

Vocational Education and Training

2010

student guide

# Table of Contents

A Message from the Cengage Education Team	1
On the Road to Success	2
Australian Qualifications Framework (AQF)	3
Access and Equity	4
Plagiarism	5
Referencing	6
Referencing cont ...	7
Referencing cont ...	9
Complaints Procedures	10
Complaints Procedures cont ...	11
Recognition of Prior Learning (RPL)	12
Applying for RPL	13
Applying for RPL cont ...	14
How much RPL can I apply for?	16
Assessment	17
Competency-based Training	18
Work Placement	19
Submitting Assessments	20
Presenting Assessments	22
Presenting Assessments cont ...	24
Grades	26
Graduation	28
The Independent Learner	29
Commitment to Our Students	30
Student Mentors	31
The Student Support Mentor Program	32
Tutor Contact	33
Frequently Asked Questions	34

# A Message from the Cengage Education Team

Welcome to Cengage Education and thank you for choosing us as your learning partner.

Cengage Education is able to serve the needs of learners anywhere, anytime across the spectrum of post-secondary education. Our courses range from Statements of Attainment through vocational Certificates and Diplomas to accredited Degrees - all offered by fully supported distance education.

In addition, to assist you with your distance learning, we have established a sense of community through our student and mentor support services, student forums and Portal and fully qualified, professional Tutors.

Our aim is to make education as relevant, flexible and accessible as possible. We are focused on our students' needs and circumstances. There are no lectures or tutorials that you are required to attend, and we give you ample time in which to complete your course.

Cengage Education (you may know us by our former name of Thomson Education) has a strong heritage in Australia. We currently have over 79,000 active students. Since 1921, more than 700,000 Australians have undertaken our courses, learning at home and in their spare time to build a better future. For those who have not studied for some time, or who are new to distance learning, you will have all the support you need throughout your studies.

We assign Tutors to provide guidance with academic matters, as well as Mentors and Student Services support to assist with non academic matters. All students receive comprehensive study materials, including textbooks.

The Cengage Education team is committed to providing its community of learners with an enriching and fulfilling student experience. We are here to serve you, and look forward to working with you to achieve your goals.

Sincerely,  
The Cengage Education Team

# On the Road to Success

You have started on a journey towards a better future – a future that may bring more money, security and greater career satisfaction. All of us at Cengage Education will do everything we can to make that journey a rewarding one. But there may be times when you find the going tough. If this happens to you, just remember these important facts:

- ▶ A good way to stay motivated is to remember why you enrolled. Your goals will help keep you motivated and now that you are up and going, don't let anything stand in your way!
- ▶ Any time you have a problem related to your studies or a question about your Cengage Education experience, contact us. Every student is important to us – and we want to see you achieve success.

## Student Services

Phone: 1300 650 011

Fax: 1300 650 682

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



- ▶ Follow your study schedule as much as you can – but it is acceptable to give yourself a day off now and then – holidays, special occasions, or just a day to ‘recharge your batteries’ – but don't take too many, because you want to keep moving towards successfully completing your course.
- ▶ Most of all, take pride in what you are accomplishing. Just by enrolling you have shown you are someone who sets goals and works to achieve them. You should be proud of taking this step towards realising your dreams. At Cengage Education, your success is important to us. That's why we have made it easy for you to contact us whenever you have a question or problem.

# Australian Qualifications Framework (AQF)

If you are studying a nationally recognised qualification, then your course comes under the Australian Qualifications Framework (AQF). AQF provides a comprehensive, nationally consistent yet flexible framework for all qualifications in post-compulsory education and training.

The AQF comprises national qualifications issued in:

- ▶ The secondary schools sector;
- ▶ The vocational education and training sector (TAFE and Registered Training Organisations); and
- ▶ The higher education sector (higher education institutions and providers and universities).

These qualifications are shown below, grouped according to the educational sector which is responsible for their accreditation. You can access further information about a particular qualification by going to the following website:  
<http://www.aqf.edu.au>

## Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency/modules from nationally recognised qualification(s)/course(s).

## Other Awards

If you are not studying a nationally recognised qualification you will receive a Cengage Education Certificate.

To find a detailed description of the units of competency contained within your course, and for further information on Vocational Education and Training (VET), please visit the National Training Information Service website:  
<http://www.ntis.gov.au>

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree/ Advanced Diploma Diploma

# Access and Equity

Cengage Education adheres to the principles of access and equity (the ability to access courses and right to be treated fairly) for all students and staff. Details of this policy can be found at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies).

Cengage Education is committed to:

- ▶ Making sure our courses are accessible to students
- ▶ Not excluding any group, culture or individual from participating in our courses or attending an associated work place
- ▶ Making certain all students have an equal opportunity to progress through their course and graduate
- ▶ Ensuring course material does not contain language, images or audio visuals that are potentially derogatory or offensive
- ▶ Seeking feedback from students as to their level of satisfaction with all aspects of our business
- ▶ Reviewing our courses to improve and maintain quality and relevance
- ▶ Providing student support services to ensure equal opportunity



## **Cengage Education's commitment to course delivery and support:**

- ▶ Courses are developed and maintained so they are relevant in content to the level of the qualification issued;
- ▶ Assessments are written and marked with consistency;
- ▶ Students are treated fairly, ethically and with dignity (according to the code of conduct), and;
- ▶ Staff are trained to ensure our services are delivered at the highest professional level for all members of the student community.

# Plagiarism

Plagiarism is the presentation and submission of another person's work as your own. This is a serious offence as it is essentially a form of fraud and penalties will apply (for more information, please see the Cengage Education Plagiarism Policy at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies)).

The purpose of assessment is to test your understanding of a subject. Tutors and Workplace Assessors are obliged to mark your work fairly and consistently and you are obliged to submit work that represents your own efforts.

When submitting specific written, electronic record (audio visual) or design-based work, you can refer to another's ideas or use them in your own work. However, you must acknowledge the owner of the intellectual property.

For example, copying, paraphrasing or summarising all or part of any document (including written, audio, visual and computer-based material), using somebody else's ideas, results or conclusions as your own, or presenting another person's work as your own, and failing to acknowledge and reference your sources would all be acts of plagiarism.

Make sure you are familiar with the style of acknowledgement that is required by Cengage Education (see the section on *Referencing*).



Important points to remember:

- ▶ Always write the source on any notes or copies you make from any document you view throughout your research.
- ▶ When quoting directly from a source, always use quotation marks or some other acceptable form of acknowledgement.
- ▶ Avoid excessive paraphrasing, even where you acknowledge the source. Use a different combination of words to show that you have thought about the material and understood it.



# Referencing

The purpose of referencing is to clearly document sources relied upon and used in your own work and research. Referencing is used to validate an argument made by the author, and to provide readers with additional back-up material in relation to a particular point. If they wish to follow up for their own research, it can be sourced.

Much of the following information on referencing is based on the requirements set out in the *Style Manual For Authors, Editors and Printers* (Wiley).

There are two primary methods of referencing:

- ▶ The Harvard System: Used by most universities and the majority of non-fiction, it is the style required by Cengage Education.
- ▶ The Oxford/Vancouver System: Used traditionally in 'humanities' type work; this system uses footnotes or endnotes.

**Note:** Here we will focus on the Harvard System that should be used by all Cengage Education students.

The primary terms for referencing are:

**Citing:** Formally recognising, within your text, the resource from which you have obtained information.

**Citation:** Citing of another person's ideas - where you refer to the idea without actually quoting word for word.

**Quotation:** An exact duplication of another's work, text, phrase, argument, etc.

**Bibliography / References:** The detailed description of the item from which you have obtained your information. The title Bibliography is used when additional information (not cited in the text) is provided to further describe resources used that assisted in preparing your work.

## Using citations in the text body

You can cite an entire idea in one sentence or segment without directly quoting the author's work. You can do this by being more concise with the original author's use of words, but not by changing the actual context or meaning.

## For example:

People the world over are finding that working from home is the preferred ideal. Johns and Beveridge (1991) proposed that the work environment in the 1990s would see a greater focus on the home office. This paradigm shift was also noted by management schools (Steines 1992) as the preferred career pathway.

The actual citation is integrated into the text, and it is not quoted word for word, but it is clear that reference is being made to another person's work or ideas.

The Harvard System of referencing involves placing an abbreviated reference in the text as follows:

1. Author's surname (author's initials are not included)
2. Year of publication
3. Relevant page following the year - all in brackets (not compulsory for citation)



### Using quotations

Sometimes you will need to directly quote a source. This is only to be used when citations would not do justice to the original work, or there is a requirement to quote word for word.

Quotations are stated word for word and where a quote is less than 50 words, it should run on within the text.

#### For example:

Johns and Beveridge (1991, p. 106) state that 'The majority of the workforce could be freelancing or job-sharing by the year 2030. The emphasis on maintaining one job may be a thing of the past by then.'

### Using partial quotations

When you extract part of a sentence you need to add ellipsis points for the words you have omitted.

#### For example:

The world of work may be changing, '... maintaining one job may be a thing of the past ...'  
(Johns and Beveridge 1991, p. 106).

#### Or:

Work may change in the future. Johns and Beveridge (1991, p. 106) state that '... one job may be a thing of the past ...'.

With longer quotations, you need to indent the actual quotation, so it stands out from the body of your text.

#### For example:

'We may be seeing a dramatic change over the coming years in our workforce. More and more, people are shifting towards a more unified approach to work and home life.

The majority of the workforce could be freelancing or job-sharing by the year 2030. The emphasis on maintaining one job may be a thing of the past by then. We will see shifts towards more home office type arrangements, where people will no longer spend the majority of their time in the office'  
(Johns and Beveridge 1991, p. 106).

## Reference list

The reference list (usually headed 'References') includes all those authors whose works or ideas you have referred to in your research and is included at the very end of your document.

It is compiled in alphabetical order according to authors' surnames. When the author has multiple works, organise them chronologically from earliest to latest. Use single spacing and leave a line between each entry. Indent the second and subsequent lines of each entry to make it easier for readers to find a particular entry.

### Bibliography

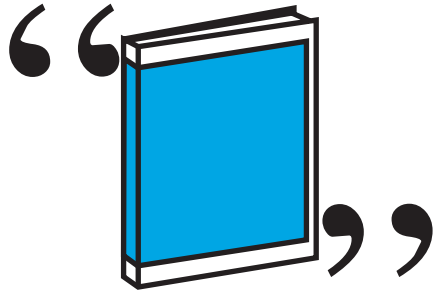
A bibliography follows the same rules and contains all of the aspects of the reference list but also includes any material you have not quoted or cited.

## Books

- ▶ The author's surname is first, followed by a comma, then the first initials (corporate authors may replace personal authors).
- ▶ The year of the most recent publication is next, followed by a comma.
- ▶ Then the title of the book set in italics.
- ▶ Place of publication and publisher are also given, separated by a colon.

### For example:

Jones, P 1975, *Tools of the Trade*, NZ Auckland: NZ Publishing Company.



## Magazine and Academic Journals

- ▶ Specific academic journal articles are cited with the author first, followed by the year.
- ▶ Then the title of the article that is being referenced is followed by the title of the journal set in italics.
- ▶ Volume and paging are next, given in the following manner: **30** (issue number included if applicable) 19 - 22.

**Note:** For magazines, volumes are not given. Paging is given, preceded by a 'p.' for a single page (p. 5), or 'pp.' for multiple pages (pp. 5–17).

### For example:

Simons, TV, James, DA and Veetes, RR, 1991, *Looking into the Future*, International Journal of Science 30 (issue number included if applicable) 19 - 22.

## Personal communication

This may be in the form of letters, memos, telephone conversations, interviews and other forms of communication as irretrievable data. They are cited in the body of the text and should appear in the bibliography but not in the references list.

Give the initials as well as the surname of the author and provide the information so it is as exact as possible, including job title and organisation.



## Newspaper articles

If a newspaper article has an obvious author, then the procedure described for journals should be followed.

The volume and issue information will be replaced by the day, month and the year. If the article has no obvious author, full details should be provided in the body of the text.

## Citing Internet sites

Internet citation should contain the author, publication date, article title, department or site name, date retrieved and the full URL.

### For example:

Masters, M 2004, The Power of Internet Marketing in the Arctic, Internet Sub-Press, South Pole, retrieved March 7, 2004, from [http://www.arctic.sub.sp/articles/power\\_internet.html](http://www.arctic.sub.sp/articles/power_internet.html)

For more detailed information on Referencing, please see Section Seven of the Higher Education Student Handbook ([www.cengage.edu.au](http://www.cengage.edu.au)).

# Complaints Procedures

Cengage education makes every effort to provide the best quality learning materials supported by excellent student services and Mentor and Tutor support. If, however, you have a grievance and are dissatisfied with any aspect of Cengage Education's service or training, you can lodge a complaint with us directly. You may do this by telephone, fax, using the internet or email, or by posting a letter. Cengage Education is committed to the fair and equitable management of complaints within its learning community.

In the handling of complaints, Cengage Education is committed to:

- ▶ Processing complaints and informing students clearly of the outcomes of the complaints process in a timely manner
- ▶ Ensuring students have every opportunity to present their case including the involvement of a third party or arbiter



**Note:** All past, present and prospective students of Cengage Education are entitled to access the grievance and complaint policies and related procedures regardless of the location at which a grievance may have arisen, the student's place of residence or their mode of study.

Please visit [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies) for a copy of the Grievance and Complaint Policy.

- ▶ Keeping a record of complaints and associated meetings, decisions and outcomes to address the cause of the complaint and document any changes

In addition, the complaint procedures outlined below will not incur a cost to the student.

## Academic Complaints:

Your grievance may relate to an academic matter such as an assessment grade, the content of your course (curriculum), an award for a course of study, or anything else that may affect the progress of your study.

## Non-academic Complaints:

Your grievance with Cengage Education may relate to a non-academic matter which may include (but is not limited to) the management, handling, documentation, review commentary on, or communication of, student administrative and / or financial and / or operational issues.

## To register a complaint:

- ▶ Speak directly with a Student Services representative to report the complaint (call 1300 650 011)
- ▶ If the complaint cannot be resolved by the representative at the point of contact, or if it is not possible for you to call Cengage Education, you must present your case in writing to Cengage Education and include appropriate support documentation

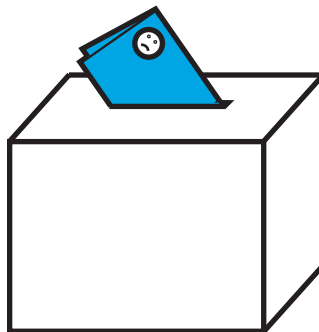
- ▶ Student services will be able to advise you on how to get assistance in submitting complaints and you will be notified of the relevant procedure and progress of the handling of your complaint
- ▶ **Assessment grade complaint:** can be submitted in writing by completing an Assessment Review Form available online and in your Study Forms pad in your Welcome Kit
- ▶ **Course content complaint:** if you find something in your course material you think needs to be changed or corrected, please call Student Services and an internal corrective action will be initiated to address the matter
- ▶ **Other or Non-academic complaint:** if your grievance relates to another type of complaint other than those above, you can complete a Complaint Form (available online or in your Study Forms pad in your Welcome Kit)

An academic complaint may take up to 30 days for a response at each stage and may involve referral to an internal complaints review committee for resolution.



**Note:** All complaints will be investigated thoroughly and treated seriously regardless of the severity of the complaint.

A non-academic complaint may take up to 15 days for a response and may involve referral to a senior officer / supervisor, manager, committee or the General Manager for resolution.



## Appeals

If you are studying a Nationally Recognised Course and you are unsatisfied with the outcome of your complaint or the procedure involved in handling your complaint, or if there are exceptional circumstances that prevent you from submitting your complaint to Cengage Education, you may:

- ▶ Lodge your complaint with our registering body in NSW; the Vocational Education and Training Accreditation Body (VETAB, [www.vetab.nsw.gov.au/](http://www.vetab.nsw.gov.au/))

### OR

- ▶ Lodge your complaint with the National Training Complaints Hotline toll free on **1800 000 674** or send an email to: [nationalcomplaintshotline@deewr.gov.au](mailto:nationalcomplaintshotline@deewr.gov.au)

# Recognition of Prior Learning (RPL)

## Q What is RPL?

Recognition of Prior Learning (RPL) is the recognition given for the knowledge and skills a student has acquired through work experience, education, training and life experiences. The RPL process involves matching the student's knowledge and skills to the learning outcomes of nationally recognised courses to determine whether the student should be given credit for specific units of competency or modules.

Cengage Education acknowledges that relevant knowledge and skills can be acquired through a variety of means, not just through formal education and training.

For more information, see the Cengage Education PRL Policy which can be found at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies)

## Q How does RPL work?

Essentially RPL involves providing evidence to establish that your current knowledge and skills match particular units of competency or modules from the course in which you are enrolled. Collecting evidence to establish your claim for RPL is the most important part in the whole process.

If you think you may qualify for RPL for one or more units of competency or modules, you can do the following:

- ▶ Find an RPL support person to help you identify your relevant knowledge and skills, and to assist you in collecting evidence to support your RPL application.

- ▶ Collect evidence to support your RPL application.
- ▶ Forward your RPL application form (found in your Study Forms pad) to Cengage Education.

Once Cengage Education receives your RPL application, the evidence and information you have provided for each unit of competency or module will be assessed by qualified RPL assessors.

You may be contacted during the assessment process by the RPL assessors and asked to provide further information, or to clarify details about the evidence you have supplied.

## Q What are the benefits of RPL?

Because RPL provides formal recognition for your existing knowledge and skills, you don't have to spend time re-learning what you already know, or demonstrate skills you can already perform. The benefits for you are:

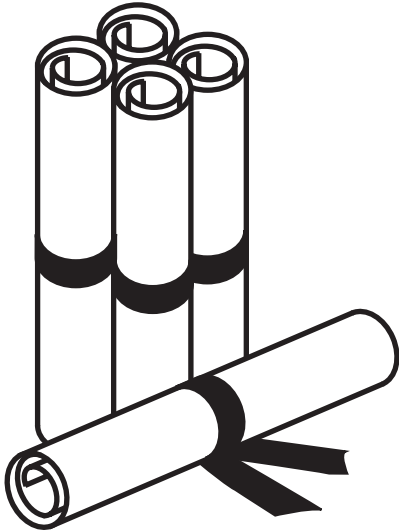
- ▶ You can gain your qualification in a reduced amount of time.
- ▶ You can concentrate your time and energy on learning new knowledge and skills, starting your Cengage Education course at the right level for you.
- ▶ Credit given to you through the RPL process can be recognised by employers to assist with your career progression.

# Applying for RPL

## Q How do I apply for RPL?

You may apply for RPL before you enrol in a course. Please request an RPL Application pack from Student Services or download instructions and forms from [www.cengage.edu.au/forms](http://www.cengage.edu.au/forms)

1. Read the RPL Instructions included with your Study Forms or in the RPL Application pack you requested prior to enrolment.
2. Refer to your personalised RPL Application Form included in your welcome kit or RPL pack.
3. Collect and number each piece of evidence, as they may be used on more than one assignment. The types of evidence required may include:
  - Copies of certificates and academic transcripts
  - Job descriptions and performance reviews
  - Samples of your work
  - References
  - Resume or work history
4. Formal qualifications used for evidence, must have copies verified (signed by JP or similar), and unit of competency titles and codes or learning outcomes attached.
5. Work/life experience evidence must have documentation and verification of the documents attached.
6. Match the evidence with the assignment number.
7. Tick the relevant assignment number for which you are applying for RPL.
8. Indicate the evidence reference number in the next column that matches your numbered evidence with the assignment you have applied for RPL on.
9. Take a copy of your application form and evidence before returning them to Cengage Education.
10. Do not submit original copies of certificates or academic transcripts.
11. Send the application form with all the evidence attached.
12. Your application will be processed as quickly as possible and will depend on how much RPL you are applying for and how much additional information is required from you.
13. Processing of your RPL application may attract fees and charges and details of these are available at [www.cengage.edu.au](http://www.cengage.edu.au) or from a Student Services representative.
14. As a result of your RPL application, you may be granted credits towards a course you intend to enrol into or one in which you are already enrolled.
15. You may also be eligible for a refund of a portion of your course fee if you are granted RPL (or given credit) towards a course in which you are currently enrolled and for which RPL has been applied for.



## Supplying evidence for RPL

When supplying evidence, a number of issues need to be taken into consideration.

A student's evidence must be:

**Valid:** The evidence must directly relate to the unit of competence and the assessment criteria.

**Authentic:** Evidence must be verified as being that of the student.

**Current:** The evidence must indicate that the student is currently able to use the skills and knowledge identified.

**Sufficient:** Enough evidence must be provided to ensure that the student is competent in the area for which they are seeking recognition.

## Q What is a JP?

A Justice of the Peace (JP) is a State Authorised Witness and is a member of the public that has fulfilled certain criteria required by the government. A JP may be a doctor, dentist, pharmacist, or work in a bank or post office. A list of JPs in your state or territory is available and may be accessed via an internet search engine or by contacting your local government.



**Note:** The National Office of Overseas Skills Recognition (located within Australian Education International; AEI-NOOSR) provide information and services to help people have their overseas qualifications recognised in Australia. You can contact them on 1300 363 079 or go to the website: [www.deewr.gov.au/deewr/Training/](http://www.deewr.gov.au/deewr/Training/) and click on the 'Qualifications Recognition - AEI-NOOSR' link.

**When applying for RPL**, Cengage Education requires that the student provide sufficient evidence to prove competence in the entire learning outcomes of any subject. Prior to submitting your evidence, consider the following:

**Evidence:** When supplying copies of certificates, a Justice of the Peace (JP) must sign and verify them. Letters that are not supplied on company letterhead and are used to support evidence must also be verified by a Justice of the Peace (JP) to certify that the signatory is also the author of the letter.

**Change of name:** If the name on the certificate supplied and the name on our system differ, you will need to submit documentation to justify the name change. This must be verified by a Justice of the Peace (JP) to certify that the copy is a true copy of the original.

### Types of evidence:

There are three forms of evidence that can be used to demonstrate competence. These include formal qualifications, work experience and life experience.

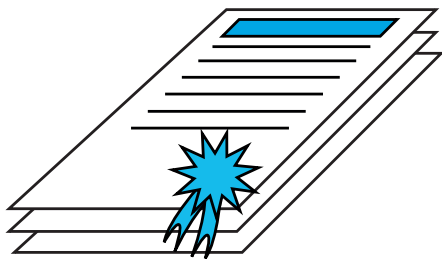
### Formal qualifications

When supplying formal qualifications from a Registered Training Organisation (RTO), you must supply a copy of the certificate and a transcript of the titles and codes of units of competency achieved listed.

When supplying formal qualifications from a learning institution that is not an RTO or does not have a transcript with the titles and codes of units of competency achieved listed, listed, you must supply the learning outcomes for each subject for which you are seeking RPL. This is to enable Cengage Education to make a comparison of the learning outcomes.



**Note:** The learning outcomes must demonstrate that they describe the subjects listed (e.g. they are printed on the educational institution's letterhead).



**Documentation:** Please do not send in originals, as we cannot guarantee they will be returned, or be safe from damage.

# How much RPL can I apply for?

## Work and life experience

When assessing evidence from work and/or life experience, Cengage Education must ensure the knowledge and/or skills described in the evidence matches the learning outcomes of the subjects for which you are applying.

Types of evidence can be:

- ▶ Internal training
- ▶ Workplace reference
- ▶ Statement of duties
- ▶ Work project
- ▶ Newspaper cuttings of achievements
- ▶ Minutes of meetings attended or conducted
- ▶ Documents showing organising or supervising skills
- ▶ Awards

In all cases, Cengage Education must be satisfied that the documents demonstrate your competence.

**Language:** Copies of certificates in a language other than English must be translated, verified and mapped to the equivalent Australian qualification before they are submitted to Cengage Education.

## How much RPL can I apply for?

This depends on your qualifications, skills, work and life experience. You could apply for RPL for the whole course, although this would be very rare because of the content of some of the units of competency or modules.



**Note:** To ensure

Cengage Education can process your application in a timely manner, you must use the form provided. An application form can be downloaded from [www.cengage.edu.au/forms](http://www.cengage.edu.au/forms).

If an application is incomplete, incorrectly filled out or the form is unattached, it will be returned to you without being assessed.

**Any students who need assistance with their RPL application should contact Student Services on 1300 650 011.**



# Assessment

Assessment is the process of gathering evidence and judging competence against prescribed standards of performance such as units of competency. Assessment is required in order to qualify for a nationally recognised qualification or receive a statement of attainment or a Cengage Education Certificate. In order to be awarded a qualification, students must demonstrate achievement of all units of competency that comprise the qualification they are seeking.

Evidence of competence can be demonstrated in a written assessment task and in some courses, through an additional workplace assessment. Under a Competency-based Training and Assessment system, assessment is guided by the four principles of validity, reliability, flexibility and fairness.

## Tutor and Workplace Assessor qualifications

All nationally recognised training courses are assessed by qualified Tutors and Workplace Assessors. Each Tutor and Workplace Assessor has in-depth industry experience as well as formal qualifications, including a Certificate IV in Training and Assessment or equivalent.

## Assessment review

Your Tutor is responsible for grading your assignments. If you believe that you have received a grade in an assignment that does not reflect your academic performance, then you should read the Complaint Procedure (found elsewhere in this Handbook) in order to communicate your request for an assessment review to Cengage Education.

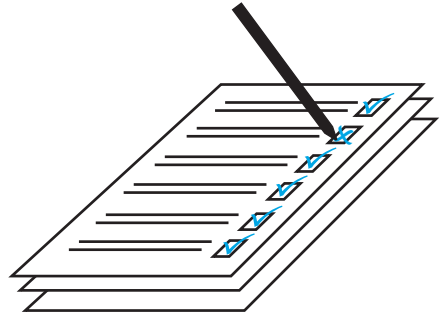


For more information, see the Cengage Education Assessment Policy which can be found at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies)

# Competency-based Training

Cengage Education offers two types of courses - nationally recognised training and personal & professional development. Nationally recognised training can lead to a Statement of Attainment or awards such as Certificates, Diplomas, or Advanced Diplomas. A Cengage Education Certificate is awarded for personal and professional development courses.

All nationally recognised training courses at Cengage Education use a Competency-based Training and Assessment approach. This approach places emphasis on the skills and knowledge that a person can apply in the workplace as a result of completing a program of training.



Nationally recognised training courses consist of units of competency. These units of competency are developed through a national system of industry consultation. Units of competency describe the skills and knowledge needed to perform a job. Each unit of competency includes elements, performance criteria and information about assessment.

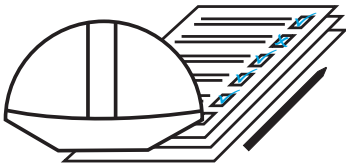
Units of competency are listed in nationally endorsed training packages that are developed for each industry. You can find information on training packages, units of competency and particular qualifications by going to the National Training Information Service website: <http://www.ntis.gov.au>



# Work Placement

As a part of various Cengage Education courses, students are required to undertake work placement. This is the opportunity to develop and demonstrate the application of skills and knowledge in a workplace context.

Written assessments allow you to demonstrate your knowledge, and a work placement allows you to demonstrate actual skills in a real-life workplace. It gives you the opportunity to work with others and put the knowledge you have learned into practical application. You will become exposed to real work conditions and expectations and develop generic employability skills as well as job-specific skills and knowledge.



## Important:

Students seeking voluntary work to complete their workplace assessments may contact our Workplace Coordinators (1300 882 121) for assistance. Students who are already employed within the relevant industry will need to complete a Workplace Agreement with their employer and should contact our Workplace Coordinators for guidance.

Work placement also provides insight into particular job roles and responsibilities within an industry context. You can find out if this is the right industry for you and whether you are right for this industry.

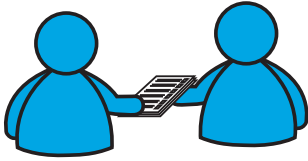
Students should be aware that if they possess a criminal record involving violence or abuse, there may be restrictions to their practical placements, workplace and career options involving contact with children and vulnerable people. There may be instances where the student will be required to undergo a criminal records check or a Working with Children check.

## Insurance Cover

Cengage Education is pleased to offer our students insurance cover for any voluntary workplace experience they undertake as part of their course. The insurance policies cover Public Liability and Personal Accident within the workplace, and will help put employers' minds at rest for the duration of the work placement. Copies of the Certificates of Currency for these policies can be requested from our Student Services team on 1300 650 011.

**Note:** Cengage Education insurance does not cover Professional Indemnity.

# Submitting Assessments



Students are required to complete assessment tasks for each course. The number of exams or assignments vary depending on the course in which you are enrolled. Each assessment task is listed on the Order of Studies and the assessment tasks themselves are usually found at the end of each Learner Guide.

Some units of competency or modules feature helpful self-check questions called 'Activities'. These determine how well you understand the new concepts you have learned. It's a good idea to complete all the self-check sections as it will make completing your assessment tasks easier. Remember that future course materials are sent to you as you submit each of your assessment tasks, so avoid delays in your training by submitting them promptly and ensuring your account with us is up to date.

At the end of each unit of competency or module, you will be asked to complete one of the following:

## Multiple-choice exam

These exams consist of a number of questions usually with four alternatives or true/false as answers. You are required to choose the ONE best answer and mark the correct letter on the specially designed Multiple-choice Answer cards. Place a stamp on the front of the multiple-choice envelope, make sure you complete all details, and send it to Cengage Education for grading.

## Short answer or essay-style

Some assessments may ask you to respond with a short answer to a question, or an extended essay-style answer (also called an assignment). You will need to answer these, either in the space provided, or on the Answer Sheets included in your Study Forms pad. Most units will include an Assignment Cover Sheet. You must complete it and send it to Cengage Education along with your assignment. Make sure all these are firmly attached together.

Please ensure that you keep a duplicate copy of your assignment for your records at all times. No responsibility will be taken by Cengage Education for loss or damage during processing or transit.



If your course is delivered via the **Student Portal** ([library.cengage.edu.au](http://library.cengage.edu.au)) enter your username and password to log in. You will be able to submit your assessment (including multiple choice exams) within your Study Period. Without the need for a cover sheet, upload your assessment file within the relevant Study Period.

Some assignments can be submitted online by visiting our website [www.cengage.edu.au](http://www.cengage.edu.au) and following the 'Students' link. Please refer to your Learner Guide or call Student Services on **1300 650 011**.

If you are submitting your assessment online, please follow these simple suggestions and rules:

- ▶ Have your student, course and assignment numbers handy;



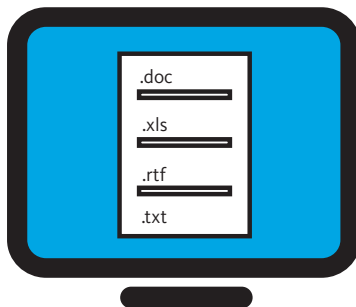
### Returning of your assessments

Students who submit written assignments or queries should allow up to 15 working days from receipt by Cengage Education, for marking and return by Tutors.

Students who submit their queries online can expect a reply within three working days. All multiple-choice and computer-based assessment results are notified to students by letter, within 15 working days of receipt by Cengage Education.



If you are required to submit your assessment online via the **Student Portal**, your grade will be made available to you via the Student Portal messaging system.



- ▶ When submitting files, please ensure they are of the type: .doc, .xls, .rtf, .txt, .pdf, .ppt, or .mdf only;
- ▶ A maximum file size of 1 megabyte (Mb) is strongly recommended. If a file or files of a larger size need to be submitted, burn it or them to a CD and mail by regular post;
- ▶ Do not submit an assessment online and by post. If printed or written attachments are required, submit the entire assessment by post (split submissions will not be accepted);
- ▶ Once you have pressed submit, please be patient and wait for the confirmation page to load. Uploading may take a few minutes for files around 1 Mb in size;
- ▶ Print the confirmation page for your records. A confirmation email is also sent to you. We suggest you keep a copy on your computer until you receive your grade;
- ▶ If your assessment is submitted inside the Student Portal, you will be able to view your submission online. You will receive an email notification when the Tutor has submitted your grades;

## Presenting Assessments

It is important that you take care with the presentation of your assessment.

Each course has a required assessment layout style. Whether it is a journalism article, a short manuscript, a business document or essay, each course has style requirements for assessments. Aim to make your assignment look as professional as possible.



Important points to remember:

- ▶ If you are writing your assignment by hand, make sure it is neat and easy to read by others. Your Tutor must be able to read your handwriting!
- ▶ Do type longer assignments.
- ▶ Do use the type style and type size that is required.
- ▶ Don't type the whole document in italics, elaborate script or in capitals. These styles are harder to read.
- ▶ Don't use coloured headings or complex graphics. Keep it simple and professional.
- ▶ Don't print on coloured paper – use white paper.
- ▶ Do use double spacing between lines of text and wide margins for you Tutor to write comments in.



## Word processing hints

Microsoft® Word is the most widely used word processing program and will be used for these examples. However, you should find that most other word processing programs work in a similar way.

The following are examples of how to perform basic word processing functions.

## How to double space your work

1. Type your text in normal single spacing.
2. Click 'Edit' on the menu bar at the top of the screen.
3. When the drop-down menu appears, click the 'Select all' option (this will highlight all the text in the document).
4. Click 'Format' on the menu bar at the top of the screen.
5. When the drop-down menu appears, click the 'Paragraph' option.
6. A pop-up text box will appear. Look for the 'Line Spacing' option (it will probably say 'Single' in the box underneath).
7. Click the arrow beside the box and a menu will drop down.
8. Click 'Double', then click 'OK' and your text should become double spaced.

### How to count words

1. Click 'Tools' on the menu at the top of your screen.
2. When the drop-down menu appears, click the 'Word Count' option.
3. When the pop-up box appears you will see various statistics of your work, including a word count of your document.
4. Word counts should not include citations, direct quotes or references.

### Formatting paragraphs

Business letters and documents should have a left alignment. Do not indent each paragraph. Manuscripts usually have an indent in the first line of each paragraph in accordance with standard publishing practice.

Before you start typing, set up your paragraphs using the following method:

1. Click 'Format' on the menu bar at the top of the screen.
2. When the drop-down menu appears, click on the 'Paragraph' option.
3. A pop-up text box will appear. Look for the word 'Indentation' and you will see the 'Special' option. It will probably say '(none)'.
4. Click the arrow beside the box and a menu will drop down.

5. Click the 'First line' option. This means that only the first line of each paragraph will be indented.
6. In the section called 'Spacing', where you see the words 'Before' and 'After', make sure both are set to zero.
7. Click 'OK'.

### Cutting, copying, pasting and deleting

You can select (highlight) one word quickly by double clicking it. You can select a whole paragraph by clicking the left mouse button three times. To delete a highlighted word (or a paragraph), simply press the 'Delete' key.

To move a highlighted sentence (or a word) to a different place in the paragraph, you can either:

1. Click 'Edit' in the menu bar, choose 'Cut' from the drop-down menu, move your cursor to the place you want to insert the sentence, choose 'Edit' then click 'Paste'.
2. Place your cursor (turns into an arrow when you highlight text) anywhere in the highlighted text. Click and hold down the left mouse button. You will see a little box appear at the bottom of the arrow. This represents the block of text you are moving. Making sure you continue to hold down the left mouse button, drag the highlighted section to its new position. (You will see a grey cursor line moving with the text. Just position that cursor where you want the sentence to start.)

**i** **To copy text from one document to another**, simply open two files at once. Highlight the text you want to copy. Choose 'Copy' from 'Edit' (not 'Cut'). Move to the second document, click it and it will pop up. (Alternatively, click 'Window' in the menu bar, and choose the document you want from the drop-down menu.) Place the cursor where you want to place the text you copied from the other document, choose 'Edit' then 'Paste'.

### To move to a new page:

1. Click 'Insert' on the top menu bar.
2. Click 'Break'.
3. When the pop-up box appears you can choose what kind of break you want. In this case, click 'Page'.

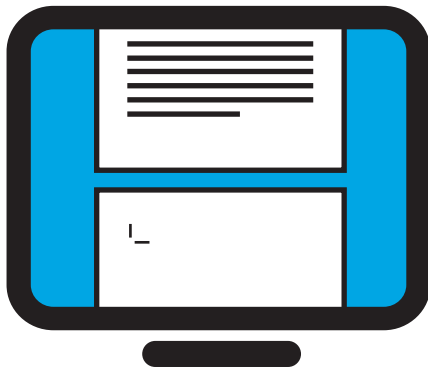
Alternatively press and hold the 'Ctrl' key and press 'Enter'. This will also start a new page. Don't start a new page by hitting the enter key multiple times.

### How to include headers and footers

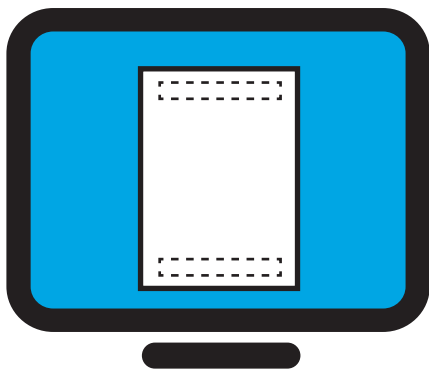
When you send work to publishers, they usually prefer that you put your surname, the story title (or a couple of identifying words if the title is long) and the page number at the top of each page. When completing assessments, you are required to put your Name, Student ID number, assessment number and the page number on each page, in case your pages come apart.

To include this information at the top (header) of each page automatically, you can use the Header/Footer function.

1. Click 'View' on the top menu bar.
2. Click 'Header and Footer'. The header/footer toolbar will pop up on your screen. The print on your page (if you've already started typing) will fade to a pale grey, and a dotted box will appear at the top of your page. Whatever you type in that box will appear on every page.



3. Inside the dotted box, type the appropriate text. For a header on work you are sending to a publisher: type your surname, the name of the story and the page number. For a header on an assignment you are submitting: type your surname, assignment number, your Student ID number and the page number. For example, type the header:  
Jones/Assignment 3A/0012345/Page #4
4. To make your page numbers correspond, after you have typed 'page' in the header, click on the '#' mark you see on the 'Header and Footer' floating toolbar. This will automatically add the correct number to each page.
5. Click 'Close' on the 'Header and Footer' floating toolbar and your story will reappear in standard black text – by now, you should also be able to see the new header you have created.



If you do NOT want a header on your first (cover/title) page, after you have typed what you want in the Header box:

1. Look for the open book symbol on the floating toolbar. Click this, and the 'Page Setup' box will pop up on your screen. Click 'Layout'.
2. Click in the box that says 'Different first page'. A new dotted header box with nothing in it will appear.
3. Click 'OK' and 'Close' and you will not see a header on your first page.

If you want footers (information on the bottom of the page) you can switch between the header and footer on the floating toolbar.



### The 'undo' arrow

If you make a mistake while editing and lose information from the document that you need, simply click on the little blue curved arrow at the top of the screen.

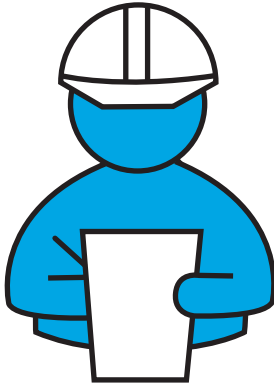
The arrow that curves to the left is the 'Undo' arrow. You can click this arrow as many times as you need to undo a mistake.

# Grades

In order to demonstrate achievement of a unit of competency you may have to undertake a written assignment.

In 2008, Cengage Education introduced a new grading system. The table below shows what your grades mean:

Code	Full Name	Mark Range	What This Means
HD	High Distinction	85-100	High Distinction is awarded for work of outstanding quality in achieving all learning outcomes together with outstanding integration and understanding of theory and application of skills. Evidence of in-depth research, reading, analysis, original and creative thought is demonstrated. A consistent academic referencing system is used and sources are appropriately acknowledged.
DN	Distinction	75-84	Distinction is awarded for work of superior quality in achieving all learning outcomes and a superior integration and understanding of theory and application of skills. Evidence of in-depth research, reading, analysis and evaluation is demonstrated. A consistent academic referencing system is used and sources are appropriately acknowledged.
CR	Credit	65-74	Credit is awarded for work showing a more than satisfactory achievement of all learning outcomes and a more than adequate understanding of theory and application of skills. A consistent academic referencing system is used and sources are appropriately acknowledged.
PA	Pass	50-64	Pass is awarded for work showing a satisfactory achievement of all learning outcomes and an adequate understanding of theory and application of skills. A consistent academic referencing system is used and sources are appropriately acknowledged.
FA	Fail	49 or less	Fail represents a score of 49 out of 100 or less for the marks for all assessment tasks.
IN	Incomplete	None	Incomplete refers to a variety of circumstances that are currently affecting the recording of marks against the specified assessment criteria in a Unit of Competency or Study.
WI	Withdrawal	None	Withdrawal refers to the withdrawal of the student from a course of study and that no marks were recorded for the Unit's assessment tasks.
AS	Advanced Standing	None	Advanced Standing relates to the credit or exemption received by a student for advanced standing in a Unit of Competency or Study through recognition of an individual's formal and informal prior learning. (Includes the former SG – Status Granted).
WD	Grade Withheld	None	Grade Withheld
UP	Ungraded Pass	None	Ungraded Pass



## Assessment records

Your course results may be communicated to you during and / or at the completion of your course in three different ways:

- ▶ **Transcript of Competencies Achieved (for Nationally Recognised Qualifications only)**


This assessment record follows VETAB Guidelines and is a list of competencies achieved.

- ▶ **Student Assessment Record (or Grades Letter)**

This record shows all assessment tasks attempted with the grade achieved.

- ▶ **Units of Competency Assessment Record (for Nationally Recognised Qualifications only)**

This record shows all Units of Competency attempted with the grade achieved (issued upon request only).



**Workplace assignments are graded in the following way:**

CO	Competent
NC	Not Yet Competent



# Graduation

To be awarded your Nationally Recognised Qualification, Statement of Attainment or Cengage Education Certificate, you must have:

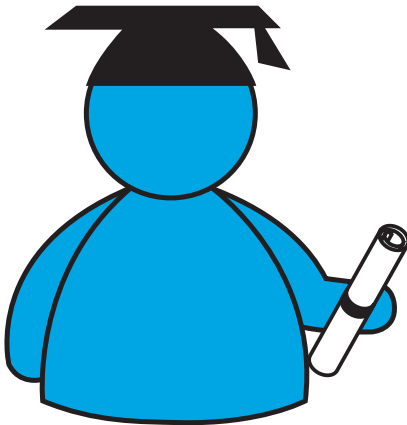
- ▶ Successfully completed all assignments and Work Placement.
- ▶ Been deemed to be competent in all your areas of study.
- ▶ Met all your financial obligations.



## Scholarships

When you become a Cengage Education Graduate, we would like to contribute to your continuing education. You will receive a graduate scholarship when you enrol in future courses with us. This includes degree courses.

For a list of the types of Nationally Recognised Qualifications, see the Australian Qualifications Framework page. For a list of the Nationally Recognised Qualifications, Statements of Attainment and Cengage Education Certificates, see the Cengage Education Course Guide.



# The Independent Learner

So you have decided to study, and what's more you have chosen to study by distance education. **This indicates your desire to be an independent learner.** From now on, you will need to build upon this; you will need to develop skills that will ensure your success, both now and over the years as a lifelong learner.

Motivation is always a major factor when studying at a distance. Independent learners, like everyone else, often need help and assistance to keep going and it's a good idea to ask yourself some important questions. Keep the answers to these questions on hand when you need a little motivation boost.

- Why did you choose to study? (To develop existing skills or gain new skills? Maybe to develop your career prospects or maybe find a job?)
- Where do you want to be in three years?

You have chosen to study with Australia's most flexible providers of distance education and **you are in the driver's seat!**

- How will you study? (Online, paper, taking notes?)
- Where will you study? (In the library? At home?)
- What tools will you use?
- What timeframe do you want to work within?



Organise a study plan. You will need a target to aim for, otherwise you will hit nothing! You can do this by using the Online Study Planner (refer to the Online Study Planner section of this diary) and once you have some milestone dates, plot them in your diary.



One of the seven habits of highly effective people according to Stephen Covey (1990) is to 'begin with the end in mind'. This is great advice. Plan-plan-plan, keeping your goals in mind.

- Decide on your priorities early in your study
- Allow sufficient time
- Allow sufficient breaks
- Try to find someone with whom you can discuss your studies; they can keep you on track from time to time. You can call **1300 882 121** if you would like a Student Mentor to help you through.

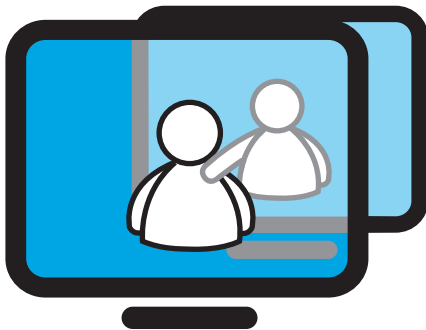
Learning is a personal thing, and ultimately it is up to you to decide to learn and how you learn. Use every resource you have, and set yourself achievable goals. Before you know it, you will be well on your way to success.

Covey, S, 1990, *Seven Habits of Highly Effective People: Restoring the Character Ethic*, New York: Simon & Schuster.

# Commitment to Our Students

In dealing with our students, we recognise the duty to:

- ▶ Always act with courtesy, promptness, efficiency and impartiality
- ▶ Provide clear and simple information
- ▶ Ensure that students receive our full service and not just what they ask for
- ▶ Maintain confidentiality and privacy at all times
- ▶ Recognise and respect individual differences and abilities (or special needs)
- ▶ Not denigrate students
- ▶ Not judge students because of personal bias
- ▶ Offer a service based on knowledge of current policy and practice



## Cengage Education cares about your privacy

We respect the privacy of our students. We explained how we comply with the Federal *Privacy Act, 1988* at the time you enrolled. We let you know exactly how we use the information you gave us, what your rights are, and what our commitment is to you. Should you have any further questions, call us on 1300 650 011.

Or write to:



The Privacy Officer  
Cengage Education Pty Ltd  
Locked Bag 900  
Artarmon NSW 1570

Include your student name, number and address, exactly as they appear on your Student ID card.

### Your Privacy

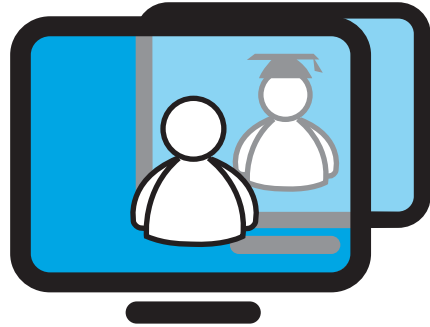
For more details on how we protect your privacy and how to access your details, please see the *Cengage Education Privacy Policy* at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies)



Student Mentors provide study skills and motivational services to students.

Mentors are not course Tutors or Workplace Assessors but are qualified individuals who have experience in self-directed learning.

Scheduled calls or regular emails from your Mentor will help you keep on track and achieve your goals.



## Replacement course materials

If you misplace your course materials, books, folders, etc. you can contact a Student Services Representative and arrange replacements. In addition, Study Forms that are part of your Welcome Kit, may be downloaded from our website:

[www.cengage.edu.au/students/](http://www.cengage.edu.au/students/)

You can find Student Mentors in the student mentor forum or call one on 1300 882 121.



# The Student Support Mentor Program

The Student Support Mentor Program assists students enrolled in a (Nationally Recognised Qualification) Certificate IV or above by encouraging them to develop independent learning skills. In a world that values lifelong learning, these skills will help students in the long and short terms.

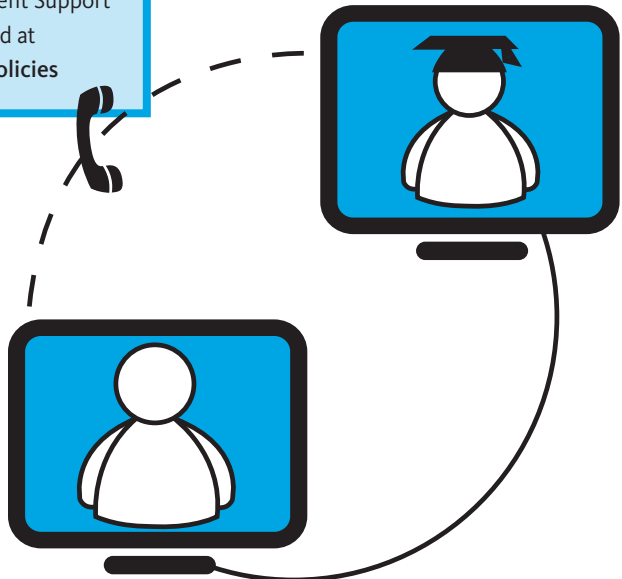
## The Student Support Mentor Program seeks to assist distance learners by:

- ▶ Encouraging independent study skills (See also the Independent Learner section listed in this diary)
  - ▶ Providing advice concerning matters relating to independent study
  - ▶ Providing a constructive relationship in which a student can set and clarify their academic expectations and goals
- ▶ Providing achievable goals to work towards during their participation in the program
  - ▶ Providing feedback on a student's progress
  - ▶ Providing a link to the course Tutor when questions arise that require a Tutor's involvement
  - ▶ Encouraging and motivating students

Mentor support is available by telephone contact, email contact and, from time to time, scheduled forum events.

**Make contact today by calling 1300 882 121.**

For more information, see the Cengage Education Student Support Policy which can be found at [www.cengage.edu.au/policies](http://www.cengage.edu.au/policies)



# Tutor Contact

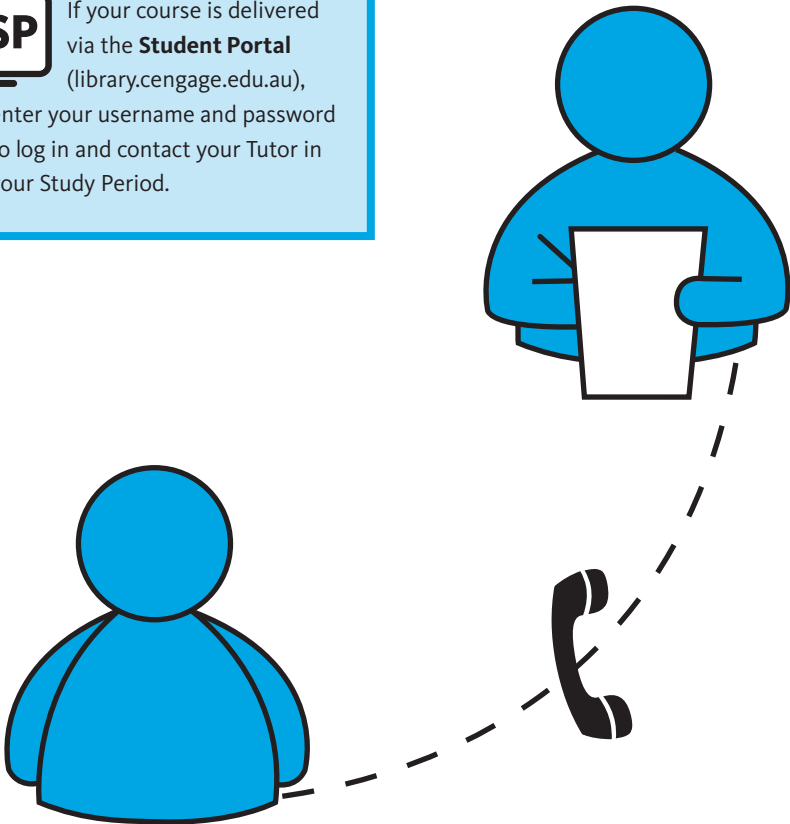
## You can contact your Tutor:

- By mail, using the Tutor Enquiry Form in your Welcome Kit.
- Online via the Tutor Enquiry Form.
- By fax, using the Tutor Enquiry Form in your Welcome Kit.



If your course is delivered via the **Student Portal** ([library.cengage.edu.au](http://library.cengage.edu.au)), enter your username and password to log in and contact your Tutor in your Study Period.

Course Tutors are professionals and experts in their field. Many work within the industry they assess and will supply you with feedback and assess based on their personal/professional experience. Some Tutors are active participants on the student forums and are available to provide you with advice and academic support in conjunction with the student mentor staff.



You can also look up Tutor biographies at [www.cengage.edu.au/about-our-Tutors](http://www.cengage.edu.au/about-our-Tutors)



**Q. How often do I receive my study packages?**

**A.** Your course material is mailed to you as soon as you complete all assessments for each unit of competency or module. That's why it is important to submit all assessments for grading as soon as possible, so there is no delay in receiving your next study package.

**Q. How long will it take me to complete my course and receive my qualification?**

**A.** Completion times vary, depending on the course in which you are enrolled. Some Cengage Education courses can be completed in a year or less, whilst others can take more than three years. To check the length of time you have to complete your course, please contact Student Services. If you find you are unable to complete your course within the time allowed, you can request an extension. This will be given careful consideration and is based on your individual circumstances.

**Q. What if I change my contact details?**

**A.** If you change your name or address, you can prevent delays in delivery of your course material by using the Notification of New Address form provided in your Study Forms pad, or by calling Student Services on 1300 650 011.

**Q. Where can I find my student number?**

**A.** Your student number is on your Student ID Card. Your student number will also be on the despatch note of your study packages.

**Q. What does accreditation mean?**

**A.** Accreditation refers to a course which has been officially recognised by a State or Territory Training Authority. In NSW this is VETAB for Vocational Education and Training and NSW Department of Education for Higher Education. Accredited courses lead to a nationally recognised vocational qualification or in the case of higher education, a degree qualification. Students who have completed an accredited course, may be eligible to use credits they have gained towards other accredited courses.

**Q. How do I make payments?**

**A.** Payments can be made by cheque, money order (Australia only) or credit card (we accept Visa, MasterCard, Bankcard, American Express and Diners Club). Send your payment to the Accounts Department using the envelopes provided. Remember, the most convenient way of paying your account is by direct debit from your bank account or credit card. Simply fill in the Autopay form enclosed in your Welcome Kit.