



Careerline
Courses



STUDENT
HANDBOOK

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1. INTRODUCTION

Philosophy of Careerline Courses

Students are our priority. Our policies and procedures are aimed at providing each student with the best possible education available at their chosen level. We make every attempt to assist students quickly and appropriately, so they can successfully pursue their studies and achieve their goals.

CAREERLINE believes that good education develops a foundation for future success. Our courses prepare graduates to face any challenge that confronts them in the discipline for which they have been trained. We believe in providing a balanced education through development of knowledge, understanding and skills. A balanced education does more than provide information. It provides students with the ability to select and use information effectively in any situation. It increases students' awareness of the changes occurring locally and globally in their chosen field, and nurtures their ability to adapt.

CAREERLINE achieves its goal of balanced education by focusing on content and delivery rather than assessment, by teaching for maximum learning and retention, and by maintaining a global focus.

In our experience, students frequently place more importance on a qualification than employers or clients do. Increasingly, the movers and shakers of today's world are more interested in what you can do, and what you can contribute. Therefore, our focus at CAREERLINE is on what we teach, and how we teach it. We take a flexible approach to assessment that can be readily adapted to the needs of each student.

Our teaching methods encourage students to not only understand the course material, but to retain it in their long-term memories. To enhance students' ability to remember and apply what they learn (the key to becoming an expert), we use repetition, presenting the information several times in different ways. Assignments and tasks encourage students to reflect upon the material from different perspectives. This helps to reinforce and clarify concepts, and to improve retention. It also prepares students to use their knowledge flexibly and creatively within a rapidly changing world.

CAREERLINE knows that in today's world it is not enough to understand and know how to do something. You must also be able to adapt your knowledge to different situations. For this reason, CAREERLINE believes that graduates need to be flexible and have a heightened awareness of changes occurring around them, especially in their chosen fields. When you are aware of what is happening, and understand the world, you can apply your knowledge and understanding to develop innovative solutions. Our courses encourage students to attend to what is happening in their field and around them.

CAREERLINE global focus is also reflected in the flexible nature of our courses and our teaching. More than most courses, CAREERLINE courses have been written to meet the needs of a highly mobile global population. Educated people of the 21st century move about more than ever, and even at home, they are much more likely than in the past to be dealing with people from other countries or cultures. The modern business person needs to be innovative, lateral thinking, flexible, and able to work independently.

2. COURSE REGULATIONS

Recognition of Prior Learning

At Careerline, we recognise your prior education and training as well as relevant work (and life) experience. If you have completed prior studies or have relevant work experience you possibly do not need to repeat the course content as delivered through Careerline Courses. This can make it easier and quicker to complete your studies.

Credit can be obtained by please completing a **Recognition of Prior Learning (RPL)** form **BEFORE** commencing your course.

- To apply for RPL, contact Careerline for an application form at info@careerlinecousres.com. Complete the form and submit it together with the scanned documentation.
- For assessments, a fee of \$100.00 is charged for Certificate courses and \$200.00 for Advanced Certificate and Advanced Program courses. A discount will be applied on the total course fee for any exempted studies (credited lessons/modules), upon enrolment. However, if you complete an RPL and choose NOT to proceed enrollment in a course, **this fee is non-refundable**.
- In order for credits to be granted for past studies; proof needs to be supplied that will verify the qualifications and experience of the people who taught you; and the number of class contact hours or direct relevant work experience.
- Applications must be made **before you commence a course**. You cannot apply after you commence studies.



3. FEES POLICY

Upfront payment

You may choose to pay full fees on enrolment. This is the least expensive option.

Payment Plans

If you choose to pay for a course using a payment plan rather than full fees on enrolment, the overall cost of your course will be greater. However, since Careerline is committed to keeping costs to a minimum without sacrificing quality, the overall cost is still very competitive, regardless of your payment option.

Withdrawals and Refunds Policy

Please note, *Careerline Courses cannot be held liable for changes in your circumstances.*

Upon enrolling in a course, a student is entering a legal agreement in which they agree to abide by the conditions of enrolment, (including meeting stated payments), in exchange for the service offered by the institution in the delivery of the course. This agreement is governed by and construed in accordance with the law in force in the State of New South Wales, Australia.

Careerline Courses and Education Pty Ltd (CLC) operates a refund policy as a measure of goodwill.

- Notification of withdrawal from a course must be received in writing within 7 days of enrolment, the enrolment date being taken from the time CLC received payment for the course. In order to qualify for a full refund (less postage, handling and administration costs of AU\$100.00 per course), course notes in the case of online delivery, **must NOT have been accessed**, and in the case of hard-copy, disc or email attachment have not been sent from CLC.
- Certificate level courses (i.e. 100 hrs duration) should be completed within 12 months of enrollment. Enrollment in course bundles/Advanced Certificates (i.e. over 400 hours duration) should be completed within 2 years of enrollment.
- Deferments and Extensions: You may apply to CLC for a deferment or extension. Depending on circumstances, 3 to 6 months may be granted. [certificate level courses] and up to 12 months [course bundles/advanced certificates].

Extension and recommencement fees will apply. If we have not heard from you by the end of your course expiry date, we will assume you do not wish to extend or defer and your course access will be terminated.

If subsequently you wish to reactivate your course, Careerline Courses requires a written [email] request and a one-off upfront fee of AU\$150.00 will apply. Likewise, courses officially deferred (in writing via email and no less than two weeks before the course termination date), require the recommencement fee of AU\$150.00 – to be paid on course resumption. This will be a predetermined date and failure to pay any outstanding balance by or on this date will require the account to be sent to a collection agency.

4. COURSE ADMINISTRATION

Course Delivery

Course material delivery times vary depending on the delivery method.

- *Online*: all students are granted online access to course material. All reasonable effort will be made to ensure online access to the course(s) will be available within 24 hours of first payment (or the next working day if outside normal office hours or on public holidays). Assignments are to be saved as Word doc or PDF or scanned (if written) and uploaded via Student Learning Area. If pre-arranged during enrollment, can be emailed to students@careerlinecourses.com (additional admin fees may apply).
- *Correspondence*: Posted assignments are no longer accepted by Careerline due to the long turn-around times with the postal service. Students who still wish to use this system will need to have paid the AU\$200.00 one-time upfront, an additional admin fee for the correspondence option *upon enrollment*. In addition, the student will be responsible for any shipping costs.

Deferment

A student may apply to CLC for a deferment. Depending on circumstances and student's activity log, 3 to 6 months may be granted. [certificate level courses] and up to 12 months [course bundles/advanced certificates].

Course Duration & Rate of Work

Certificate level courses (i.e. 100hrs duration) should be completed within 12 months of enrolment; Advanced Certificates (i.e. over 400 hours duration) should be completed within 2 years of enrolment; and Advanced Program (i.e. over 1500 hours duration) should be completed within 3 years of enrollment.

Additional fees will apply if a student requires an extended period to complete their course.

You may take as long as you need to complete a course (within the maximum access period), provided some work is submitted at least every 1-2 months. If you do not submit an assignment for a period of 6 months, and make no attempt to request a deferment, the school reserves the right to deem your enrolment to have lapsed.

A **recommencement fee** may be charged to reactivate your enrolment.

5. ASSIGNMENTS

Each module (short course) at Careerline contains a number of lessons, each lesson will include a Set Task which is an opportunity to either put into practice the material taught in the lesson or engage in networking and building resources. Set Tasks are not markable. In addition to the Set Task is an Assignment, the assignment will sometimes ask you to report on the Set Task, and will also give you a series of questions that you will need to answer.

The assignments are considered formative assessment tasks. This means in addition to graded or marked percentage, we give you feedback on your answers, suggestions on where to find more information if necessary as well as assistance and guidance where required.

Some modules will have a PBL (Problem Based Learning) task in place of an assignment and set task.

What is Problem Based Learning?

Traditionally, students learn by listening to lectures and reading, and are assessed on their ability to recall and communicate what they have learned. With problem-based learning, students are assessed on their ability to go through a problem-solving process.

Why PBL?

Research shows that PBL gives the learner greater long-term benefits than traditional learning, and many successful and progressive universities around the world use it in their courses. Graduates of PBL courses advance faster and further in their careers.

- Other benefits of PBL:
- Develops critical and creative thinking;
- Creates effective problem-solvers;
- Increases motivation;
- Encourages lateral thinking;
- Improves communication and networking skills;
- Is based on real-life situations.

What Is Involved?

Every PBL project is carefully designed by experts to expose you to the information and skills that we want you to learn. When assigned a project, you are given:

- A statement of the problem (e.g. diseased animal; failing business, anorexia case study).
- Questions to consider when solving the problem.
- A framework for the time and effort you should spend on the project.
- Support from the school.

The problems that you will solve in your course will relate to what you are learning. They are problems that you might encounter when working that field, adapted to your level of study.

Assignment Marking

When a tutor marks an assignment, they are attempting to do the following:

- ENCOURAGE appropriate ongoing study (this is of greatest importance!)
- Show you where you have gone wrong, so you can know and learn from any mistakes.
- Provide additional relevant information when and if needed, in order for you to satisfactorily complete the course requirements and obtain a pass at course level.
- In the case of advanced certificate and advanced program courses or accredited modules (i.e. only in these official courses), to ensure that you are maintaining a standard necessary to achieve an examination pass later on.

Feedback from Your Tutor

The tutor should print their name clearly at the end of each assignment (bottom of the last page), and give you one of the following grades:

- *"More effort needed"*
- *"Fair...passable but you could do better"*
- *"Good attempt, but there is room for improvement"*
- *"Good Work"*
- *"Excellent"*
- *"Outstanding effort"*

If the standard is not adequate, the tutor may give you suggestions as to how the standard might be improved. At Advanced Certificate or Advanced Program level, you may be asked to repeat* below standard work, which needs attention in order to satisfactorily pass the subject. It is in your own interest when this is requested, and you should resubmit work as requested or else risk failure in the course. Remember, if we do not maintain such standards, your qualification at the end of study would not have the same value!

The passing grade per assignment is 60%

**A student may revise his/her submitted work, provided that it hasn't been marked yet.
Re-submission of an already marked file will incur a re-assessment fee.*

Exams

Exams are marked by your tutor and the passing grade is 60%

Submitting Assignments

How often to submit

You may submit assignments as frequently as you wish (However, if you do not submit an assignment for a period exceeding six months and do not notify the school – a recommencement fee will apply)

Part time students will, on average submit one assignment every two to three weeks. Full time students will normally study several modules at the same time, and aim to submit two to four assignments, from two to four different modules, each week.

Ideally, you should get feedback from your tutor on one assignment before you submit the next in a module or subject. Marking period per assignment is within 3-7 business days.

Submitting Assignments using the Student Learning Area

You are required to submit your assignments online. When you are logged into the Careerline Learning area go to your Lessons, at the end of each lesson there is an Assignment Upload link (see Appendix 1 for a detailed guide).

Your tutor will be notified by email that you have submitted an assignment. Your tutor should mark your assignment within 3-7 business days. Screenshots are included in the appendix of this document.

Alternatively, you can mail your assignments to Careerline office for marking (this should be arranged during enrolment, via correspondence method).



6. FOR THE NEW STUDENT HOW TO DO YOUR ASSIGNMENTS

Is it all new to you?

- Are you uncertain what is required in your assignments?
- Are you a little short of confidence?
- Has it been a long time since you did any study?

If you answer yes to any or all of these questions, then you are NORMAL!

Believe it or not, many other students find assignments a little daunting... particularly the first few.

Don't worry!

The purpose of the assignments is to get communication happening between you and your tutor. It doesn't matter if you make mistakes and get it wrong, because that allows the tutor to get a better idea of where you need help.

Failing assignments does **not** mean that you fail your course; it means that you need to learn more before you pass. If your assignments are unsatisfactory, you will be asked to repeat part or all of the work. However, even though most students worry about their first assignments, very few need to repeat work, and those who put the effort in when asked to repeat, almost always pass with their second attempt.

Do not "pre-submit" assignments!

It is acceptable to ask your tutors advice on matters relating to questions in assignments, but it is not acceptable to ask for substantial direction on how to complete assignments. Students who forward incomplete assignments will have them returned for completion. Students are expected to attempt each question before submission.

What If you can't find the information?

Remember, the school has the staff and the facilities to help. If there are things you cannot find or lack resources to find them, we will help. You ARE expected to make an effort to find information and answers to questions yourself, but if you are getting nowhere or are having trouble getting replies from people in industry when doing research, then you **should submit what you can of your assignment** and **explain to your tutor**. Simply write in the assignment "I tried to do this question or set task, but couldn't because..... Can you please help me?"

Number your answers so that they correspond with the question or task numbers. (Do not confuse the words *lesson*, *assignment*, and *question*).

Common misconceptions about distance education

- Students commonly enter distance education with preconceived concepts about how the system might work, based on their experience with "correspondence courses". However, modern technology has made it

possible to successfully eliminate or overcome the serious disadvantages in learning by correspondence.

- Assignments are frequently seen as something that **MUST** be passed. Therefore, students sometimes hesitate to submit an assignment for fear that they might not pass.
- Students often equate the value of a course with the quantity of reading they are assigned.

Some points to remember for optimal learning

- A modern distance education course is much more than a collection of readings. Books can provide factual information, but if you want to gain a foundation understanding of a discipline which can be remembered and built upon, take a course. A good course provides much more than the most informative book.
- Assignments are an important part of the overall process of interaction between you and the school. They help the tutor evaluate what you do and do not comprehend, and respond appropriately. It does not matter if you get things wrong in an assignment, for this simply allows the tutor to understand your weaknesses better, and help you overcome them. Do not be afraid to make mistakes! You can learn from them.
- Distance education requires openness and risk-taking to be effective. Trying to hide a mistake from your tutor, or giving answers that you have obtained from others (including other people in the school) can mislead your tutor into incorrectly evaluating your understanding and thought patterns. Unless your tutor knows where you need extra assistance or support, you will not receive the assistance you need or deserve.

Managing Time

Literature from the school provides an indication of the hours required to complete a course. For most people, it is possible to complete a 100-hour module (short course) in 100 hours. Examinations and preparation for exams may take more time.

Students may take longer to get through the work if they are slow at reading or writing, or are living in an isolated area where they need to travel greater distances to visit facilities related to their study (e.g. In a horticulture course, one student may need to travel further than another to visit gardens and nurseries). Or, students who want to get the utmost from their studies and put in a great deal of extra effort may find a 100-hour course taking them a great deal more than 100 hours to complete. On the other hand, students who read fast, and retain information easily (e.g. have a photographic memory) and have facilities on hand that relate to their course (such as work in a relevant industry) may complete assignments faster and more easily.

However, for most students, the 100-hours quoted is an achievable figure if time is well managed. If you do not manage your time, you may find yourself spending a great deal longer than expected in order to complete your course. In the case of a longer course such as a certificate or diploma, the time spent on study can become excessive if time is not well managed.

We recommend that you follow the time-management principles below:

- Set yourself very **clear goals**, such as completing an assignment every week, and stick to those goals.
- **Limit** the amount of time you spend undertaking some tasks, even though you are not always completely happy with the results. If you were in a classroom with deadlines for assignment, you would need to limit the time spent on individual assignments in order to complete a course or a qualification within the permitted time frame.
- **Do the best you can** within the allotted time, rather than seeking perfection. It is better to complete the basic requirements of a task well than to spend excessive time trying to turn in perfect work.

Writing style

Everyone writes in a different style. Some write clearly and concisely, while others have difficulty maintaining a focus, or use long words or sentences. We recognise the differences in personal writing styles, and unless you are actually undertaking a writing or communications course, you are not marked according to your style of writing.

Accuracy and clarity, however, are important in communicating properly with your tutor, whatever the course might be. To avoid misunderstandings, write as clearly as possible and make sure that what you are writing is relevant to the task at hand. Unless requested otherwise, answer questions as briefly as possible, while conveying as many facts as possible.

Answering Assignment Questions

Some people write too much, and some don't write enough.

Read the question to understand what is being requested.

- Don't write answers in point form unless you are asked to do so.
- Don't write lengthy essay type answers unless asked.
- Review the instructions below (define, report, research) to ensure that you understand them.

Define

If you are asked to define something, you are being asked to show that you understand the meaning of something, and that usually takes a sentence or two of writing.

Report

This usually relates to something you have done in a set task or research assignment. You are being asked to show the tutor that you have actually carried out the task or research; and that you have discovered something of value and are able to understand what you have discovered. Briefly describe what you did, what you found, and what you have concluded.

Research

To complete some assignments, you may need to use information other than JUST what is supplied. Research questions are included to give you practice at undertaking research, which is an extremely important skill to develop in the real world. To research means to gather information about a subject to show that you understand it and the main issues surrounding it.

You may find information in your local library, from our school library (by requesting further information via Student Services or from your tutor), from books or magazines you buy or borrow from public libraries, from people in the industry, or by simply searching the internet.

Don't be disappointed if you do not get far when trying to research something. All these experiences are learning experiences. We do realise some people are in more restricted situations and find it more difficult to undertake research. If you try and fail, simply write that in your assignment and ask for further help.

Approaching Companies as Part of your Research

Companies are a good source of information and brochures on industry-related subjects. They can provide brochures, reports and knowledge gained from experience. Many Companies are happy to support students by providing printed information or granting interviews.

Sometimes, we frequently receive reports from students that their requests for information from companies have been flatly refused. Businesses sometimes have bad experiences where students collect brochures. You must understand that these brochures and pamphlets cost money to print, so companies may be cautious about giving away literature to students when they think the literature will not increase their business and may just be dumped.

You should confine yourself to collecting information that may be useful to you in future employment, and the supplier of that literature should understand that there may eventually be a financial benefit in supplying you with literature.'

Answering Assignment Questions

'Before writing an assignment; analyse the questions you were given. Here is an example of how you might analyse a question:

Identify the subject (i.e.: The focus of the question).

Generally, a question will have an action (e.g.: Verb) and a subject which that action relates to. For example:

Explain Whales.

Explain is the action you must perform

The subject is Whales (This is what the word "explain" relates to).

Often there will also be descriptors or qualifying statements built into the question. These are phrases or words which relate to either the action or the subject. For example:

Explain, in 1 page, how Whales migrate away from Antarctica over winter.

You can see extra information has been added to give you more direction about how much to write, and what type of whales to write about. When you first see a long question like this though, you should focus on the words winter, and Whales, and get a good understanding of those words before you consider any of the other information in the sentence.

When you are asked to explain, you are NOT being asked to describe or discuss. Explain is a more complex thing to do than discuss or describe. You need to clearly understand and focus on the action you are being asked to perform, before anything else is considered.

Presentation of Assignments

Grammar and spelling

Grammar and spelling are considered important for students doing advanced certificate or higher qualifications. You will be expected to develop reasonable skills in these areas if you are doing courses at this level. For certificate or lower-level courses, these things may be corrected from time to time, but they are not generally considered as important.

Presentation of Assignments

The way you present your work is largely up to you. However, it is important that your work is easy to read and that you leave enough room for tutors to write comments.

Tutor comments

Occasionally, a tutor may ask you questions to stimulate your mind into new ways of looking at and doing your assignments.

Tutor comments are generally designed to support your learning and, even though you may not always understand why they comment a certain way, you need to maintain faith in the tutor's position as a skilled professional and trust their capacity to assist you. Without this trust, you risk impairing your learning.

Ask questions

If you have any questions about the subject you're studying or queries about how to answer a particular question - email Student Services or your tutor prior to submitting an assignment.

REMEMBER:

The tutor is not there to judge you! Your tutor is there to guide you in your learning.

ASK YOUR TUTOR QUESTIONS

Lost Work

In case of pre-arranged correspondence, if submitted work is lost in transit, the student will normally be given benefit of the doubt. However, if submitted work for the same student goes missing on more than one occasion, the student will be interviewed over the telephone to verify that they have actually undertaken and retained information pertaining to the lessons in question.

If there is doubt about the student having satisfactorily completed the work; they may be asked to repeat and resubmit that work.

Undelivered Assignments

In the case of pre-arranged correspondence, if assignments are returned undelivered by the postal service or courier, they will be held for three months and then disposed of.

This situation may arise because:

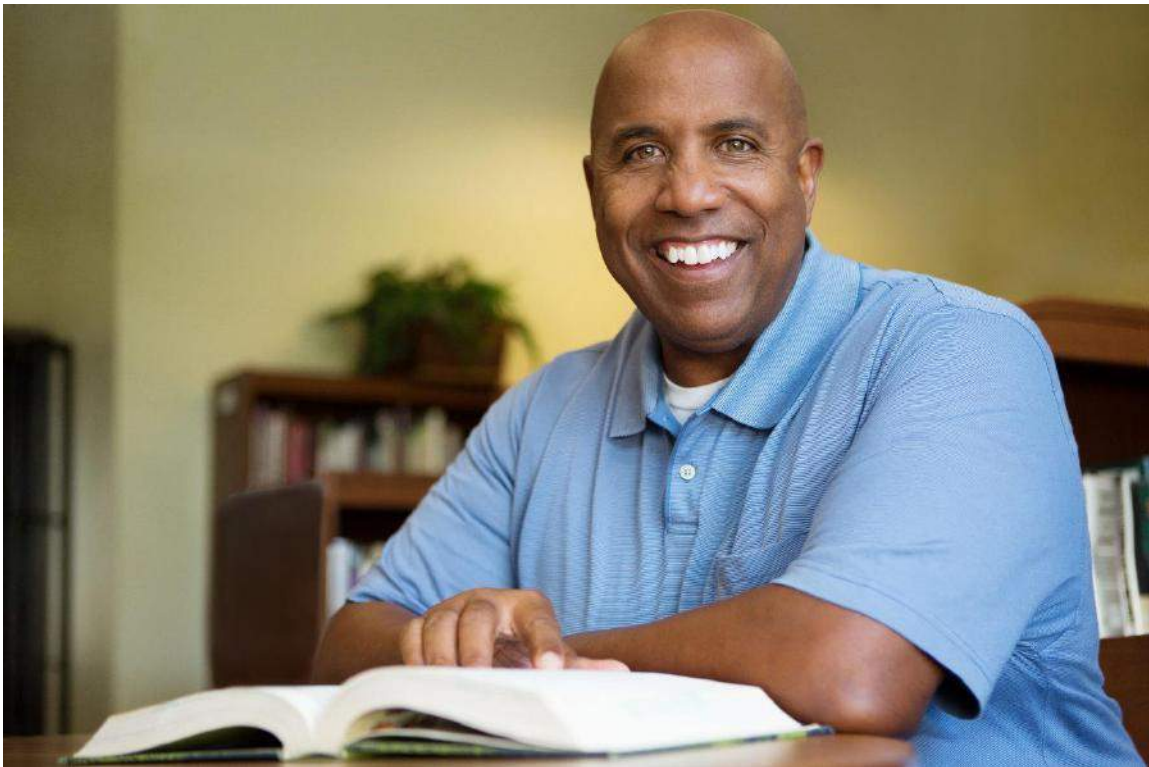
- you move address and do not inform the school
- you have given the school an incorrect address or contact details
- you did not write your full address on your work.

If you do not receive your work back within a month of submitting it, you should always check with Student Services to ensure it is not lost.

Resubmission of Assignments

If an assignment or part of an assignment is unsatisfactory, you may be asked to resubmit. While there is no time limit for resubmission, for your own benefit we advise you to undertake the additional work as soon as possible, while your original study for that assignment is still fresh in your mind. We recommend that resubmissions be made within **2 weeks** of being requested.

*A student may revise his/her submitted work, provided that it hasn't been marked yet.
Re-submission of an already marked file will incur a re-assessment fee.*



7. (OPTIONAL) EXAM

On completing all required assignments for a subject, you become eligible to sit for an examination in that subject. The exam being optional refers to the fact that if you might want your Careerline course to be credited to a nationally certified degree such as university studies, the exam will formalise your studies for recognition of prior learning.

If you pass the exam, a Careerline Courses certificate will be sent from the school acknowledging this. Result will be noted on your Certificate. An exam is designed to not only test factual knowledge. It also provides an indication of:

- the way the student might apply skills and knowledge gained throughout the course;
- how a student might draw on their learning to perform under pressure;
- the student's ability to think creatively or laterally.

An exam is designed to test how you will respond when you are confronted with unexpected problems and have little more than your own inherent capabilities to depend upon.

Applying to sit for an exam

You may apply to sit an examination upon satisfactorily completing all assignments for a module (usually between 6 and 12 assignments). Please email us at students@careerlinecourses.com for assistance.

Examination procedure

NOTE: To be awarded a qualification (e.g. Advanced Certificate, Advanced Program etc.) successful completion of the exams is required. The exam is optional for certificate (100 hr) courses and incurs a fee. However, it is recommended that you take the exam. Results are noted on your Certificate.

GUIDELINES

- Settle the exam fee – *please contact Student Services for more information on current rates.*
- You nominate a supervisor (e.g. invigilator) to oversee the exam. This must be a reputable person in your local community such as a police officer, Justice of the Peace, Minister of religion, school principal, Court House, bank manager, lawyer, Tertiary tutor/lecturer of Universities or Colleges, member of a professional association which has an established code of ethics, your employer, or manager of a business or organization established for more than 5 years.
- Set a date, time and place for the exam (usually held at the supervisors office). At least one week notice must be given prior to the date you wish to sit the online exam. A computer with Internet access is required. If you cannot access a computer/internet the exam may be taken as paper based.
- Gather Supervisor's contact information (Name, Position, Contact Number and Email Address). The exam file and guidelines shall be emailed to your supervisor.
- Take the online exam at your nominated date, time and place. Exams are usually one and a half hours in duration.
- The supervisor will conduct the exam. On completion of the exam, your work must be emailed back to Student Services for marking.

ABOUT SITTING THE EXAM

- Exams are usually one and a half hours in duration.
- No breaks may be taken during the exam.
- No texts or notes are allowed in the exam (ie: they are closed book).

Students are responsible for any costs incurred by their supervisors including any payment for time, stationery, or office use.

Online Exams

Invigilators will receive a copy of the exam file 30 minutes prior to scheduled time, by email, to allow necessary preparations (e.g. printing of exam paper).

Special Circumstances

The underlying purpose of any tasks within a course must be satisfied. However, there are often alternative ways of satisfying the purpose which can be prescribed in special circumstances.

Special circumstances that might make certain tasks difficult to carry out might be:

- A temporary or permanent physical handicap which limits your ability to undertake a specified task;
- An illness which limits your mobility;
- Changed family or work circumstances (e.g. Arrival of a baby, working on night shift);
- Accessibility to places or facilities are limited by distance;
- Accessibility or the use of certain facilities may be restricted because of cultural, religious, climatic, financial, or other considerations

In these and other special circumstances you may apply in writing (preferably by email) for an alternative task or assignment. Your application should briefly explain why you cannot undertake the specified task.

In almost all cases you will be given an alternative task which is more achievable. In rare instances, it may be impossible to give you an alternative task; in which case, the original task may be deferred until such time as you can undertake it with assistance of a friend, colleague or relative.

A formal “pass” in a course will not be given until either the alternative task or original task has been carried out.

8. PLAGIARISM POLICY

If you copy part of a sentence or quantities of sentences, word for word from the internet, a book, magazine, course notes or anywhere else this is considered to be plagiarism.

Plagiarism is considered by most credible academics around the world to be unacceptable; and for this reason, Careerline courses cannot issue a formal pass and qualification to anyone who practices plagiarism.

It is in the interest of our graduates that we take a firm stand against plagiarism. The value of the studies you pursue, and the qualification you and other students attain, is dependent upon an anti-plagiarism policy.

Plagiarism is easily detected by tutors marking papers, through the use of web searches; changes in writing style and tone and depth of technical content.

If plagiarism is detected in any work by a student, the incident will be noted on the student's records. They may be asked to rewrite and resubmit their work. If assignments need to be remarked due to plagiarism the student will have to pay a fee per re-assessment.

If a student continues to plagiarise after being warned, they are not going to learn as much as they otherwise would from the course, and as a result, it is inappropriate to give them a pass.

9. CONTACT WITH STAFF & TUTORS

The school WILL NOT give private home contact details of our tutors to students, for both legal and administrative reasons. Tutors are at liberty to give their personal details to a student if they wish, but in such cases, the school will not accept any responsibility for problems which may arise.

Students may contact tutors by email through standard email addresses; or may request a tutor phone them, providing a phone number and indicating a range of times during normal work hours when they may be reached (costs that will be incurred may be charged to the student).

Tutors will provide whatever advice and/or additional information, necessary to complete assignments at a standard required by the school for the course you are studying.

The nature and quantity of advice provided is however at the tutor's discretion. **Students need to appreciate the fact that the school is providing them with a process by which they will learn, and NOT an information service.**

The role of the tutor is to "guide" your journey of discovery rather than "feed you with factual information". For this process to work, you must put your faith in the tutor and the school, and sometimes it may be necessary to follow a path where you cannot see the end until you have reached it.

In simple terms; for most students, you will not realize the full benefit of your studies until sometime after you have completed them. In fairness to all, the school reserves the right to place restrictions on the amount of access to tutors, for students who in our opinion are unnecessarily overusing services.

10. GENERAL

Academic Honesty

Students are expected to submit their own **original work** for assignments and examinations. Plagiarism, submission of non-original work, misrepresentation of qualification, misrepresentation of supervisor details, and other forms of dishonesty, will attract disciplinary action (see Plagiarism in this manual). *Even after course completion, it is possible that the award of a qualification may be withdrawn if academic dishonesty becomes evident.*

Appeals Procedure

- 1 If a student has a grievance and wishes to make an appeal, this should be done by writing a letter and submitting that letter to the Administration Manager (in this case, Student Services).
- 2 Any submission will be dealt with in accordance with the school's code of practice.
- 3 A student may appeal against results of a course or module any time within the three-month period after receiving the results of that course.
- 4 A response will be forwarded to the student within 10 days of receipt of a letter. This response will contain an explanation of the school's position on the issue, and where appropriate, an offer to settle the dispute.
- 5 The student will respond to the letter from the school within ten days of receiving the school's first letter.
- 6 If the matter is not resolved at this point, both parties will continue negotiations, in any way considered appropriate, for a further period of one (1) month.
- 7 If a settlement has still not been reached, an arbitrator acceptable to both parties will be asked to rule on the matter.
- 8 Both parties will accept the ruling of the arbitrator, including any direction to pay costs incurred by the arbitrator.

Copyright of Course Material

All course materials, including printed course notes, study guides, videos, books, and electronic publishing, is protected by international copyright and should not be reproduced, in breach of law, without expressed written approval from the owner of that copyright.

Legal action may result for breach of copyright. Internal disciplinary action by the school may result for breach of copyright.

11. CODE OF PRACTICE

1. **Educational standards**

CAREERLINE will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of students.

2. **Marketing**

CAREERLINE will market the educational product with integrity, accuracy, and professionalism.

3. **Student information**

Careerline will provide sufficient accurate information to students, which sets out the total costs/fees to students and the objectives, and outcomes to be achieved by the students. This will include:

- Copy of the Code of Practice
- Copy of the Refund Policy
- Arrangements for Recognition of Prior Learning
- Grievance/appeal procedure

4. **Recruitment**

Recruitment of students will be conducted at all times in an ethical and responsible manner. Recruitment will rest on an assessment by the institution of the extent to which the stated competency standards and outcomes of the course are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations. This assessment will be made by appropriately qualified staff. Acceptance into courses will comply with all equal opportunity legislation.

5. **Refund Policy**

Details of this policy are provided under *Terms and Conditions*.

6. **Student Grievances/Appeals**

In the event of a grievance, the student is first required to submit details of the matter in writing. Every effort will be made to settle the grievance internally in a fair and equitable manner to the satisfaction of both parties. In the event that the matter cannot be settled, the student will be advised of an appropriate legal body where they can seek further assistance. A student may appeal against results anytime within a period of 3 months after receiving results.

7. **Guarantee**

The school guarantees to honour any statement made in this code of practice, or in the current handbook.

8. **All Students**

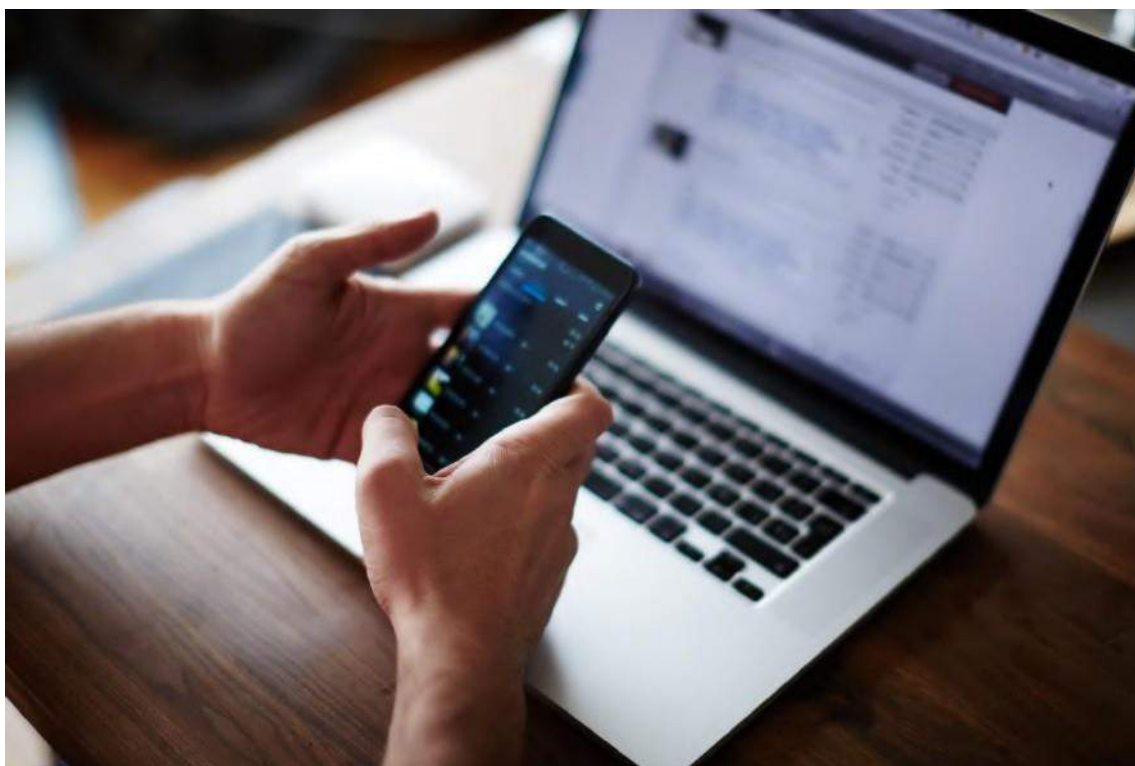
Anyone studying an external course, will be treated in a fair and equitable manner, and treated in accordance with this code of practice and all information provided in the current handbook.

12. STUDENT SUPPORT SERVICES

The school attempts to provide comments and support to students in ways that are practically possible, in an effort to develop skills and knowledge that are complementary to the subject enrolled in.

Services include:

- Tutors marking assignments will attempt to make a few constructive comments and suggestions; and answer specific questions asked by the student when submitting their assignment.
- Tutors may search and send additional notes on subjects which are relevant to and supportive of the goals of a subject or lesson being studied.
- Research and writing up to a paragraph of notes to attend to issues which a student raises as being needed in a course (in order to approve the course aims).
- Tutors may comment on resumes or job application letters submitted by students who have completed a course.
- Discussing any matters pertaining to the subject being studied on the telephone – costs incurred may be charged to the student.
- Services **do not** include:
 - Editing manuscripts or business plans of more than one page in length, unless they are specifically asked for in a study guide.
 - Phone calls which are not relevant to the current lesson studied.
 - Repeat phone calls from students who do not submit written assignments.
 - Phone calls requesting additional printed notes on topics which the student was requested to either acquire through research or deduction.

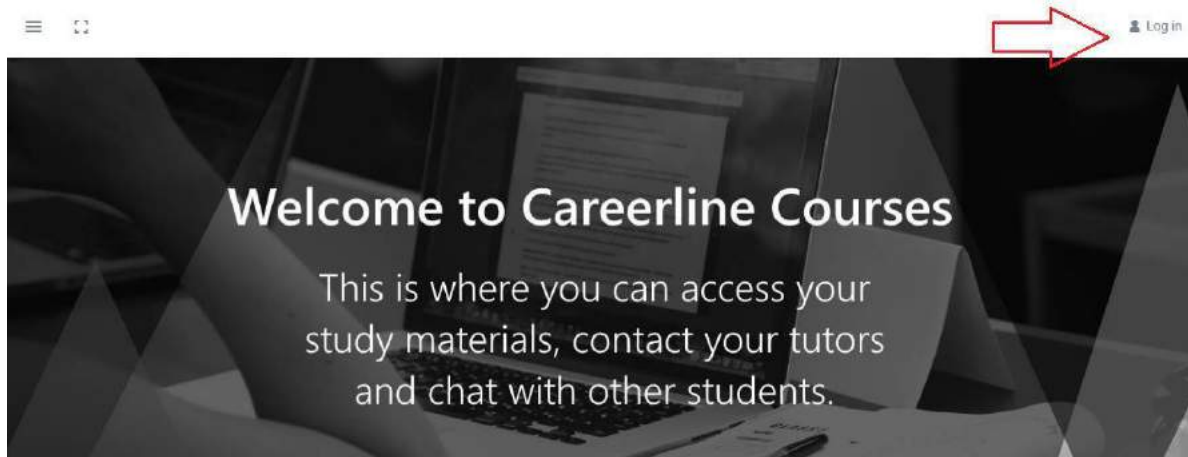


13. APPENDIX 1

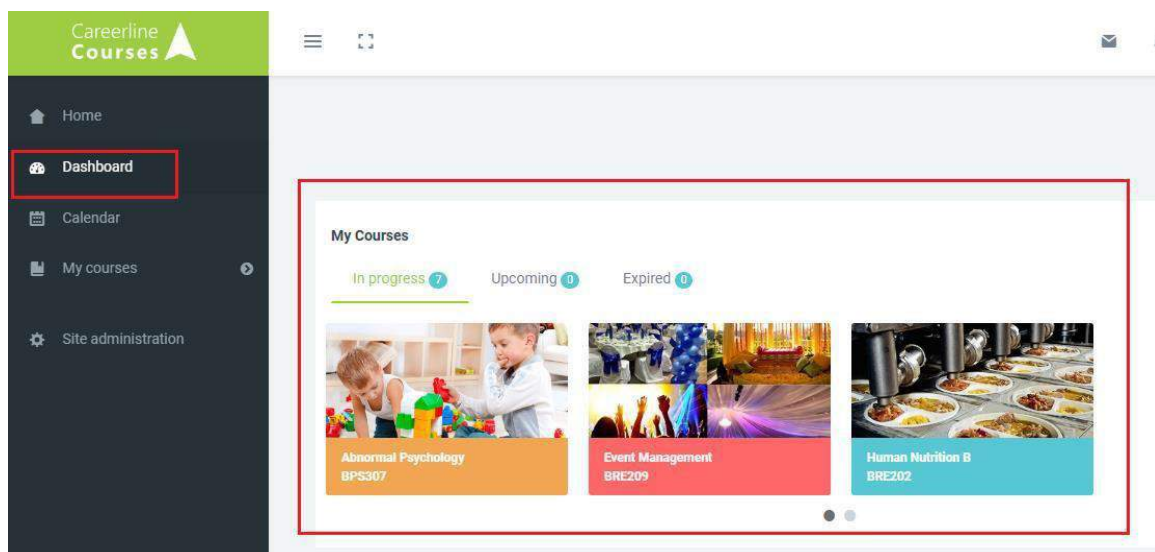
How to upload an assignment.

1. Log in to your Student Learning Area account.

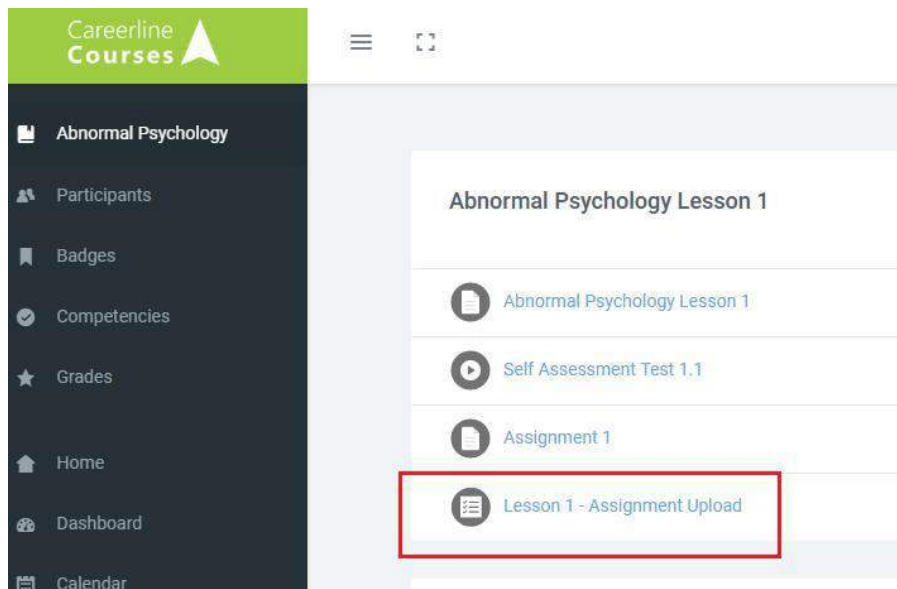
To access the Student Learning Area, please go to: <http://www.careerlinecourses.com.au/study/>



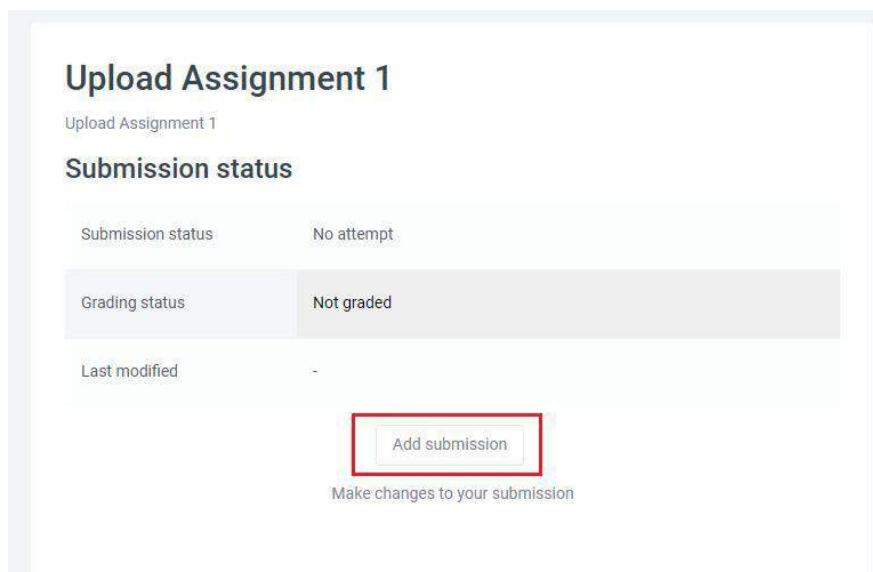
2. Select **Dashboard** then select your course.



3. Look for the Lesson assignment you want to upload and select it.

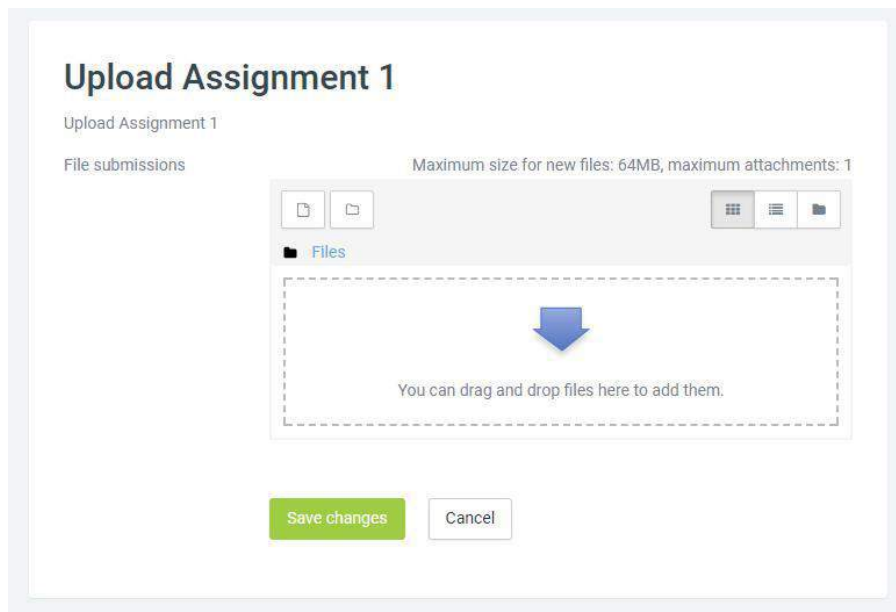


4. Select **Add Submission**

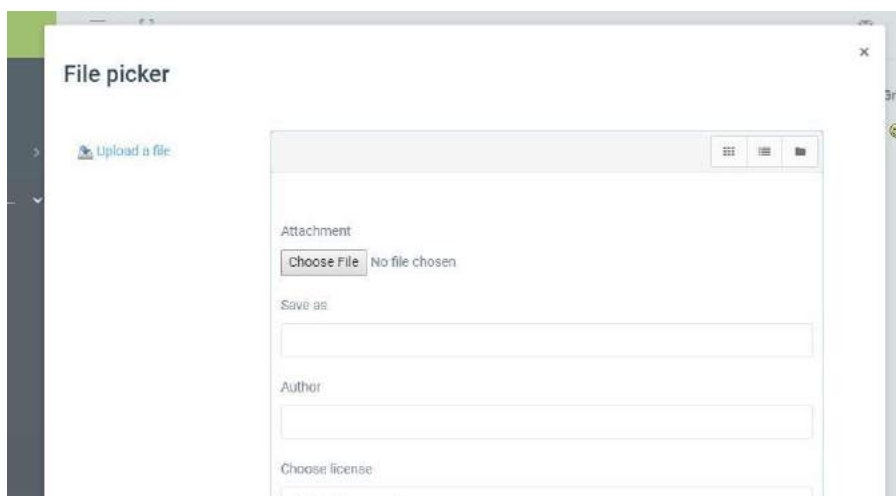


5. There are two ways in which you can upload your files:

- Option 1: Drag and drop the files to the box as per image below (Select **Save Changes**).



- Option 2: Select **Choose File** to be directed to a specific file location on your device (Select **Upload this File** > **Save Changes**).



6. Your uploaded file will show up as **Draft**. Once you're ready to submit it for marking, select **Submit Assignment**

Once this assignment is submitted you will not be able to make any more changes.

(Note: Revisions/resubmission may be allowed but it'll be up to the tutor's discretion)

Upload Assignment 1

Upload Assignment 1

Submission status

Submission status	Draft (not submitted)
Grading status	Not graded
Last modified	Tuesday, 16 January 2018, 12:25 PM

File submissions

Careerline Student Manual.pdf

Edit submission

Make changes to your submission

Submit assignment

7. Click on **Continue** to finalise your submission. This will automatically notify your tutor that an assignment has been submitted.

Submit assignment

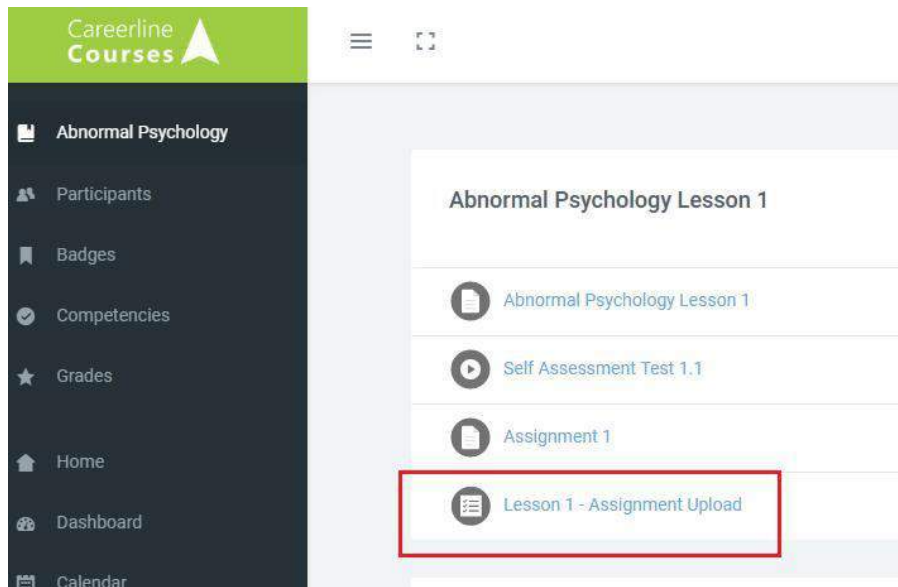
Are you sure you want to submit your work for grading? You will not be able to make any more changes.

Continue Cancel

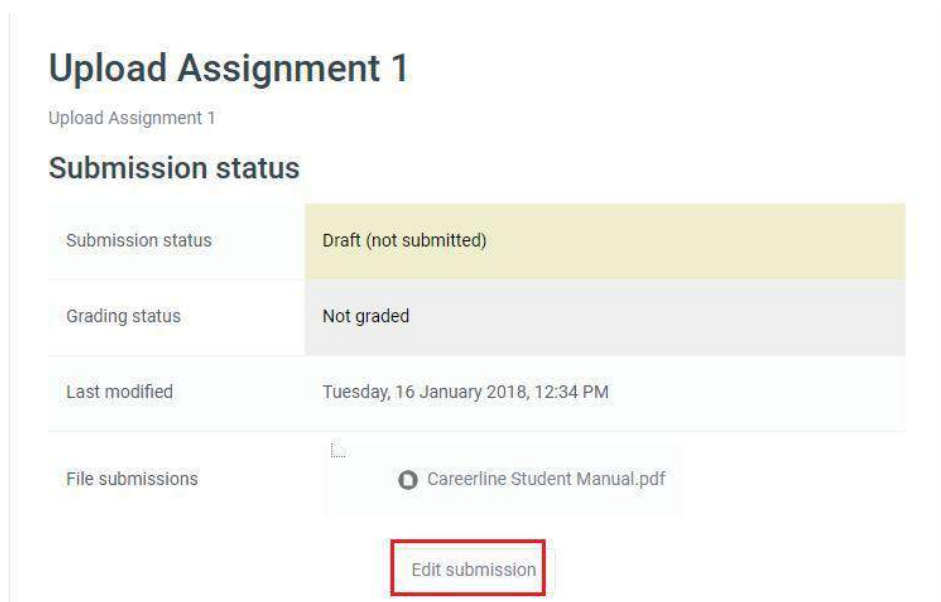
How to resubmit an assignment

In case you are asked to resubmit an assignment, ask Student Services or your tutor to **Revert Back to Draft** your assignment file so changes can be made.

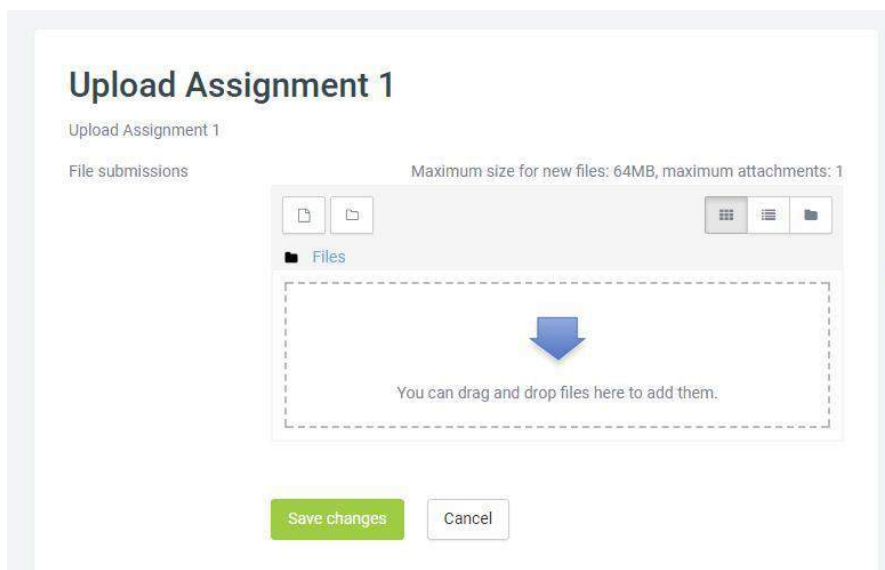
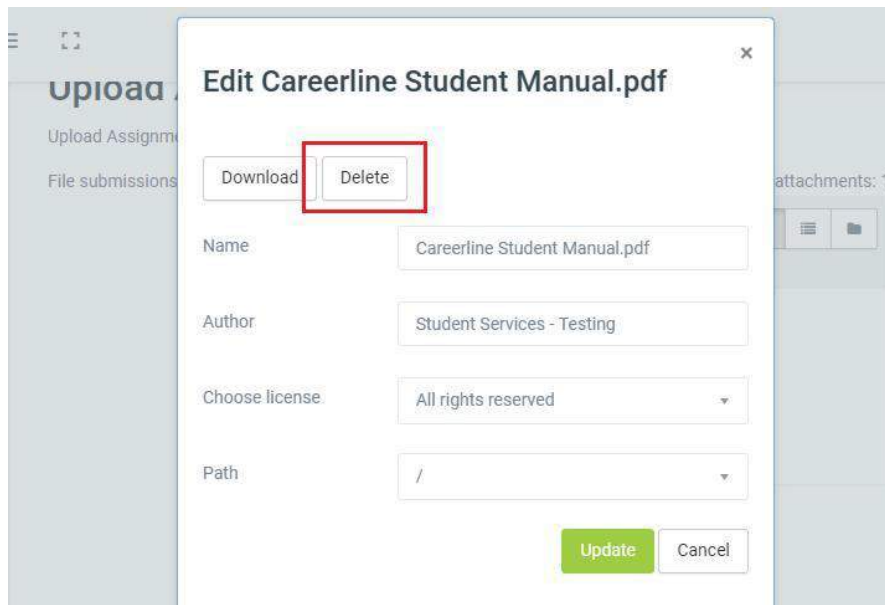
1. Look for the lesson assignment you want to resubmit and select **Upload Assignment X**.



2. Select **Edit Submission** to update your assignment.



3. Select the submitted file > **Delete** > **Update** so you'd be able to upload new files



4. Repeat Steps 5 through 7 of *How to Upload an Assignment*.