



Delivering excellence in credit and mercantile training

Student handbook

How to enrol

Enrolment forms can be obtained from Excell Mercantile administration or online at www.excellmercantile.com.au

It is the responsibility of all students to check that their enrolment, and other pertinent information is correct on the copy of confirmation slips, course acceptances, and receipts, and any other correspondence between them and Excell Mercantile.

RPL (Recognition of Prior Learning)

All training consultants have undertaken training in RPL/RCC, and are recognised assessors as part of their Certificate IV in Assessment and Workplace Training qualification. All learners are offered RPL as a normal part of the training offered by Excell Mercantile. Procedures are in place to offer this service as part of the Australian Quality Training Framework Standards. Learners will be given an RPL/RCC Information booklet on request, and an initial free counselling session regarding RPL/RCC applications should they require this service.

Fees, charges, refunds

Refund Policy

All payments of fees will be made at the time of enrolment as all intellectual property is provided to the student. The monies will be protected in an account separate from Excell Mercantile's operating business until completion of the course. Should the course be cancelled, clients will have the opportunity to have their money refunded, or to be transferred to the next available course.



Client support services

Excell Mercantile will engage the services of a specialist consultant who is experienced in Adult Literacy and Special Education, when and if circumstances dictate a need. Further to this all consultants are experienced and conversant with the "Adult Learner Principles" and take account of flexible delivery to suit client needs.

Legislative and operational licensing requirements

Excell Mercantile will adhere to all permits/licence requirements which may be required to carry out training and assessment activities for particular competencies, for example:

- operating vehicles on public roads
- operating forklifts and other specialised vehicles
- using chainsaws and other machinery
- storing and applying certain chemicals
- using and storing explosives
- possession and use of firearms
- clearing vegetation
- building structures

Complaints and appeals procedures

General Code of conduct

The following information lists the code of conduct for Excell Mercantile by which all students, staff, clients and visitors must abide.

It is our policy to use non-discriminatory language in all forms of internal and external communication. This includes, but is not limited to:

- correspondence
- publications
- posters
- departmental forms
- videos
- verbal communication with clients, employees, students and agents.

Discriminatory language can be either a form of discrimination or harassment that is unlawful under the *Anti-Discrimination Act (1991)*. In addition, language used in written and verbal communication should be inclusive, that is, it should not distinguish on the basis of attributes specified in the Anti-Discrimination Act unless such distinctions are relevant and necessary.



Discrimination is not tolerated at Excell Mercantile. The *Queensland Anti-Discrimination Act* makes it unlawful to discriminate on the grounds of:

- sex
- marital status
- pregnancy
- breast feeding (in the area of goods and services only)
- age
- race
- impairment
- religion
- political belief or activity
- trade union activity
- lawful sexual activity
- association with, or relation to, a person identified on the basis of any of the above attributes.

Sexual harassment

The *Queensland Anti-Discrimination Act* and the *Commonwealth Sex Discrimination Act* makes sexual harassment unlawful.

A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Sexual harassment is unwanted and unwelcome sexual attention. It may be sexual harassment when someone:

- stares or leers at a person
- persists in asking a person out after they have said no
- tells dirty jokes or displays offensive print material in a person's presence
- makes unwelcome comments about a person's sex life
- touches or brushes against a person on purpose
- tries to force a person to have sex.

Note: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

A student who believes that he or she is being discriminated against should contact Excell Mercantile management.



Compliance

While studying with Excell Mercantile, students must comply with health and safety policy and procedures, including:

- use of protective clothing and equipment
- prohibition of smoking inside Government buildings
- appropriate use of facilities.

STUDENT CODE OF CONDUCT

Students are required to respect and uphold the laws of the State of Queensland and the Commonwealth of Australia at all times.

- Students have an obligation to carry out all student activities lawfully and to comply with all reasonable directions related to student activities, especially in the case of an emergency situation
- Students are entitled to challenge, respectfully, directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health or safety
- Respect for the property of Excell Mercantile and of other persons.

Respect for persons

Students have an obligation to treat other students and members of the Excell Mercantile community honestly, fairly, with respect and to tolerate the views of others, this includes:

- showing respect for fellow students
- teaching and administration staff through use of appropriate language and actions
- contributing to a positive and productive learning environment for the benefit of self and others
- showing respect and tolerance for others regardless of their background or culture
- avoiding offensive, abusive and discriminatory language and behaviour and all forms of harassment

While in practical classes or work experience/industry or vocational placement students have an obligation to take reasonable steps to ensure the safety, health and welfare of themselves and others (which may include wearing appropriate safety clothing, protective equipment or use of safety equipment).

Students are not to display unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment).

Integrity

Students have an obligation to be honest and to represent themselves with integrity on all occasions, this includes:

- not making false statements in regard to your student status or representation as a student or entitlements as a student
- submission of assessments that represent your own work and contain no plagiarised material.

ASSESSMENT

Ethics

Students are expected to exhibit honest and ethical behaviour in undertaking any assessment.

Processes

Assessments may be written tests or examinations, oral tests, projects, reports, samples, observations of practical work or demonstrations. They may be live, real or simulations of real work or activities. Students are expected to undertake sufficient instruction to enable them to make a satisfactory attempt at any assessment. Students may forfeit their right to appeal if they cannot demonstrate that they have participated in sufficient course work, and do not meet competency standards.

Re-evaluation

A student may ask for a re-assessment for any work deemed "not-yet-competent", within 14 days after results have been notified.

Appeal or Complaint

If a student feels unjustly treated, they may appeal. There is a complaints procedure in the Code of Practice, and the learner may ask for an independent assessment. The Principal will direct the learner to the appropriate appeals board, should internal arbitration and negotiation between concerned parties fail.

All procedures and processes will be confirmed in writing, as will all decisions and outcomes. These will be posted within one working week of a decision or outcome being made.

Access to Student Files

If students require access to their personal student records, records will be made available upon written request by the student. Confidentiality will be maintained at all times.