

STUDENT HANDBOOK

Version 8.0

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1. Welcome to ACI

Welcome to the Australian Compliance Institute. We are committed to delivering quality education and support as you undertake nationally recognised qualifications in compliance and risk management.

This student handbook outlines our course policies and procedures, your obligations to us and our obligations to you as a nationally accredited RTO.

2. About Your Course & Qualifications

ACI offers the following courses:

- 10964NAT Certificate IV in Compliance and Risk Management
- 10980NAT Graduate Certificate in Compliance and Risk Management
- FNSSS00010 AML/CTF Skill Set
- FNS80020 Graduate Certificate in AML/CTF
- *FNS80120 Graduate Diploma in AML/CTF [currently under review]*

All programs are nationally accredited under RTO license 91640.

3. Student Rights and Responsibilities

At ACI, you have the right to:

- Learn in a safe, respectful, and inclusive environment where misconduct such as bullying or harassment is not tolerated.
- Access accurate course information and fair enrolment processes.
- Receive appropriate academic and personal support.
- Have your privacy protected and your records securely maintained.
- Raise concerns or appeal decisions without fear of disadvantage.

As a student, you are expected to:

- Participate actively in your learning and meet course deadlines.
- Avoid misconduct, including:
 - Submitting work that is not your own (e.g. plagiarism, AI misuse).
 - Using the LMS inappropriately (e.g. spamming, offensive comments).
 - Engaging in disrespectful, harassing, or bullying behaviour.
- Submit your own work and uphold academic integrity standards.
- Use digital tools responsibly and follow LMS usage guidelines.
- Communicate respectfully with staff, trainers, and peers.
- Follow ACI policies as outlined in this handbook.

You may be invited to complete surveys during and after your course. Your feedback is valued and used to improve our services.

4. Enrolment, Fees and Refunds

Unique Student Identifier (USI)

You must provide a valid Unique Student Identifier (USI) at enrolment in order to receive your certificate. You can create or retrieve your USI at www.usi.gov.au.

Please note: Most students are required to provide a Unique Student Identifier (USI) to receive a nationally recognised qualification. However, exemptions may apply for:

- International students studying offshore,
- Students completing short non-accredited training,
- Students who are granted a formal exemption by the Registrar.

If you believe you may be eligible for an exemption, please contact ACI for further advice

Pre-Enrolment Information

Before you enrol, you should ensure you have read the Course Information online, which includes information about the qualification or skill set, entry requirements, learning outcomes, delivery mode, fees, and available support. If anything is unclear, contact our team for clarification prior to enrolment.

LLN and Digital Literacy

All students are asked to indicate evidence of prior qualifications demonstrating sufficient capability to satisfy Language, Literacy and Numeracy (LLN) and digital literacy requirements prior to training commencement. If support needs are identified, ACI will offer reasonable learning adjustments, refer you to additional services, or provide tailored learning support. If you need help developing digital skills to participate in your course, please contact the ACI Education team.

Enrolment Process

We offer on-line enrolment for all courses. Upon submission of your enrolment form, our team will assess your application and contact you to finalise your enrolment. Where a third party facilitates your enrolment, such as an employer-provided or in-house training program, ACI remains responsible for your training, assessment, and issuing of any certification.

Fees and Payment

Fees are outlined in the Course Information. Payment in full is required prior to the course commencement. Should you be experiencing financial difficulties, instalment plans can be arranged. Please contact the ACI to discuss your circumstances. All fees must be paid according to the agreed payment schedule unless otherwise negotiated in writing.

Refund Policy

You may be eligible for a refund under limited circumstances. Detailed terms are outlined in our Fee and Refund Policy, which includes:

- Notice period: Cancellations or transfers must be requested in writing at least 10 calendar days before the course start date. For residential intensives, the notice period is 4 weeks. For self-paced learners, refunds are only considered for exceptional circumstances.
- Cancellations: An administration fee applies to all cancellations.
- Substitutions: If you're unable to attend, you may substitute another eligible learner at no charge (provided written notice is given at least 10 days before the course).
- No-shows or late notice: If you fail to attend or cancel with less than the required notice, no refund will be issued.
- Exceptional circumstances: Refund requests due to serious illness or other unforeseeable events may be considered on a case-by-case basis. Evidence may be required.
- Refunds if ACI cancels a course: You will be offered a full refund, transfer to a future course, or credit note. ACI is not liable for costs incurred by the learner for travel, accommodation, or other expenses.
- Different conditions apply for in-house training programs. Please refer to your Course Information and enrolment confirmation.

5. Course Delivery and Support

Our courses are delivered online, in-person and/or through supported blended learning. Each course has a defined duration and an expected end date, as outlined in the Course Information.

Students are expected to complete all training and assessment requirements within the allocated timeframe. Requests for extensions must be made in advance and approved by ACI.

ACI uses a secure Learning Management System (LMS) to deliver course content, submit assessments, and track your progress. You will receive your LMS login details after your enrolment is confirmed. Access is available 24/7 unless scheduled maintenance is underway. For online courses, students must maintain access to a device with internet connectivity. Trainers and assessors provide support via email, LMS discussion boards, and any scheduled check-ins.

Support services include:

- Access to dedicated trainers or assessors
- Email-based academic assistance
- Administrative support for enrolment or LMS access issues
- Additional learning resources via the LMS

ACI may engage third parties to deliver training or assessment. If this applies to your course, you will be notified in writing and provided with contact details for the third party and how to escalate concerns.

6. Assessment Policy

Referencing

All students are required to use the Harvard referencing system when citing sources in assessments. This includes in-text citations and a reference list.

For guidance, refer to Monash University's comprehensive [Harvard Referencing Guide](#) or request support from your trainer.

Academic Integrity and Use of AI

Students must submit their own original work. Plagiarism, contract cheating, and falsification are academic misconduct.

The use of artificial intelligence (AI) tools is permitted to assist with your assessments. However, a 'human-first, human-last' policy is strictly enforced. Direct copying and pasting of information, essays, paragraphs, or any data from AI sources, such as ChatGPT, Gemini, Bard, Grok, or Copilot, is prohibited. While these tools can be valuable resources, their tendency to generate inaccurate or fabricated information ('hallucinations') necessitates critical evaluation. You are required to fact-check, edit, paraphrase, and rewrite any AI-generated content in your own voice, ensuring the accuracy and currency of the information. Failure to comply will be considered plagiarism. At minimum, this will result in a 'Not Yet Satisfactory' (NYS) grade. In severe cases, it may lead to expulsion from the course without the possibility of readmission.

Should the assessor find evidence suggesting plagiarism, the matter will be referred to the Registered Training Organisation (RTO) Manager (or other appointee) who will draft a formal report of the evidence. The RTO Manager/appointee may discuss the matter with the learner directly. The report will be brought to the attention of the CEO who may refer the matter to the Professional Development Committee of the Board, who will make a judgment based on the evidence made available to them as to whether plagiarism has occurred and whether the plagiarism is considered unintentional or intentional. The CEO and the Professional Development Committee will determine whether the case should be brought before the Board and the Ethics Committee.

After reviewing the evidence, the Professional Development Committee may take the following courses of action:

- The candidate's submission is graded as Not Yet Satisfactory (NYS) with no eligibility to resubmit. The learner must re-enrol in the course if they wish to undertake it again in the future. Fees may apply to re-enrolments. The Australian Compliance Institute reserves the right to disallow a learner from study should the learner be deemed non-compliant with ACI's policies or Code of Ethics.
- The candidate's submission is graded as Not Yet Satisfactory (NYS), with the option to resubmit the assignment at a date specified by the Professional Development Committee.

For further details, please refer to the **Academic Integrity Policy**.

Please Note: The Australian Compliance Institute reserves the right to disallow a learner from study should the learner be deemed non-compliant with the Australian Compliance Institute's policies or Code of Ethics.

Submitting Assessments

All assessment tasks must be submitted through the LMS. You will receive specific task instructions for each assessment. Submit each task as instructed in the LMS. Tasks may include written responses, case studies, or presentations.

All submitted assessment tasks must be complete. Incomplete assessment tasks will not be assessed and returned to the candidate to complete.
Late submissions without approved extensions may not be accepted.

Course End Date

All assessments must be submitted by the course end date outlined in your enrolment confirmation. Late submissions may only be accepted where a formal extension has been granted in writing.

Extensions

If you require more time to complete an assessment, you must apply for an extension before the due date. Extensions are granted at the discretion of ACI based on reasonable grounds.

All requests for extensions must be made in writing no later than ten (10) working days before the course end date.

Extensions of up to ten (10) working days may be granted by the Professional Development Manager or the ACI Chief Executive Officer/delegate. Any extensions beyond this must be referred to the Professional Development Committee for their consideration and ruling. All applications for extension must be accompanied by supporting evidence and proposed timeline.

Any extension requests submitted after the course end date will only be considered in extreme situations on a case-by-case basis. Any requests submitted sixty (60) days after the course end date will not be considered.

Incomplete assessment tasks will not be considered as a submission by the learner. Accordingly, if an incomplete assessment task is received prior to the course end date it will not extend the course end date timing.

If a learner does not complete the course by the course end date (including extensions), they can register to undertake the course at a later date. However, they will be required to pay the full course fee, as no discounts will be offered for previously uncompleted courses. If units of competency have been completed in the prior course, the learner can request these be considered for credit transfer.

Assessment Outcomes

Assessment tasks are marked against the prescribed set competencies which are listed in each assessment task. To pass, the learner must demonstrate their ability to meet each competency satisfactorily.

The marking schema is Satisfactory (S)/Not Yet Satisfactory (NYS).

Should the assessment task be marked as NYS, the learner will be given two more attempts to resubmit their assessment tasks after feedback from the assessor is given. Resubmissions must be made no later than thirty (30) days after the learner receives the feedback.

The first two resubmissions will not incur the learner additional costs. If further resubmissions are required, the learner will be charged \$250 (+ GST) on each attempt to cover additional marking costs.

Assessment Appeals

If you believe an assessment outcome is unfair, you have the right to appeal.

Start by raising the issue with your assessor as soon as possible. If you're still not satisfied, the appeal will be reviewed by the CEO or an independent assessor. You can request a formal review in writing within 30 days of receiving your result.

If the matter remains unresolved after ACI's internal process, you can escalate it externally to:

National Training Complaints Hotline

Phone: 13 38 73

Email: skilling@education.gov.au

Full details of the appeals process are in the ACI **Complaints and Appeals Policy**

7. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that allows learners to receive recognition for skills and knowledge they have already acquired through previous training, work, or life experience. RPL can be used to achieve a full qualification or part of a qualification, by demonstrating that you meet the required competencies without needing to repeat learning unnecessarily.

How to Apply

You can apply for RPL during the enrolment process or any time before starting an assessment task. ACI will provide you with an **RPL Application Kit**, including guidance on the evidence required.

Types of Evidence

You may submit a combination of the following:

- Formal transcripts or certificates
- Work samples or portfolios
- Job descriptions and resumes
- Statutory declarations
- Letters of validation from supervisors or employers

Assessment of RPL

Your evidence will be assessed against the unit of competency requirements. Where gaps are identified, you may be asked to provide additional evidence or undertake further training or assessment.

If you have any questions about RPL, contact the ACI Education Team.

8. Document Retention

Completed assessment tasks will be retained by ACI for a minimum of six months after completion of the course. ACI currently retains assessments for three years for moderation and validation purposes.

Qualifications and Statements of Attainment will be retained electronically for thirty (30) years.

9. Key Policies You Should Know

The following policies are important to your rights and responsibilities as a student. Full versions are available on request.

Policy Area	What It Covers
Fees & Refunds	Your entitlements to fee refunds, payment plans, and conditions. See the Refund Policy
Assessment	How your work will be assessed and what to do if you disagree with an outcome.
RPL & Credit Transfer	How to apply for recognition of prior learning or credit for past studies.
Student Conduct	Behaviour expectations, including bullying, misconduct, and respectful learning.
Support Services	How to access academic help, LLN support, or personal wellbeing services.
Complaints & Appeals	How to raise concerns or appeal decisions confidentially, including informal and formal options. ACI protects your rights throughout the process.
Privacy & Records	How your personal data is handled and how to access your student records.
Course Progress	Participation expectations and how your progress is monitored.
Deferral/Suspension	What happens if you pause or cancel your enrolment.
WHS	Safety responsibilities during your training or placement.
Qualification Issuance	When and how your certificate or statement will be issued after completion.

10. Privacy and Consent

By enrolling in an ACI course, you consent to the collection, use, and storage of your personal information in accordance with **ACI's Privacy Policy**.

Your information is used only for training delivery, credentialing, and regulatory reporting. We do not sell or trade your data. You may request access to your records or corrections at any time, and you may withdraw consent for future use of your information by contacting our team.

ACI securely stores all learner records in line with national data protection laws. If you believe your privacy has been breached, you can raise a concern via our Privacy Policy or by emailing admin@compliance.org.au .

Version Control

Date	Version number	Description of amendment	Authorised by
April 2024	V6.0	Major revision.	Professional Development Committee
March 2025	V7.0	Revised language, added use of AI statements.	RTO Compliance Officer
July 2025	V8.0	Major revisions – RTO Standards 2025	CEO

Reference: Abbreviations

Acronym	Meaning
ACI	Australian Compliance Institute
AI	Artificial Intelligence
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
DE	Department of Education (Australia)
LLN	Language, Literacy and Numeracy
LMS	Learning Management System
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
USI	Unique Student Identifier
WHS	Work Health and Safety
VET	Vocational Education and Training