

Exner Online Construction Training 2011



Student Guide

Welcome to Exner Online

Thank you for selecting Exner Engineering to further your education and training pursuits in the building and construction industry.

Exner Engineering is a leading educational provider of vocational education and training in Australia.

Your decision to complete Nationally Recognised Training with Exner Engineering is an ideal way to formalise skills and knowledge needed to succeed and progress in the industry.

We aim to provide a quality learning experience which meets the needs of our students.

To assist you with your learning we have developed this Student Guide. Please take the time to read it carefully and contact us if you require further information.

Our team is committed to maintaining our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with Exner Engineering a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with Exner Engineering.

Peter Exner

Managing Director



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Enrolment, fees and assessment

Enrolment Options

For non-employer: Enrolment conditions

A majority of our student enrolments are undertaken via the employer.

For non-employers, access to all classes is subject to prerequisites and other entry requirements being met and enrolment fees being finalised.

Program selection and entry requirements

Entry requirements for all other students can differ depending on the entry guidelines of the training package. It is therefore essential that you are familiar with the selection process for the program in which you wish to enrol.

Online training requires different skills, so consider if you are suitable to study online.

Enrolment options and Fee Payments

Enrolments can be made either:

- Online via our website
- By Fax
- By post

All fees are due and payable at the time of enrolment. Fees can be paid by cash, cheque (payable to Exner Engineering Pty. Ltd), EFTPOS, money order or credit card (Visa, MasterCard and American Express).

If you wish to claim a fee concession, card details are also required at the time of enrolment.

If By Post

Post enrolment documentation, concession details and your payment (cheque, money order or credit card details) to:

Exner, PO Box 451, Essendon North 3041

If by Fax-(03) 9374 3921

Enrolments (credit card payments only) may be faxed to Exner

Change of personal details

Please advise the Exner Online regarding changes to your personal details. This will ensure that Exner Online records accurately reflect your correct details for forwarding notifications, Statement of Attainment and other correspondence.

It is your responsibility to ensure that changes to personal details are communicated to Exner Online staff.

Refunds

To apply for a refund, you will need to complete a *Change of Enrolment* and a *Refund Request* form and attach any relevant evidence pertaining to the application.

A full refund will be given if Exner Online cancels a program or if you apply for a refund once a transfer credit or exemption has been granted (within five weeks of program commencement).

Note: refunds are made to the person who has originally invoiced, ie. This could be your employer.

A part refund will be given if you cancel your enrolment before the program commences.

Once the program has commenced, no refunds will be given unless:

- you suffer an illness or injury preventing you from completing the program
- exceptional circumstances prevent you from completing the program.

Documentary evidence will be required if applying for a refund.

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Assessment

Assessment will be conducted in an open, accountable and transparent manner with particular emphasis on the aspects of fairness and equity for all. Assessment practices will enable you to take full advantage of credit obtained from previous study.

Assessment can incorporate alternative approaches to suit people who would by background, language ability or personal disabilities suffer challenges in completing course assessments. Our Student Support officer can assist with these issues.

Assessments are not grades. You will be assessed for your ability to demonstrate that you can complete the tasks assigned and have the requisite skills and knowledge to do the tasks and if necessary a number of times to show that you are competent to undertake that activity in the workplace.

You will be advised of your assessment requirements at the commencement of your current training program. All assessment work must be completed by due dates to be eligible for a result.

If you cannot demonstrate competency at the time of the assessment, you will be told you are “not yet competent” that means that at the time you did not show the required behaviour or outcomes. You will be eligible for re-assessment – and you should discuss this with your trainer.

Submit assessments online

We want to make every aspect of your learning as convenient and helpful to you as possible, and this includes the review of your progress. Submitting your work for assessment is as easy as the click of a button, but before you make that final submission it is a good idea to test yourself on any weak points you may have.

Results

Results are mailed to you after completion of a competency. However, you are able to obtain a reissue of results for a small fee.

Academic appeals

If you are dissatisfied with academic decisions, you may apply for a Re-evaluation of Assessment within 14 days of receiving your results.

If you are dissatisfied with the outcome, you have a further Right of Appeal.

Educational Services

Access, equity and diversity

Exner Online promotes an environment which is fair and equitable and free from discrimination and intolerance. Any form of discrimination on the grounds of sex, race, religion, sexual orientation, age and marital or parental status is illegal.

Exner Online will not tolerate discrimination, harassment or bullying of any kind and will take the appropriate action if this occurs.

Recognition of Prior Learning (RPL)

At Exner Online we don't expect you to repeat learning that you've already attained through work, life experience or prior study.

If you believe your current skills and knowledge are relevant to your training program, you may be assessed through RPL and may achieve a full or partial qualification in this way. Fees for RPL assessment are structured to minimise your costs.

For further information, please contact the Exner Online training manager via www.exner.com.au to discuss this form of assessment before enrolling.



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Credit Transfer/National Recognition

Credit Transfer is the process that recognises any completed "formal" study that is relevant to the chosen training program. Formal study is organised learning and assessment that is undertaken in educational institutions, including schools, universities and TAFE institutes.

Documentary evidence (for example, academic transcript, qualification, result of assessment) must be provided so the assessor can establish whether the skills and knowledge required in the proposed training program have been covered.

Under the principle of National Recognition, Exner Online will recognise a qualification that is valid under the Australian Qualifications Framework (AQF) issued by another Registered Training Organisation.

For further information, please contact Exner Online training manager via www.exner.com.au.

Student and staff conduct

Student code of conduct

While studying at Exner Online, you are required to adhere to the Exner Online's code of practice. This is available on the Exner website and course pages.

Attendance

You are expected to attend classes as scheduled or finish your online studies in the timeframe provided.

Discipline

Exner Online has systems and processes in place to manage and deal with any disciplinary matters or any instances of misconduct that may arise while studying with us.

Staff code of conduct

Staff behaviour is governed by a variety of regulations and Exner Online's code of practice.

Persons wishing to provide feedback on staff behaviour can do so by following the feedback and complaints process

Feedback and complaints

Your feedback provides Exner Online with important information to help us improve our services. You can submit your feedback, complaint or compliment in writing or by phone, email or in person. You may remain anonymous and your information is strictly confidential.

Exner Online service

Contact the Exner Online training manager via www.exner.com.au.

Student support services

To assist you in your career and educational goals, Exner Online offers a range of support services for students. These services are provided by staff who have extensive experience in their respective fields and are available by contacting our Student support officer.

Our trainers come from a variety of backgrounds and are industry experts who have an extensive amount of experience. Each one will provide you with a wealth of knowledge to assist you with your learning. Our trainers are here to assist you with clarification on course content, assessment, or just how to manage your study time effectively.

You can contact our student support manager for support via email, telephone or Skype. Our student support service is available from 9am



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to 5pm, Monday to Friday (AEST) on 0411 230 002 or studentsupport@exner.com.au.

If you need afterhours support

You can arrange to have one of our trainers contact you after hours or on a weekend via the telephone or Skype. To do this, you just need to contact our student support centre as above.

Assessment feedback

You will receive your assessment results within 10 working days of submitting them. Depending on your results a trainer may provide you with construction feedback that will benefit you and help you progress to the next level of your course.

Virtual classroom

Some of the assessments take place in the virtual classroom via Skype. These sessions are conducted by trainers/assessors.

A virtual classroom session allows students to:

- Gain more knowledge about a particular subject and have discussions with their trainers and other learners
- Demonstrate the required skills and knowledge in order to be assessed competent in a particular assessment
- Re-enforce any area of training that the student requests

At Exner Online, we use Skype to run our virtual classroom sessions. This is free software and easy to download and instructions of how to do this are included in the online course. Skype is also free to run and will work when you are connected to the internet and signed in to Skype.

If you need additional assistance or support, make the most of your studies and learn more about these services by visiting www.exner.com.au.

- linking to other specialist services

Access to Student Records

Access to student records is available via completion of information.

Contact

Student Support

9am to 5pm, Monday to Friday (AEST)

E-mail: studentsupport@exner.com.au

