUDENT RECORDS

Students can access their personal and study progress records at any time. Students are given access to their online portal where they can see their personal learning and assessment progress records. Access to personal details or other information held by ACES will be provided upon a signed written request from the student. However please keep in mind that records that have been

securely archived may take longer to access.With regard to access to your records by other people, please read the important paragraphs on privacy and confidentiality rules below.

- Allow students full access to their own personal records upon request (proof of identification may be required)
- Provide the Government Registering Authority and other relevant government bodies with compliant record data as necessary under national reporting requirements relating to Australian Vocational Education and Training Management Information Statistical Standards [AVETMISS]
- Gain access to student educational records via their Unique Student Identifier(USI) with permission from the student
- Provide access to records for legal bodies as requested under the conditions of the Privacy Act
- Maintain confidentiality of all staff and student's records in accordance with requirements under the Privacy Act

Confidentiality

ACES follows strict confidentiality policies and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing, we keep this information confidential and donot discuss or disclose this information to others without the participant's consent.

COMPLAINTS AND APPEALS

Complaints Process

In the first instance a Student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with ACES management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

Any client may submit a formal complaint to ACES via discussion, telephone or in writing.

Complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Any other relevant information or attachments (if applicable).

ACES will commence assessment of the complaint within three (3) business days of it being made and finalise the outcome as soon as practicable, preferably on the first contact if the complaint is straightforward. ACES ensures the assessment of the complaint is conducted in a professional, fair and transparent manner. Complaints are assessed to assign them priority, with personnel alert to the needs of Students who are vulnerable or require special assistance.

The Chief Executive Officer will acknowledge receipt of the complaint in writing within three (3) business days and:

- Arrange a suitable time if needed to discuss the complaint;
- Advise complainants of expected timeframes; and
- Give complainants a contact number and, where possible, the name of a contact person they can speak to about their complaint.

The Chief Executive Officer will investigate the complaint or refer the matter to appropriate ACES personnel to investigate. In either case, the investigation will be resolved, and decisions made on the complaint within 20 business days of the complaint being received in writing.

If at any stage ACES considers more than sixty (60) calendar days are required to process and finalise the complaint, ACES:

- Provides regular updates to the complainant where the complaint will take longer than usual to investigate or there is a delay.
- Informs the complainant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant on the progress of the matter.

All complainants are given an opportunity to formally present his or her case no cost and be accompanied and assisted by a support person at any relevant meetings. Decisions on the outcome of all complaints are merit-based decisions that consider all available evidence. ACES ensures complaints are considered with an open mind and without bias arising from any past issues with the complainant. All complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome, explanations for decisions and remedies where appropriate. With this notification, all complainants will receive information on how they can progress their compliant if still unhappy. All stages of the complaints process are documented, and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome are recorded in writing and stored on the *Complaints Register.* ACES keeps a written record of each complaint, including a statement of the outcome and reasons for the outcome. If a complainant is not successful in the ACES's internal

complaints handling process, ACES advises the complainant within 5 business days of concluding the internal review of the complainant's right to access an appeals process at no cost.

Parties who have participated in a complaints or grievance process have access to the records of their use. At all times records of complaints and grievances are maintained confidentially. ACES retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

Appeals Process

ACES's appeals process is publicly available on the ACES's website.

If a student is not happy with the complaints outcome, they must lodge a formal appeal in writing to the Chief Executive Officer.

ACES will commence assessment of the appeal within 5 working days of it being made and finalise the outcome as soon as practicable. The CEO ensures the assessment of the appeal is conducted in a professional, fair and transparent manner. If at any stage ACES considers more than sixty (60) calendar days are required to process and finalise the appeal, ACES will :

- Provide regular updates to the complainant where the complaint will take longer than usual to investigate or there is a delay.
- Inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant on the progress of the matter.

Upon receiving a formal appeal, Chief Executive Officer will:

- Acknowledge receipt of the appeal in writing within five working days; and
- Appoint an independent member of personnel as a Third Party to try to resolve the issue. Any decision recommended by the Third Party is not binding to either party.

All appellants are given an opportunity to formally present his or her case no cost and be accompanied and assisted by a support person at any relevant meetings. The independent member will review the information provided by all parties and either reject or uphold the appeal. All appellants are given a written statement of the outcome of the appeal, including detailed reasons for the outcome.

If an appeal is not successful in the ACES's internal appeals process, ACES gives appellants the contact details of the appropriate complaints handling and external appeals body. If the internal or any external complaints handling or appeal process results in a decision or recommendation in

favour of an appellant, ACES immediately implements the decision(s) or recommendation(s) and/or takes the preventive or corrective action(s) required by the decision and advises the appellant of that action in writing.
Please refer to our Complaints and Appeals Policy.

STUDENT CODE OF CONDUCT AGREEMENT

This Code of Conduct outlines the expectations and responsibilities of all students participating in class and field training. Compliance with these guidelines is essential to maintain safety, professionalism, and a positive learning environment. Refer to Student Code of Conduct Agreement.

Dress Code

It is recommended that students wear comfortable walking shoes and bring appropriate clothing suited to the predicted weather conditions, including wet weather gear for field training. High heels are not recommended. Students enrolled in the Mould Testing course are responsible for bringing their own full-face respirator (preferably one that has been fit tested) to the field training.

Duty of Care

The primary duty of care of the Chief Executive Officer, trainers, and students is to ensure the safety of all students and staff members. Staff and students will act at all times with honesty, integrity and responsibility towards students and members of staff. Under no circumstances will staff or students knowingly undertake any action or treatment thatwould adversely affect the health, safety or wellbeing of any student, member of staffor client alike. Please feel free to ask any questions you may have, and we will gladly clarify them for you.

Student Welfare

ACES recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, the college is committed to providing both students and staff with adequate access to:

- Educational and vocational counseling services
- Guidance and support with financial commitments related to your course fees and costs
- Information relating to health and safety, equal employment opportunity and anti-discrimination policies as appropriate to your studies

In the event that your required support extends beyond the college's capabilities, the college will attempt to source or refer you to relevant organization(s) that maybe able to assist you.

The following support services are available and accessible for all students studying with ACES. ACES will provide students with contact details to refer any matters that require further follow up with relevant professionals. Refer to External Support Services for more information.

WORKPLACE HEALTH AND SAFETY

The college seeks to provide a safe workplace and facility for all staff, contracted personnel and students in accordance with the Work, Health & Safety Act 2011. If an accident and/or incident arises (an unusual occurrence that poses a risk to any person), staff and students are required to fill in an *"Incident report"* available from our office or from your trainer in the event of a field trip. In this way, the issue can be immediately addressed to prevent any occurrences in future. An *incident* is an unusual occurrence that potentially poses a risk to students, clients, staff members, visitors or premises.

First Aid/Medical Conditions

If you require first aid treatment whilst on a field trip, please notify your trainer. If you have a medical condition that may impact your ability to successfully undertake any aspects of your course and/orassessments, please inform administration prior to your course commencement. You may be required to obtain clearance from your doctor or health practitioner to attend field trips. Medical information should be in writing (Doctor's or Health Practitioner's Certificate) and submitted to the college with a medical clearance. Any personal medical information passed on to our staff is treated as private and confidential.

Fire and Evacuation

In case of a FIRE OR MEDICAL emergency whilst on a field trip, your trainer will contact emergency services immediately on 000. In the event of an emergency, your trainer or other staff person will inform all persons to vacate the building through the safe exits. The attendance list will be taken, and a head count will be conducted as soon as everybody is assembled at the assembly point which will be explained at the commencement of the field trip.

Mobile Phones

Mobile phones are to be switched off in all zoom sessions and field training. Students are reminded that in case of an emergency, the mobile phone is to be left on the *vibratory mode* (not ringing). A student with a mobile phone"on" during class will be given a warning on the first occasion and further action may be taken for subsequent offences.

PRIVACY AND SECURITY

ACES follows strict privacy policies in accordance with Privacy Laws. All forms, files, results and records of any student are deemed confidential under Privacy laws. Records are accessible to relevant

staff members of ACES only for relevant and appropriate use. It is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that ACES confirms the identity of individuals and determine their specific individual needs on commencement of services delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements. There are also other occasions within our services delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Refer to the full ACES Privacy Policy available on our website.

Information Accuracy

We endeavor to ensure information held by the college about you is accurate and up to date. Please notify us of any inaccuracies or changes in your personal or contact information so that it remains up to date.

ACCESS TO COURSE MATERIALS AFTER COMPLETION

Students have access to all course materials for a subject whilst enrolled in that subject. Once a student has been deemed competent, they will receive a request to complete the online feedback form in the Moodle platform within 5 days of completion. Students are advised to download training materials, manuals and have copies of their submitted work, as they will not have access to this once they have completed the subject and feedback form. Students are required to adhere to Copyright laws and not distribute ACES material to any third party.

Students can access their personal and study progress records at any time. Students are given access to their online portal where they can see their personal learning andassessment progress records. Access to personal details or other information held by ACES will be provided upon a signed written request from the student. However please keep in mind that records that have been securely archived may take longer to access. Students may review their personal data and records held by the college by ringing 1300 889 845.

SECURITY OF DATA

The college only collects and retains student data for authorised educational and government reporting purposes. Student personal data and information is only made available to staff and trainers on a need-to-know basis and is not passed on or sold to third parties, either in Australia or overseas. Information and data are stored in the College secure electronic student management system. Electronic information no longer required is either de-identified or deleted.

Unique Student Identifier (USI)

The college uses student numbers in its student management system designed to provide accuracy and security of your information. The Student Identifiers Act 2014, will allow all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. Students who are Australian citizens will need to provide their USI at the time of enrolment (international students are not required to provide a USI). Under Australian Law, ACES is not permitted to use or disclose a Student's USI without the authority of the student. The college will provide you with information and assistance if you do not already have your USI. Detailed information is also available Here.

Anonymity

ACES respects your right to anonymity except in circumstances where it is necessary for you to provide us with your identity.

Breaches of the Australian Privacy Principles

The Chief Executive Officer holds responsibility to ensure that the Australian Privacy Principles are adhered with throughout the college. For alleged breaches or complaints, please submit these in writing to:

ACES,
Att: Chief Executive Officer
PO Box 158, Warrandyte. VIC. 3113.

Please refer to Privacy Policy.

PROFESSIONALISM AND MISCONDUCT

The college adheres to the principles of adult learning, including a learning environment that facilitates the learning of all students without interference or disturbance from others. Students are to respect and protect the rights of others at all times and uphold the standards of the college when they are engaged in all college activities. This includes all communications with staff and other students, behaviour online and field trips. The college premises and venues where field training is conducted are strictly **no smoking or vaping zones**. This implies that smoking or vaping or ecigarettes are not permitted in the building, its entrance or car park area. Students who wish to smoke will need to find an alternative area, such as a nearby park or outdoor area where smoking is permitted.

Misconduct

Misconduct means any conduct that is prejudicial to the good order and good name of the college. The following forms of misconduct will not be accepted: willful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, infringing copyright of college material or logo, allowing others not enrolled in the course to participate in zoom sessions, and consistently attending classes late. Trainers and college staff have the authority to ask a student to leave field training where their conduct is not appropriate for an adult learning environment. Students not adhering to college behaviour guidelines will face disciplinary action which could result in them being withdrawn from the course. Disciplinary action will be handled promptly, confidentially, and in the spirit of conciliation and negotiation where possible. This may involve:

- Reprimanding the student with a warning
- Excluding the student from classes for a period of time
- Expelling the student from the course

False Representation

Students are not permitted in any way, shape or form to charge for any services and/or market themselves as a Building Biologist, Healthy Home Consultant or Feng Shui consultant whilst studying at the college, until they have successfully graduated. For assessments involving field training, students must inform the clients that they are students at the college who have not yet qualified. ACES has a duty of care to protect the industry and the public from persons whose actions may adversely impact the community and/or harm the industry or the college by falsely claiming to have knowledge and/or skills they have yet to obtain or have not yet been assessed. Students must successfully complete ALL subjects required to attain a nationally recognised qualification before they are permitted to charge for consulting services. Students who charge the public for consultations or teach courses for which they are currently studying, may face disciplinary action and risk being expelled from the college. In addition, students and graduates are not permitted to use college resources to offer training or education for monetary purposes without prior permission from the college. In the event copyright laws are violated, legal action will be taken.

Bullying

Bullying is repeated unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. Examples include:

- Verbal abuse and yelling
- Humiliating someone through sarcasm, criticism, or insults

- Constant criticism
- Intimidation
- Practical jokes
- Exclusion of a person from normal activities
- Giving someone the majority of unpleasant tasks
- Pushing, jostling, physically threatening someone

Violence is defined as any incident where an individual is physically attacked or threatened in their study or workplace environment.

Threat means a statement or behaviour that causes a person to believe they are in danger of being physically attacked. *Physical attack* means the direct or indirect application of force by a person to the body of, or to clothing or equipment worn by, another person where that application creates a risk to their health and safety.

ACES is committed to providing students with a safe and harmonious study environment. ACES staff recognise that bullying and violence demeans and infringes the rights of an individual and has negative consequences for both the individual and the college. All students are required and encouraged to treat each other with dignity and respect.

Any acts of bullying or violence by staff or students will be treated as serious and will be addressed by the CEO, and if found to have substance, the perpetrator will be subject to discipline that may or may not include exclusion from ACES courses.

The Chief Executive Officer is responsible for ensuring that the work and study environment is free of violence or bullying actions and behaviour by:

- Ensuring that students understand that these types of actions and behaviour will not be tolerated in the work/study environment
- Requesting that any behaviour which could be considered inappropriate is reported immediately
- Investigating all allegations of bullying and violence
- Applying consistent consequences for unacceptable behaviour

If you feel harassed or bullied, you should report it to your trainer immediately. All complaints of bullying or violence will be treated seriously and investigated promptly, confidentially and impartially.

Cheating and Plagiarism

ACES will not tolerate plagiarism or cheating and will strictly enforce penalties for any student who is found to have engaged in cheating or plagiarism during any of their submitted assessments.

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner. *Cheating* is copying someone else's work whether you have their consent or not; sharing or copying an assessment, or exam; doing someone else's assessment, or exam; submitting another author's work as your own without proper acknowledgement of the author; to allow someone else to submit your own work as theirs; or to use any part of someone else's work without the proper acknowledgment.

Plagiarism is a form of cheating where you try to pass someone else's work off as your own. Wherever you obtain information from another source (book, website, journal, internet or use someone else's ideas, opinions, or theories), you must acknowledge them. Refer to the *Referencing Guide* available online under Student Resources. Trainers who identify a suspect case of plagiarism and cheating will notify the Chief Executive Officer for a second opinion who will then provide the student with the chance to defend their actions. If it is determined that the offence is minor or unintentional, the student will be asked to resubmit their work. If, however, it is determined that the offence committed is of a serious and intentional nature, the student will be withdrawn from the subject and will need to re-enrol at an additional cost. The result for that subject will be initially recorded as *Not Yet Complete* and a cheating/plagiarism note will be recorded in the student's file. Notification of any such decision will be made in writing by the Chief Executive Officer. If a student disagrees with the decision or the penalty imposed, they are entitled to lodge an appeal. This appeal should be addressed to the Chief Executive Officer and outline reasons for the appeal and why the decision is considered to be unjust. The Chief Executive Officer will investigate the appeal and respond in writing within ten days.

Equal Opportunity

The college adheres to the principles of equal opportunity. This means that the best person for a job or a promotion is the person who earns that position based on qualifications, experience and knowledge. ACES also supports the principle of equal opportunity in education and supports all applicants to have the same opportunity to engage in our courses and achieve a successful outcome.

Student Feedback

We value student feedback. You will be encouraged to complete an online feedback form each time you complete a subject and this will in no way jeopardise your progress during the course.

This feedback provides ACES with important information so we can improve our services for current and future students.

Theft and Lost Property

Please keep your personal belongings with you at all times during field training. The college will not be held responsible for the loss of your personal property.

Marketing (photography and testimonial consent)

Students who do not wish to be photographed or recorded during field training must notify the college in advance by emailing info@aces.edu.au. Trainers will provide students with prior notice before any photography or video recording occurs, ensuring each student the opportunity to opt out. Images and videos taken during training may be used by ACES for future marketing and promotional purposes, including but not limited to the ACES website and social media platforms. Written or video testimonials submitted by students may also be published for these purposes. Consent for the use of images, videos, or testimonials is provided by default upon enrolment; however, students may withdraw consent at any time by submitting a written request to info@aces.edu.au. Confirmation of withdrawal will be provided within five working days. ACES is committed to upholding privacy and compliance with the Privacy Act 1988 and the Australian Privacy Principles.

FREQUENTLY ASKED QUESTIONS

You will find answers to many questions commonly asked by students in this handbook. Here are the most frequently asked questions.

How long do I have to complete the course?

Students enrolled in the **Diploma of Feng Shui** have a maximum of 18 months to complete four subjects in the course (with a total of 500 hours study load). Once you enrol in a subject, you have a maximum of 12 weeks to complete that subject (an extension of four weeks is available per subject).

Students enrolled in the **(11429NAT) Advanced Diploma of Building Biology** have a maximum of four years to complete ten subjects in the course. Once you enrol in a subject, you have a maximum of 12 weeks to complete that subject (an extension of four weeks is available per subject). Extensions beyond 4 weeks are not permitted (regardless of the reason). Students who don't submit their assessments by the due date, will be withdrawn from the subject. Fees apply to re-enrol.

I have not studied for many years. Will I be able to cope?

Most of our students are mature age (30 to 60 year-old) females who have no educational or experience in the building or health industries. Some but not all have undergraduate degrees,

however we assume no knowledge or skills prior to enrolling in any of our courses. Our student resources, field training and supportive trainers will assist you in your return to study.

How do I write an essay?

Refer to the *Referencing Guide* for details on writing essays and referencing sources of information. The college has also produced two 30-minute videos on *How to do Research* and *How to Reference* which you will find in the Student Resource section when you log in to our Moodle platform. Feel free to discuss any concerns you have with your trainer or administrative staff *before* your assessment is due.

Do I need computer skills?

Yes, it is a requirement that you have access to and are able to use a computer that has internet connectivity. You should be able to use *Word* in order to write essays and reports and be able to *search the internet*. All subjects require you to submit typed assessments and reports. If you are not familiar with how to use a computer, use wordsoftware and access the internet, we strongly suggest you undertake a course at TAFE or a Neighbourhood Community House before enrolling in the course or at least arrange someone to type the assessments on your behalf.

How much homework is there?

Students should set aside around 8 to 10 hours of self-directed study time each week for every subject they are enrolled in, for 12 consecutive weeks. Each subject has been broken down into week blocks, to assist you getting through the subject in the required timeframe.

Do I need to buy any books or equipment?

You will have access to comprehensive course materials and videos, many of which contain a list of useful websites where you can access more relevant information.This significantly reduces the number of resources required in the course. For books and equipment involved in the Feng Shui and Building Biology course, refer to STATEMENT OF FEES .

How will I be assessed?

Assessments are not marked as a Pass or Fail. Assessments will be judged against the performance criteria of the national competency standards. ACES will assess your competency using a range of evidence from reports, checklists, questionnaires, essays, online quiz and practical demonstrations. Assessment tasks for each subject are documented under ‘Assessments’ when you log online or in the Student Guide on the ACES website.

Once I have completed a subject, can I still access the course material?

Once you have successfully completed a subject, you will be logged out of Moodle (our online software platform) which means you will no longer have access to the course materials. We encourage students to download the course materials whilst they are enrolled in the subject, providing the materials are not distributed to any third party, or result in delivery of any training for financial gain outside of the College without prior permission from ACES. Failure to do so may breach Copyright laws and legal action may be taken.