AUSTRALIAN COLLEGE
OF INTERNATIONAL FREIGHT

Student Handbook

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Introduction to your student handbook

Welcome to studying at ACIF

The Australian College of International Freight (ACIF) is a Registered Training Organisation (RTO# 40172) and provides accredited training within the International Freight Forwarding context. We hope the course(s) you complete provide you with an insight into our industry and help you progress along your career path.

In order to do our jobs better, acquiring new skills and knowledge are essential. We each share the responsibility to learn, teach and mentor each other.

Creating a learning culture supports us to be innovative, resourceful and results focused.

Happy Learning!

Alice Stephenson
Training Facilitator

The Australian College of International Freight
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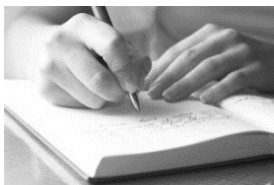AUSTRALIAN COLLEGE
OF INTERNATIONAL FREIGHT

Roles and Responsibilities

RTO Responsibilities

The operations of the Australian College of International Freight are managed by the C.H. Robinson AU Training and Education Department and have the overall responsibility of complying with the standards as set by the Vocational Education & Training (VET) Quality Framework. The review, maintenance and record keeping of the C.H. Robinson AU RTO Policy and Procedures Manual (ACA-PPM) will be managed by the Training and Education Department with assistance from the C.H. Robinson AU Admin and Support Department in relation to its positioning and operation within the ISO9001 Approved C.H. Robinson Best Practice System.

Student Responsibilities

- ✓ Attending scheduled classes (if unable to attend must be advised within 48 hours of scheduled class)
- ✓ Participate in online learning through ACIF Academy
- ✓ Respect and attention during course deliveries
- ✓ Manage your study within timetables provided so time management planning can take place
- ✓ Take care of equipment provided by ACIF

Complaints and appeals

If you wish to make a complaint against ACIF concerning its conduct as an RTO, you should first discuss your concerns with your trainer, or another staff member you feel comfortable with. If the matter is satisfactorily resolved during initial discussions no further action is required.

If you are dissatisfied with the outcome of the complaint, further access will then be provided to the C.H. Robinson AU National Manager Corporate Support. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint. Confidentiality is maintained and anonymity preserved where requested. Complainants are informed where this may limit the extent to which their complaint can be investigated.

All complaints and appeals are documented by lodging a Best Practice Improvement (BPI) request in 14-01 of the C.H. Robinson AU Expedient System. Procedures for entry into this system are included in the Training & Education procedures within the C.H. Robinson AU Best Practice system.

Learning and Assessment

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Assessment of RPL is based upon mapping the evidence supplied to the elements, performance criteria, essential skills and knowledge indicated in the unit of competency applied for.

National Recognition

ACIF recognises Australian Qualifications Framework (AQF) and VET qualifications and VET statements of attainment issued by any other RTO. Applicants who have qualifications in other competency based training may gain recognition of any units which are the same as that contained within their course. Applicants with National Recognition will receive a reduction of fees per unit recognised.

Delivery methods

Delivery Method	Description
Recognition of prior learning (RPL) Recognition of Current Competency (RCC) Credit Transfer (CT)	Where a student is likely to have prior learning and / or current competency, a formal assessment will be conducted. The student must provide evidence in the form of certificates, transcripts or course supervisor's statements.
Training materials	In the form of handouts and iPads may be provided according to the course requirements.
Classroom based delivery	Classroom delivery can be held in any boardroom or training room across the country where PC and overhead projection is available.
Virtual learning	Virtual learning is delivered currently via web conferencing tools (Skype for Business) to where the delivery of virtual training is more effective or where face to face is not cost effective.
E-Learning	E-learning delivery is provided through the ACIF Academy. Students are taught via this method where theoretical and, in some cases, practical elements can be presented in a short time frame.
Distance learning	Distance learning is provided to students that are unable to take part in any of the preferred learning methods. This method is used when the material is more "informational" and doesn't require the instructional functions of other more detailed content.

Assessment Methods

A range of assessment methods are used throughout the ACIF courses. Depending on the course, you may be asked to complete any of the following:

Assessment	Description
Multiple Choice	This is an efficient way to broadly assess a wide range of knowledge, attitudes, skills and abilities over a subject or course.
Practical in class Assessments	These involve working on mini projects as a team within the workshop. They may involve real work place scenarios. You may be assessed on your levels of engagement.
Presentations	Presentations are around 5 minutes long and you will be asked to present on a particular topic. Time will be allocated to prepare and they will be presented in front of other course participants.
Written Knowledge Tests	These will either be completed in class, or online. They are long answer questions, not essays.
Action Plans	These are used to develop your capacity to interpret, translate, apply and evaluate and extend an argument and display depth of knowledge.
Scenario / Simulation responses	Project work is done in groups and tends to focus around marketing plans or mock tenders. Groups are between 3-4 participants depending on numbers in the course.
Workplace Assessment	Workplace assessment is carried by ACIF facilitators or approved third party supervisors or managers agreeing the unit has been competently carried out by the participant

Resources

ACIF will provide you with all the necessary content and instructional material for every course and/or unit. These include the following and are stored within ACIF Academy course registry:

- SAG – Student Assessment Guide
- Unit Workbooks
- PowerPoint of learning material
- Handouts and exercises
- Feedback and course evaluation forms

Technology requirements

It is expected that you have a general understanding of the following Microsoft Programs:

- Word
- PowerPoint
- Excel

Diploma level qualifications generally require internet usage at home, depending on duration of assessments and what can be completed during work hours. If you are provided with new technology, you will be trained accordingly.

Tips for studying by distance or online learning

1. Set aside time for reading and learning
2. Use your workbook as the main reference tool
3. Have a computer to work on your activities and assessments
4. Follow the modules we supply that break your learning up into easy to finish sections
5. Develop good study habits – leave outside concerns and work behind for a few hours when you do your course.
6. Stay in touch with your trainer or office by email
7. Submit work on time
8. Ask for an extension if you have a problem – don't ignore agreed deadlines.

Assessment help

We run professional courses and cater for people with all levels of reading, writing and computing skills. We want our participants to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance:
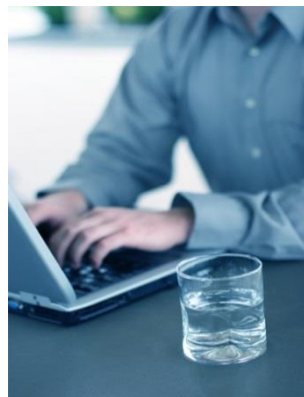
Explanations of parts of the learning that have not been understood

Flexibility in the delivering of training in terms of timing and completion of work

Extra time for assessment or resubmit options (You can attempt each assessment on 2 occasions with a resubmit request).

Please feel free to contact your trainer or the training department if you require any assistance at all:

au-acif@chrobinson.com

Course Duration

Each of the courses offered at ACIF have different durations and are offered at different times of the year. If you feel you will be unable to finish within the allocated timeframe, it's essential to mention this to the training department as soon

as possible. Further arrangements and a new completion plan will then be arranged for you.

Plagiarism

Academic honesty is an essential foundation for ACIF participants. Everyone must ensure that the evidence that they submit for assessment is their own and/or that they acknowledge the work of others appropriately.

ACIF will not tolerate cheating (including plagiarism). It is cheating when you:

- hand in someone else's work as your own (with or without that person's permission)
- use any part of someone else's work without the proper acknowledgement, including breaches of copyright
- hand in a completely duplicated assignment
- allow someone else to hand up your work as their own
- copy sentences or paragraphs from one or more sources, present substantial extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their origin
- use notes or other resources without permission during formal testing
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- steal an examination or solution from a qualified trainer

For further information, including steps that will be taken when a student is thought to have cheated including recordings of misconduct being lodged and staff appeals and reporting processes please reference the Assessment Policy and Procedure Manual.

Assessment appeal

ACIF recognises the right of participants to lodge an academic appeal related to their progress and assessment.

There are three stages through which an appeal may progress.

1. Students should discuss their complaint with the qualified trainer involved to resolve the disputed matter. The qualified trainer will endeavor to make a decision regarding the matter and inform the staff member of the outcome as soon as possible, but always within 1 week.

2. If unsatisfied with the response or time taken to resolve the matter the student member may lodge an appeal in writing to the College Principal outlining the nature of the dispute. The College Principal will ensure the complaint is considered appropriately and the staff member is advised of the outcome in a reasonable timeframe, usually no longer than 2 weeks from receipt of the written complaint.

3. If not satisfied with the decision overseen by the College Principal, the complainant may request that the matter is dealt with through an approach to a director of C.H.Robinson AU.

At each stage of the process, complainants and/or respondents are entitled to full explanations in writing, if

requested, of any decisions or actions taken as part of these procedures

Records relating to participant grievances and applications for review of grievance decisions will be stored securely and made accessible to all authorised parties in line with the C.H.Robinson AU Best Practice Records Management Policy.

Helpful Resources & contacts

How to use the C.H. Robinson AU Academy
Login/Password

If you forget your password the training department can easily retrieve it so please contact us.

Course Enrolment

You do not need to enroll yourself in courses – we will be doing this for you.

Your Training Programs	
→ Certificate IV in International Trade	🔍

Your courses

The courses you are enrolled in will be on your home screen once you have logged in.

Links to good websites (resources)

Websites

http://www.iata.org/Pages/default.aspx

"Our mission is to represent, lead and serve the airline industry".

http://www.fiata.com/

FIATA, a non-governmental organisation, represents today an industry covering approximately 40,000 forwarding and logistics firms.

Access to records

The C.H. Robinson AU Training Academy contains records of the progress of students within our AVETMISS compliant database. The data recorded on the database may be printed out for the student's records. All records are kept confidential.

Records held may include the following information:
- Training / employment identification number
- Personal details, e.g. address, phone numbers, etc.
- Personal requests for training
- Copies of Skills Recognition applications together with all presented evidence and details of outcomes, letters of advice, etc.

- Course / Training Inquiry Form enrolment information
- Copies of completed certificates, qualifications and or Statements of Attainment issued
- Assignments, assessments and other evidence
- Grievances lodged (if applicable)
- Assessment Appeals lodged (if applicable)

In addition immediate access is available to students of their records of attainment within the C.H. Robinson AU Academy.

Academy Selections

► Course Selection
► Results and Certificates
► Update Your Profile
► Password Change
► Forums

Once the user clicks on Results and certificates the following sample result information screen appears:
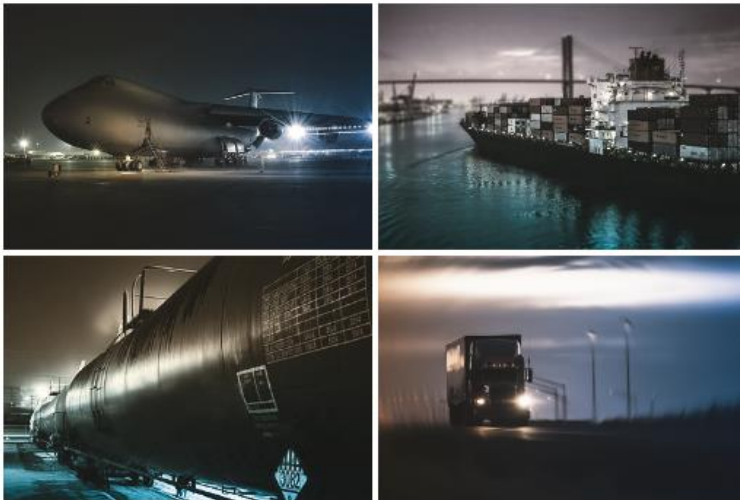
Training and Education Policies

Our policies are located on the homepage of the C.H. Robinson AU Academy as well as on the intranet under the Training & Education Department.

Legislation

Complying with legislation in our training programs

All participants are entitled to, and will be given equal consideration and treated with equal respect

Equal Employment Opportunity

Trainers will not discriminate on the basis of race, gender, sex preference, belief or age.

Harassment

Harassment and victimization is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of another person. It includes:

- Physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse.
- Distributing or displaying offensive material (pictures, cartoons etc.)
- Making offensive telephone calls
- Making suggestions about sexual activity or sexual favours with threats or promises

- Telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability
- Isolating, segregating or humiliating, questioning or ignoring another's capabilities because they are of their gender or belong to a minority group.

ACIF will follow up on complaints of harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to the training departments. There is a process to follow such complaints that is fair and meets our legal obligations.
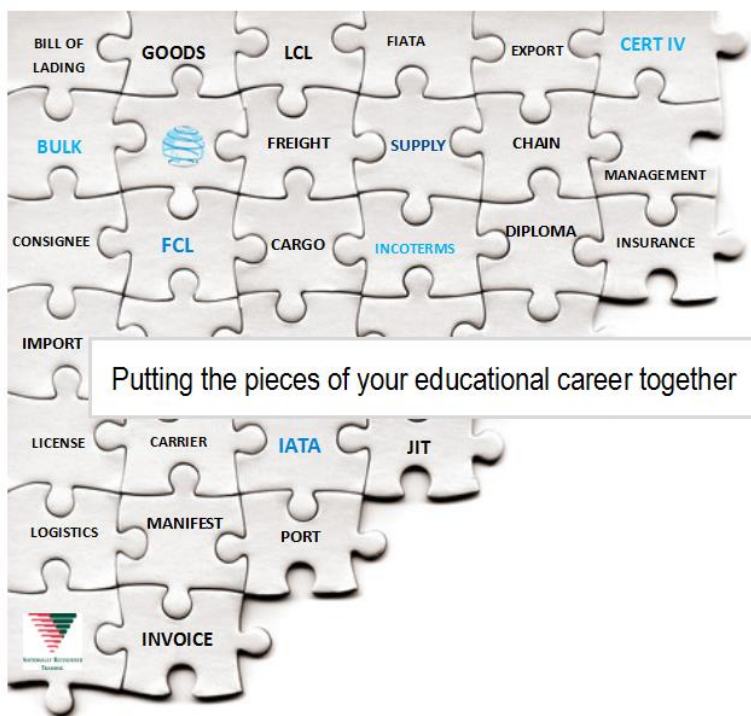
Disability

ACIF will make reasonable adjustments in order to cater for the needs of participants who have a disability. Training venues and facilities where possible will be accessible. Materials supplied to distance learners will be text based but we supplement this material with files and course material on USB for your computer.

Workplace Health & Safety

ACIF trainers and assessors are aware of:

- The WHS legislation as it relates to their educational environments
- Principles and practice of effective WHS management
- Common hazards in educational environments.
- WHS systems, policies and procedures needed for WHS compliance such as incident reporting.

Putting the pieces of your educational career together

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