



# STUDENT HANDBOOK

**2024 - 2025**



0414 107 970 | 1800 233 266



[info@advanced.edu.au](mailto:info@advanced.edu.au)



Office 415, 101 Overton Rd Williams Landing, VIC 3027

SCAN To Know More.

## Table of Contents

<b>1</b>	<b>About Us.....</b>	<b>6</b>
1.1	Why Advanced Education & Training .....	6
1.2	Government Subsidised training .....	7
1.3	Contact Details.....	7
<b>2</b>	<b>Using this Handbook .....</b>	<b>8</b>
2.1	Code of Practice.....	8
2.2	Administration and Management.....	8
2.2.1	Legislative Compliance .....	8
2.2.2	AET Staff.....	9
2.2.3	Advanced Education and Training Company Structure .....	10
<b>3</b>	<b>Enrolment .....</b>	<b>10</b>
3.1	Pre-Training Review.....	11
3.2	Training Plans .....	12
3.3	Apprentice/Trainee Training Plans .....	12
3.4	Language, Literacy and Numeracy (LLN) Support.....	13
3.5	Recognition of Prior Learning (RPL) and Credit Transfer (CT) .....	13
3.5.1	Recognition of Prior Learning.....	13
3.5.2	Credit Transfer.....	13
3.6	Induction .....	14
3.7	Student Support .....	14
<b>4</b>	<b>Student Obligations.....</b>	<b>15</b>
4.1.1	Unique Student Identifier (USI).....	15
4.1.2	Notification of change of personal information.....	17
4.1.3	Engagement & Participation.....	17
4.1.4	Excursion Attendance .....	17
4.1.5	Academic Progress.....	17
<b>5</b>	<b>Student Rights .....</b>	<b>17</b>
<b>6</b>	<b>Competency Standards, National Qualifications and Assessment Guidelines...19</b>	
6.1	Competency Standards.....	19
6.2	National Qualifications.....	19
6.3	Assessment Guidelines.....	19
<b>7</b>	<b>Assessment.....</b>	<b>19</b>
7.1	Principles of Assessment .....	19
7.2	Rules of Evidence .....	20

7.3	Reasonable Adjustments .....	21
7.4	Competency/Submission Details and Instructions.....	21
7.5	Understanding the Assessment Grading System .....	22
7.6	Extensions .....	22
7.7	Re-Assessment.....	23
7.8	Plagiarism and Collusion.....	23
7.9	Referencing.....	23
7.10	Appealing .....	24
<b>8</b>	<b>Work Placement Requirements .....</b>	<b>24</b>
8.1	Minimum Practical Hours .....	24
8.2	Working with Children Check .....	24
<b>9</b>	<b>Results and Certificates .....</b>	<b>25</b>
<b>10</b>	<b>Withdrawal and Deferral.....</b>	<b>25</b>
<b>11</b>	<b>Breach of conduct .....</b>	<b>25</b>
11.1	Non-compliance.....	26
<b>12</b>	<b>Privacy and Confidentiality Records Access .....</b>	<b>27</b>
<b>13</b>	<b>Discrimination and Harassment .....</b>	<b>27</b>
<b>14</b>	<b>Safety.....</b>	<b>28</b>
<b>15</b>	<b>Access and Equity Policy.....</b>	<b>30</b>
15.1	Purpose.....	30
15.2	Scope .....	30
15.3	Legislation .....	30
15.4	Policy.....	31
15.5	Strategy for adhering to Access & Equality - Procedure.....	32
<b>16</b>	<b>Complaints and Appeals Policy.....</b>	<b>33</b>
16.1	Purpose.....	33
16.2	Scope .....	33
16.3	Policy.....	33
16.4	Complaints Procedure .....	34
16.4.1	General Process.....	35
16.4.2	Detailed Process .....	37
16.4.3	Informal Complaint.....	37
16.4.4	Formal Complaint .....	38
16.5	Internal Appeals.....	40
16.6	External Appeals .....	41

<b>17</b>	<b>Fee Administration Policy.....</b>	<b>42</b>
17.1	Policy.....	42
17.2	Purpose.....	42
17.3	Full Fee Students (FFS).....	43
17.4	Procedure.....	43
17.5	Fees and Charges .....	43
17.6	Fees Payable.....	44
17.7	Payment Plan .....	44
17.8	Concessions and Exemptions.....	44
17.8.1	Eligibility for concession.....	44
17.8.2	Indigenous students.....	44
17.8.3	Fee Exemptions.....	44
17.9	Student Cancellation.....	45
17.10	Replacement of text and training workbooks.....	45
17.11	Re-issue of Certificate .....	45
<b>18</b>	<b>Plagiarism and Academic Misconduct Policy .....</b>	<b>45</b>
18.1	Scope .....	45
18.2	Reference.....	45
18.3	Definitions.....	46
18.3.1	Academic Misconduct.....	46
18.3.2	Plagiarism.....	46
18.3.3	Collusion.....	46
18.3.4	Non-academic Misconduct.....	46
<b>19</b>	<b>Academic misconduct policy.....</b>	<b>47</b>
19.1	Scope .....	47
19.2	Procedure.....	48
19.3	Penalties.....	48
19.4	Academic Misconduct.....	48
19.5	Non-academic Misconduct.....	48
19.6	Notification.....	49
19.7	Appeals Process.....	49
19.8	Detailed Procedure.....	49
<b>20</b>	<b>Privacy Policy and Procedure.....</b>	<b>51</b>
20.1	Scope .....	51
20.2	Purpose.....	51

20.3	Policy.....	51
<b>21</b>	<b>Qualification Issuance Policy .....</b>	<b>51</b>
21.1	Purpose.....	51
21.2	Scope .....	52
21.3	Reference.....	52
21.4	Policy.....	52
21.5	Procedure.....	52
21.5.1	Certificate Issuance .....	52
21.5.2	Statement of Attainment Issuance .....	53
21.5.3	Re-issuing Qualifications .....	54
21.5.4	Revoked Qualifications.....	54
21.5.5	Unique Student Identifier (USI).....	55
21.5.6	Retention requirements .....	55
21.5.7	Appeals .....	55

## 1 About Us

It is our pleasure to introduce you to Advanced Education & Training (AET). AET is approved by regulatory body, Australian Skills Quality Authority (ASQA) (RTO Code 41332) as a registered training organisation and delivers a range of nationally recognised qualifications. This document will provide you information about these qualifications and services including student procedures at the Institute.

At AET, we aspire to teach, motivate and inspire students to reach new level of personal development and growth. Throughout your journey, you'll have the opportunity to be taught and mentored by industry leaders and professionals. Our highly skilled, experienced and passionate group of trainers provide amazing support and guidance to our students throughout their learning journey. They share their extensive industry knowledge and experience with you to help you achieve your study goals and career aspiration. AET trainers and staff offer a learning environment that is focused on individual learner needs and promotes equal opportunity education to all learners.

Our head office is located in Williams Landing, Victoria and is well equipped with resources and facilities to provide our students with a fulfilling learning experience.

We hope you will find sufficient information about our Institute and the qualifications and services we offer to help you meet your study needs. Please feel free to contact us if you require assistance at any stage.

We look forward to seeing you at our campus.

### 1.1 Why Advanced Education & Training

- Gain nationally recognised qualifications from the relevant National Training package.
- Where eligible, avail a training place under government funding and save on out-of-pocket costs.
- Multiple training locations and option of day and evening classes.
- Small classes to provide individualised attention and support.
- Choose from variety of delivery modes ranging from classroom, on-the-job, distance and online.
- For on-the-job training and work placements, you get the same support and learning experience through regular scheduled visits to your workplace by our trainers. Assessments are conducted in collaboration with employer or supervisor at workplace
- Receive relevant training in a proper, timely and efficient manner.
- Receive a nationally recognised qualification and/or statement of attainment at the completion of the training and assessment.
- Approachable and excellent support staff.



## 1.2 Government Subsidised training

Advanced Education and Training is an approved trainer provider under the Victorian Skills First Funding program. The Skills First Funding makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

Government Subsidised training is also available to school-based students, undertaking the qualification as part of school-based apprenticeship and traineeship (SBAT).

AET has limited number of government-subsidised training places available to people who meet the eligibility criteria. AET undertakes assessment of individual's eligibility for these subsidised training places based on eligibility criteria and an exhaustive enrolment process.

### 1.2.1.1 Skills First Funded Program

Generally, you are eligible for a government-subsidised training place if you are:

#### **Citizenship/residency**

A student must be either:

- a) an Australian citizen;
- b) a holder of a permanent visa; or
- c) a New Zealand citizen,

as evidenced by one of the documents described in the Evidence of Eligibility and Student Declaration form in the enrolment form.

#### **Physically present in Victoria or a border region**

A student must be undertaking all training and assessment while physically present in:

- a) the State of Victoria; or
- b) a border region with one of the postcodes prescribed in the 2024 GUIDELINES ABOUT ELIGIBILITY

#### **Students should also meet the following requirements:**

- The '2 Skill Sets in a year' and '2 AQF qualifications in a year' limits
- The '2 at a time' limit

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Skills First Funding, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

## 1.3 Contact Details

**Phone:** 1800 244 438

**Address:** Office 415, 101 Overton Rd WILLIAMS LANDING VIC 3027

**Email:** [info@AETtraining.com.au](mailto:info@AETtraining.com.au)

**Website:** [www.advanced.edu.au](http://www.advanced.edu.au)

## 2 Using this Handbook

This handbook is to be issued to students who are looking to enrol or are already studying with Advanced Education and Training to provide guidance on our services and relevant policies and procedures.

### 2.1 Code of Practice

This Code of Practice requires AET to implement policies and management practices that maintain high professional standards in the delivery of education and training services which safeguard the educational interests and welfare of staff and students.

### 2.2 Administration and Management

AET will meet the following minimum administrative and management standards:

- Ensure that staff with relevant qualifications and experience will undertake responsibility for the management and coordination of training, delivery, assessment, verification, staff selection and professional development of the Institute.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advise the Registering Authority in writing of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued and grievances if any.
- Treat all personal records of clients with the strictest confidentiality.
- Provide facilities for staff and students to access their own records.

#### 2.2.1 Legislative Compliance

AET must comply with the following legislation with its operations:

- Workplace Health and Safety Act 2011
- Disability Act 2006
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968 - Sect 1 Short title
- Working with Children Act 2005
- Working with children Act 2005 (Vic)
- Child Wellbeing and safety act 2005 (Vic)
- Charter of Human Rights and responsibilities Act 2006 (Vic)



- Human Rights and Equal Opportunity Act 1986
- Standards for RTOs 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Specific legislation noted in course materials.
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Student Identifiers Act 2014

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see [www.austlii.edu.au](http://www.austlii.edu.au)

For access to Occupational Health and Safety legal obligations see [www.nohsc.gov.au](http://www.nohsc.gov.au)

For legislative and regulatory requirements relating to VET see the following web sites:

- Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au)

According to the Standards for Registered Training Organisation (RTOs) 2015 and State Funding bodies, as Registered Training Organisation (RTO) are obliged to provide data on our students and courses.

The data we collect at enrolment meets the data specifications of the “Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) VET Provider Collection specifications. For more information visit [www.ncver.gov.au](http://www.ncver.gov.au).

As student of Advanced Education and Training you may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department education project, audit or review.

## **2.2.2 AET Staff**

### **2.2.2.1 Staff Requirements & Company Structure**

- Training Coordinator is responsible for the standard of training and safety within Advanced Education and Training and for the assessments conducted whilst students are attending Advanced Education and Training.
- The Trainers at Advanced Education and Training supervise all training and assessments. In addition, trainers are responsible for day-to-day course administration. All have at least a Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

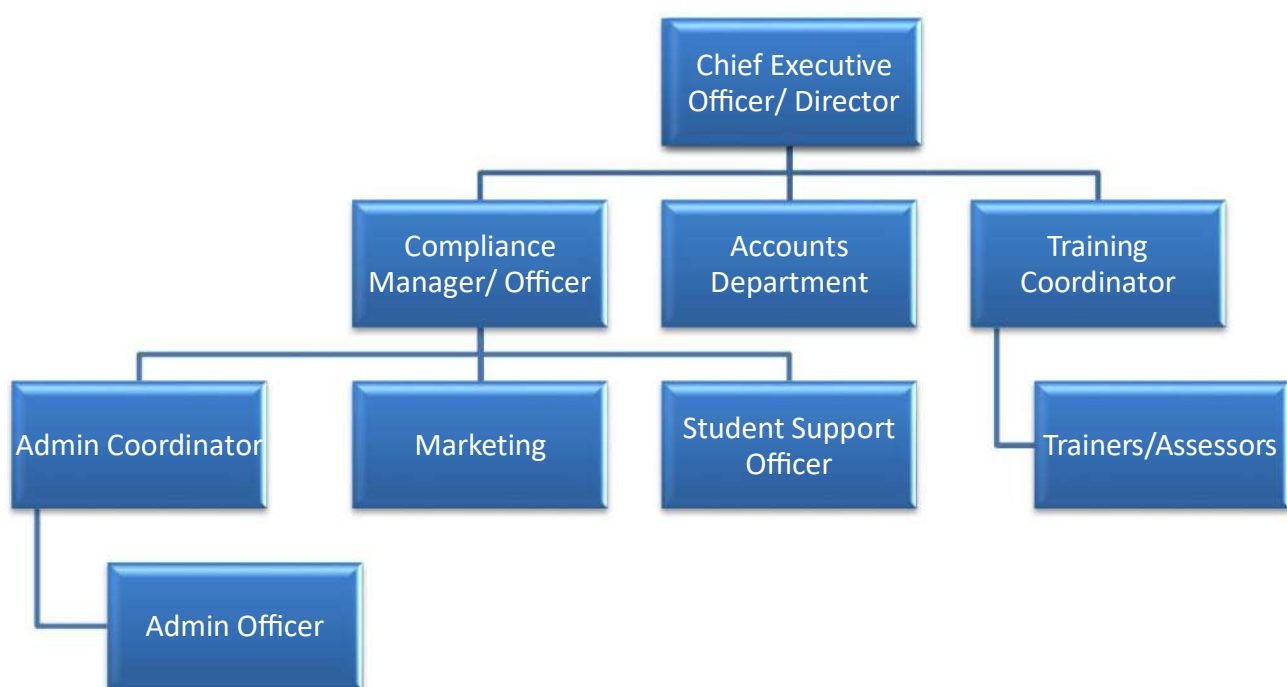
Compliance officer will be responsible for maintaining the compliance of the organisation with the relevant standards and legislations applicable to Advanced Education and Training.

Administration team is responsible for all administrative tasks such as coordinating and delivering student services programs and activities, including enrolment, student support, maintain

- accurate records of student engagement etc.

CEO is responsible for overseeing and managing the overall operations of the organisation. This includes ensuring the RTO is compliant with relevant regulatory requirements, implementing effective business strategies, managing staff, overseeing financial performance.

## 2.2.3 Advanced Education and Training Company Structure



## 3 Enrolment

Advanced Education and Training strives to ensure that the enrolment processes is fair and compliant. Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria which is detailed in individual course brochures. In line with Government policy students with intellectual and physical disabilities are encouraged to participate in training.

Advanced Education and Training has a comprehensive and transparent enrolment process in place to ensure that a prospective learner is suitable and eligible to undertake a qualification that is well aligned with their learning needs. In general, we:

- Identify and assess you for your current skills and competencies which includes determining ACSF level.
- Determine whether you can be credited with units of competency through either a Recognition of Prior Learning (RPL) or Credit Transfer (CT) process.
- Inform you about the eligibility and entry requirements for a qualification and help you make an informed decision.
- Ensure you are made aware in circumstances where you are accessing the Victorian Training Guarantee (VTG) entitlement that this may impact your access to further government subsidised training.
- Process your enrolment and develop an appropriate training plan to meet your individual needs.

**Enrolment in Skills First funded course is dependent on:**

- meeting the eligibility criteria of government funded course
- meeting any pre-requisite qualifications or work experience
- satisfactorily completing a Pre-Training Review to ensure that the proposed training program is suitable and learning strategies and materials are appropriate for you. This includes a language, literacy and numeracy assessment.

**Enrolment is conditional upon:**

- Accurate and complete information being supplied by you
- Completion of the required enrolment and statistical information
- An undertaking by you to abide by the policies and procedures and standards of conduct of Advanced Education and Training; and
- Payment of any prescribed Tuition Fee, and course materials fees (where applicable)

At the time of enrolment, you are required to complete a Student Enrolment Form which documents your eligibility for government funding and includes your acknowledgement of all fees and charges, as well as AET's privacy statement.

### 3.1 Pre-Training Review

Prior to your enrolment, Advanced Education and Training will conduct a pre-training review. During the Pre-Training Review, the AET representative will:

- assess Language, Literacy and Numeracy level, and if any language, literacy and numeracy needs are identified during the Pre-Training Review, assistance may be provided to support you with the studies.
- identify any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, aspirations and interests, and considering the likely job outcomes from the development of new competencies and skills
- assess eligibility for a place under subsidised funding program
- discuss with you the learning strategies used in the course to check they are suitable for you.

## 3.2 Training Plans

All students are provided a Training Plan, which documents their proposed learning and assessment strategy. The Training Plan will be signed by you, your employer and/or school (where applicable) and Advanced Education and Training's representative. Training Plans are usually developed and signed prior to training commencing but must be finalised no later than four (4) weeks after training commencement.

The outcome of your Pre-Training Review shapes the approach Advanced Education and Training will take to design your Training Plan.

All Training Plans will include, at least the following information:

- name and contact details of Advanced Education and Training (and employer, for apprentices/trainees)
- title and code of qualification
- unit title and code of competencies/modules to be obtained
- scheduled hours for competencies to be obtained
- timeframe for achieving competencies including the proposed start date and end date of each competency (and actual dates where training has already occurred)
- delivery modes to be used
- assessment details and arrangements
- party or parties responsible for the delivery and/or assessment of each competence; and
- Record of RPL assessment and CT granted, as relevant.

## 3.3 Apprentice/Trainee Training Plans

Apprentice/Trainee Training Plans are designed to meet these additional requirements:

- detailed training activities and responsibilities for training to be undertaken as part of any workplace-based training arrangements
- details (when, how and how much) of the time allocated outside routine work duties for structured training
- signature (including date of signature) of the AET representative, employer, Apprentice/Trainee (School-based Apprentices/Trainees also require the signature of the school's representative); and
- Any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.

A Training Plan can be changed after training commences and units selected may be replaced by another where it would create a better fit and Advanced Education and Training is able to provide training. This would only occur following discussion and agreement with your Trainer/Teacher (and employer, if applicable).

## 3.4 Language, Literacy and Numeracy (LLN) Support

The increased importance of employability skills such as communication and problem-solving skills all sectors/industries, highlights the need for underpinning foundation skills. The Australian Core Skills Framework (ASCF) defines these foundation skills as reading, writing, oral communication, numeracy, and learning, which are essential for effective performance in the workplace.

Learners who have language, literacy or numeracy needs may require additional support or customised training and assessment. AET will make every endeavour to accommodate these learners and support this approach by:

- Assessing the learner's language literacy and numeracy skills during a pre-training review to ensure they have adequate skills to complete the training program
- Conducting LLN testing (via online portal- LLN Robot)
- Supporting learners with training and assessment material and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Providing information to learners about details of language, literacy and numeracy assistance available.
- Where a level of support is assessed as necessary for a learner that is beyond the support offered by AET, the learner will be referred to external language, literacy and numeracy support services, and an extension of time to complete the training program negotiated if necessary.

## 3.5 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

### 3.5.1 Recognition of Prior Learning.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

### 3.5.2 Credit Transfer

Credit transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

CT or RPL must be requested (in writing) within 15 days of enrolment. Original copies of transcript must be provided along with the CT Request Form. A copy of the USI transcript or access

Advanced Education and Training recognises all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other RTOs. A student may apply to have a

unit recognised by Advanced Education and Training if the unit code and title exactly matches the unit for which recognition is being sought; or if the unit held is equivalent to the current unit.

When Credit Transfer is granted, a credit is noted on the student's academic record & Training Plan and they will not be required to undertake further training or assessment in that unit.

If you wish to apply for Credit Transfer, please speak to AET representative prior to or at the time of enrolment. An application must be completed, and the original (or certified) Qualification or Statement of Attainment produced. The application, together with supporting evidence, must be submitted prior to the commencement of training.

Please refer to relevant policy and procedure for detailed information.

### 3.6 Induction

The first session of your training in class, or workplace, will generally start with an induction presentation. It includes your Trainer:

- explaining their role in your training
- confirming the details of the course and training/assessment requirements
- explaining learning and assessment materials and process
- confirming all parties understand their role and responsibilities in the training and assessment process
- ensuring that you have access to the Student Handbook

You should take this opportunity to clarify any queries resulting from reading this handbook.

### 3.7 Student Support

Advanced Education and Training will ensure that all students are given appropriate support during their enrolment with AET. This support includes both academic support and personal support. All the staff employed by Advanced Education and Training have the responsibility to provide necessary support to all students.

Where additional support is required to assist students, Advanced Education and Training may refer them to external support services. AET does not charge for providing support services or referring them to the external support services. However, the external party may charge service fees that is payable by the student.

To speak to Student Support Officer, please call 1800 233 266 or email [info@advanced.edu.au](mailto:info@advanced.edu.au)



## 4 Student Obligations

All students have a responsibility to:

- Treat other students and AET staff with respect and fairness
- Follow any reasonable direction from a member of AET staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing AET or other student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and AET activities regularly and complete all assessments within the required timeframe.
- Complete all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow AET safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by AET staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the AET that pertain to them.
- Pay all fees and charges levied by the AET within the required timeframe.
- Attend all meetings called by the AET to discuss academic or course progress
- Meet or carry out all activities agreed with the AET in relation to maintaining course progress or academic performance

### 4.1.1 Unique Student Identifier (USI)

If you are undertaking nationally recognized training delivered by a registered training organization (such as Advanced Education and Training) from 1 January 2015 you will need to have a Unique Student Identifier (USI).

A USI account will contain all your nationally recognized training records and results from 1 January 2015 onwards.

Students who have completed any units or qualifications from 2015 onwards will not be issued their certificates and/or statements of attainment until a verified USI has been created for you as per the Student Identifiers Act 2014.

USI is a requirement at Enrolment. Click here for more information [Get a USI | Unique Student Identifier](#)



## USI TRANSCRIPT SERVICE

*Your nationally recognised training  
records in one place*



## **4.1.2 Notification of change of personal information**

It is essential that students ensure that their correct postal address is registered with Advanced Education and Training

You should note that official correspondence may also be sent to your 'Postal Address'. If you fail to notify AET of a change of address you may jeopardise your chances of meeting deadlines and observing other special requirements.

Any other changes to personal data, such as name, email address, emergency contact details, or employer details (for Apprentices/Trainees) etc., should also be communicated to Advanced Education and Training as soon as possible.

## **4.1.3 Engagement & Participation**

All students must meet their course progress obligations, as set out in their training plans. If you find you are unable or unlikely to be able to do so, you must discuss this with your Trainer/Teacher and employer/school (if applicable), as soon as possible.

Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a course or unit of study. If you are absent from classes and do not contact AET to update about your circumstances, you may be at the risk of withdrawal. In some circumstances, if you have not satisfied the assessment requirements and wish to satisfactorily complete the unit, you will be required to re-enrol. Please advise the college if you can't attend the classes for extended period of time at the earliest possible.

## **4.1.4 Excursion Attendance**

If you are attending an excursion as part of your study you will be notified about it in advance, including the start and finish times. If you leave an excursion early for any reason, then the responsible Trainer/Teacher must be informed so that you can be marked off the attendance roll.

## **4.1.5 Academic Progress**

All students are expected to maintain a minimum academic standard to be allowed to continue their studies as per the training plan and must regularly attend on-the-job training/work placement requirement.

## **5 Student Rights**

- Be treated fairly and with respect by AET staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;

- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.
- Formally notify the AET of any absence of greater than three consecutive study days or of any withdrawal from enrolment

## 6 Competency Standards, National Qualifications and Assessment Guidelines

A Training Package consists of three parts:

### 6.1 Competency Standards

**Competency Standards** provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered in the Training Package. They are the basis for designing vocational education and training courses and assessment approaches for delivery off-the-job by registered training organisations (RTOs).

### 6.2 National Qualifications

**National Qualifications** within the Australian Qualifications Framework (AQF) are awarded when a learner has been assessed as achieving a combination of Units of Competency that provides a meaningful outcome at an industry or enterprise level. Each qualification consists of core and/or elective Units of Competency. These cover knowledge and skills that workers require in performing a job. Where an individual achieves one or more Units of Competency without completing a full qualification, a Statement of Attainment is issued that recognises their achievement.

### 6.3 Assessment Guidelines

**Assessment Guidelines** provide a framework for accurate, reliable and valid assessment of the applicable Competency Standards. They ensure that all assessments are thorough, consistent and valid. They provide important quality assurance in the issuing of qualifications. To be assessed as competent and attain a specific competency standard, a learner needs to be able to competently perform all the elements in the performance criteria of a unit of competency. Learners will be required to collect evidence from both on and off-the-job training and/or classroom-based training and work placements. It is the combination of both the on and off-the-job training evidence that supports an assessment of competence.

## 7 Assessment

Assessment is the process of gathering and judging evidence in order to decide whether has achieved a standard or objective and it is a competency-based assessment. The competency-based assessment is the method of gathering and judging of evidence in order to decide whether you achieved a standard of competency.

### 7.1 Principles of Assessment

The four principles of assessment are followed in assessment of each Student's evidence of competence.

The four principles are;

- Validity
- Reliability
- Flexibility
- Fairness

**Validity:** Assessment against the unit(s) of competency and the associated assessment requirements covers the:

- broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a Student could establish these skills and knowledge in other similar situations; and
- Judgment of competence is based on evidence of Student performance that is aligned to the unit/s of competency and associated assessment requirements.

**Reliability:** Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

**Fairness:** The individual Student's needs are considered in the assessment process. Wherever appropriate, reasonable adjustments are applied by AET to take into account the individual Student's needs. AET informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

**Flexibility:** Assessment is flexible to the individual student by:

- reflecting the student's needs;
- assessing competencies held by the student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

## 7.2 Rules of Evidence

There are four rules of evidence that guide the collection of evidence. The learner's work must demonstrate the rules of evidence:

Valid – The assessment task must cover the required skills and knowledge

Sufficient – it must be enough to satisfy the competency

Current – skills and knowledge must be up to date

Authentic – it must be the learner's own work and supporting documents must be genuine.



## 7.3 Reasonable Adjustments

If you have special needs or disabilities, reasonable adjustment will be organised in accordance with the organisation assessment process of policy and procedures.

This may include but not limited to:

- visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support

Examples of reasonable adjustment in assessment may include but not limited to:

- Submission of an oral assessment task for a written one
- Provision of extra time
- Use of adaptive technology

The requirements for special needs must be established and an appropriate record must be kept of the efforts made to establish special need and the outcomes of these efforts.

## 7.4 Competency/Submission Details and Instructions

All assessment due dates are set dates by which assessment tasks must be submitted. Learners are expected to take responsibility for meeting due dates and plan their work accordingly. The due date is the day the assignment must be received by AET.

For you to achieve competency in each unit, you are required to complete all the tasks and submit according to your proposed training plan or else as negotiated with trainer. The student instructions for each task have been mentioned before the start of each task in the assessment workbook. All completed assessment tasks must be submitted in hard copy or emailed to your trainer/assessor. You must achieve satisfactory ratings on all assessment activities and tasks to be deemed competent in the unit.

- The submission of answers (theory assessment tasks), could be handwritten or should be typed using software suite like Microsoft Office and submitted in printed form (If you are not comfortable with this form of assessment please speak to your trainer for alternative arrangements)
- Reports / templates where provided (workplace assessment tasks) should be completed by hand and submitted along with printed documents.
- At each submission of your assessment, the student must declare that the work submitted is his/her own and has not been copied. Failure to do so will result in the assessment work being returned for completion thus delaying the assessment.

- Make sure you have read all supporting resources prior to commencing and completing any of the questions and activities in this assessment workbook.
- If you are unsure of the requirements of any assessment task – please contact your trainer/assessor, for clarification. Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment.
- You must ensure that you have attempted and completed all assessment tasks in this Student Assessment Workbook prior to submitting for assessing.
- Written questions require in-depth responses and answers must be correct, sufficient and in acceptable form of quality and standard
- All the above items must be adhered to. Failure to do so will result in your work being returned to you, delaying the assessment of your tasks

## 7.5 Understanding the Assessment Grading System

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements. Assessment results are recorded as follows:

- Satisfactory (S) result: The Student's submitted work satisfies the learning requirements and competency standards for the Task.
- Not Satisfactory (NS) result: The Student's submitted work does not demonstrate the understanding of competency standards in the Task.
- Competent (C) result: Once a student receives a satisfactory result for all required assessment Tasks, as per the learning requirements and all competency standards for the unit (in accordance with the unit of competency details at National Register [www.training.gov.au](http://www.training.gov.au)), C outcome will be awarded for the entire unit.
- Not Yet Competent (NYC) result: If any of the Tasks in unit is NS, a student will receive NYC outcome. He/she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit his/her assessment for marking.

## 7.6 Extensions

Assessments must be submitted by the due date, or an extension negotiated no later than 1 day prior to the original due date. Learners need to apply for an extension via their Trainer. Please note the learners can also request their trainer/assessor for extension verbally. It is the discretion of trainer/assessor to grant or refuse.

Extensions will be granted on a case-by-case basis and are not guaranteed. Approval is up to the discretion of the Trainer/Training Coordinator. An extension will only be granted when the learner

has a valid reason for not submitting work on time such as illness or other serious matters and supported by documentation e.g. doctor's certificate.

## 7.7 Re-Assessment

If the result of your Unit Assessment is "Not yet Competent (NYC)", you will be given an opportunity for reassessment.

Each Student has three (3) attempts to achieve a competent outcome, including two resubmission attempts. You will only work on the component(s) of the Task(s) that were marked "Not Satisfactory". The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor. Please note that AET will provide two (2) chances for re-assessment at no cost. If you are not able to achieve competency with all of these opportunities, you are required to repeat the unit at your own cost which will also impact your study period.

## 7.8 Plagiarism and Collusion

Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please refer to plagiarism and collusion policy and procedure section in this handbook. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

## 7.9 Referencing

The students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work.

You must reference all sources that you use in your assignment, including words and ideas, facts, images, videos, audio, websites, statistics, diagrams and data.

Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism.

## 7.10 Appealing

Appealing a decision: Where a student disagrees with a decision made by AET regarding outcome of unit, plagiarism or cheating, he/she may pursue appeal proceedings in accordance with the AET complaints and appeals process given in Complaints and Appeals procedures, as you have the right to appeal the final decision.

- Where Students wish to appeal an assessment or RPL, they are required to notify their Trainer / Facilitator / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
- If this is still not to the student's satisfaction, the Student may formally lodge an appeal. They will lodge this with the Compliance Manager or a nominee appointed by the Compliance Manager and the appeal will be entered in the Complaints and Appeals Register.

More information about this process can be found in the in complaints and appeal policy and procedure.

## 8 Work Placement Requirements

### 8.1 Minimum Practical Hours

All learners are required to meet the minimum practical hours for most of the qualifications, and learners undertaking voluntary placement may be required to continue attending placement after they have completed the minimum hours until they have met all practical assessment requirements in the workplace. Please refer below in course information for more information.

### 8.2 Working with Children Check

In 2006, the Victorian Government introduced a new checking system to help protect children from harm, the Working with Children Check. Prospective learners need to be aware that volunteering or working with children under the age of 18 requires a Working with Children Check and that employers, volunteer organisations and agencies must ensure that any of their staff or volunteers have one. It is advisable for learners to obtain a Working with Children Check before they commence their placements in regulated education and care service. Learners must present their Working with Children's Check or submit a certified copy of their Working with Children's Check before they can be accepted for work placement.

## 9 Results and Certificates

All learners are entitled to receive a Record of Results. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate, or Diploma. Learners must settle any outstanding fees before they can collect their qualification certificate. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO. There is a charge of \$40 per document for this service.

We will issue your qualification when all requirements of the course have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees have been paid before qualifications will be issued.

Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Certificates and Statement of attainments will be issued within 30 days of course completion or withdrawal. Please make a request to office if you require it earlier for any specific reason.

## 10 Withdrawal and Deferral

AET learners who wish to withdraw or defer from training must notify AET in writing. Withdrawals and deferrals will be processed within a week upon receipt of written confirmation, or after 4 weeks if there has been no contact from the learner in response to a withdrawal or deferral email being sent to them by AET.

Learners who apply for a deferral can be granted two deferrals for a maximum of 12 month. Additional fees and charges may be associated with the recommencement of training.

Courses and funding may change and may not be available at time of recommencement. Should this occur AET will negotiate alternative study options and/or fees and charges with you.

## 11 Breach of conduct

A breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the AET premises.'
- Acts contrary to Equal Opportunity practices of the AET which is committed to the prevention and
- Elimination of discrimination on the grounds of:
  - Age;
  - Impairment;
  - Industrial activity;

- Lawful sexual activity;
- Marital status
- Physical features;
- Political belief or activity;
- Pregnancy;
- Race;
- Religious belief or activity;
- Sex;
- Status as a parent or a carer;
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the AET
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the AET
- Deliberately obstructs any teaching activity, examination or meeting of the AET
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the AET in the performance of their duties
- Wilfully damages or wrongfully deals with any AET property.
- Attends the AET whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the AET
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the AET to maintain course or academic progress.
- Fails to formally notify the AET of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

## 11.1 Non-compliance

In the event of non-compliance/breach with our rules the following applies:

- A Trainer or the manager will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.



- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the General Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn, and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

## 12 Privacy and Confidentiality Records Access

Advanced Education and Training is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Compliance Manager/ Officer.

We have a Privacy Policy and procedure that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Advanced Education and Training will exercise strict control over confidential information. If a third party requires client information, we will require your written consent prior to the release of any information.

On your enrolment application form, there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

## 13 Discrimination and Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- |                         |                                |                                |
|-------------------------|--------------------------------|--------------------------------|
| • Age                   | • Lawful sexual activity       | • Pregnancy                    |
| • Carer status          | • Marital status               | • Race                         |
| • Disability/impairment | • Physical features            | • Religious belief of activity |
| • Gender                | • Political belief of activity | • Sexual orientation           |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the General Manager to get some assistance.

## 14 Safety

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Advanced Education and Training. Your trainers and assessors have been specially trained in Advanced Education and Training's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the RTO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre. Undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

## 15 Access and Equity Policy

### 15.1 Purpose

The purpose of this policy is to ensure that Advanced Education and Training (here after known as 'AET') provides fair and equitable access and opportunity to its student and staff. This policy also includes:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be treated the same. Fairness is considered in the context of relevant circumstances.
- Decisions regarding student's entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working with in the AET and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
- Students can access relevant policies, procedures and form through AET website, and a hard copy can be requested from the Australian state offices.
- Students are also provided with all relevant policies, procedures and forms during induction process in the form of 'Student Handbook'.
- Staff can access relevant policies, procedures and form through AET website and Version Control Software.
- Staffs are inducted in relation to all relevant policies and procedures during their induction process.
- Staffs are updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

### 15.2 Scope

This policy applies to all enrolled students and prospective students in all modes of delivery.

### 15.3 Legislation

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at AET

- Anti-Discrimination Act 1977

- Disability Act 2006
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Working with Children Act 2005

## 15.4 Policy

### 1. Supporting students to succeed

- AET acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
- AET undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

### 2. Recruitment, admissions and enrolment

- Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples.

### 3. Student services

- Students have equal access to learning and assessment materials and support services.

### 4. Academic and learning support

- Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:
- Additional academic and learning support, including literacy and numeracy support.
- Alternative methods of assessment where reasonable. Extra time to complete assessments.
- Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
- Students may appeal assessment decisions through the Complaints, Grievance and Appeals Policy and Procedure.
- Special consideration may apply for extenuating circumstances.

### Support is provided to those with special needs:

Reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

AET premises provide appropriate access to those with a physical disability. Where AET provides training and assessment at other venues, AET will ensure to the best of its ability that venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use AET's student complaints and appeals procedures. AET will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

## 15.5 Strategy for adhering to Access & Equality - Procedure

**Strategy:** To include questions in all enrolment forms that requests learners to provide details of their background.

**Responsible Official:** Chief Executive Officer, Compliance Manager

**Measure:** All enrolment forms assessed for inclusion of appropriate questions.

**Strategy:** Feedback forms to make available opportunities for learners to raise any access issues.

**Responsible Official:** Chief Executive Officer/ Compliance Manager

**Measure:** All surveys forms assessed for inclusion of appropriate questions.

**Strategy:** Trainer to assess learner for any LL&N concerns at induction through ensuring learner completes their own enrolment form and other appropriate documentation.

**Responsible Official:** Trainer/ Compliance Manager

**Measure:** Ongoing

**Strategy:** All policies, procedures, and contact information is to be made available to the general public through our internet website.

**Responsible Official:** Compliance Manager/ Compliance Manager

**Measure:** Ongoing

**Strategy:** Any access issues raised by the public are to be addressed immediately to ensure it does not affect the enrolment and training of potential learners.

**Responsible Official:** Chief Executive Officer/ Compliance Manager

**Measure:** Ongoing

**Strategy:** Allow for flexibility (when appropriate) for extensions of time to lodge enrolment forms, assessment tasks and other related forms, in particular for members of identified groups, in order to cater to those with different social and cultural backgrounds.

**Responsible Official:** Chief Executive Officer/ Compliance Manager

**Measure:** Ongoing

**Strategy:** To provide a barrier free environment for learners and stakeholders for all people through offering multiple methods of contact, training and assessing

**Responsible Official:** Chief Executive Officer/ Compliance Manager

**Measure:** Ongoing

## 16 Complaints and Appeals Policy

### 16.1 Purpose

Advanced Education and Training aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved. This policy/procedure supports 'Standard 6 – of SRTOs 2015

### 16.2 Scope

This policy applies to all current, prospective and previous students and other stakeholders of AET.

### 16.3 Policy

AET is dedicated to providing excellent services and maintaining a friendly relationship at all levels from top management including employers, down towards our Students. AET is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively to be actioned within 10 business working days of receipt. As a Student with us, you are entitled to make an appeal to an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.



Our Responsibilities to you if you have a complaint or appeal:

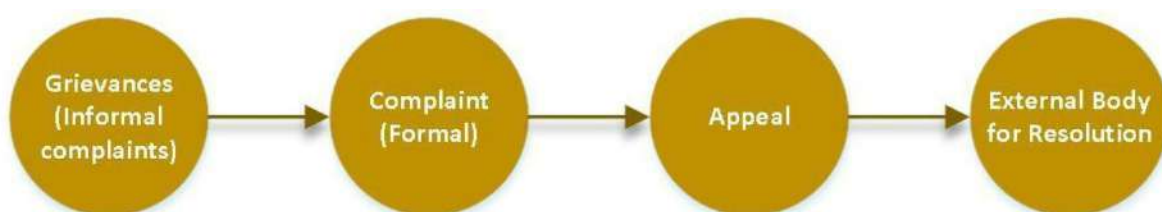
- Take all grievances, complaints and appeals seriously.
- To provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all Students.
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective Students with access to the complaints and appeals process before making an agreement to enrol, including those Students with any disabilities or special needs.
- Formal complaints and appeals can be written, or if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form.
- Action the complaint or appeal within 10 working days of receipt.
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution
- To keep complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution.
- To resolve the complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.
- To maintain the student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- Provide details of external authorities' complainant may approach if not satisfied with the outcome.

## 16.4 Complaints Procedure

AET is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AET ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

**Diagram of the Different Steps/ Procedures in the complaints management process:**



## 16.4.1 General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all Students and other stakeholders by directly contacting AET, through the AET website, and Student handbook.
- Where possible all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.
- Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal, the following procedures must be followed.
- Any Student, potential Student, employee or third party may submit a formal complaint to AET with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at AET, or through the AET website.
- As per policy, all formal complaints are to be made in writing by the complainant using the complaints and appeal form or email.
- AET should review all complaints upon receipt.
- Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
- Record details of the complaint on the Complaints and Appeals Register.
- Once a complaint or appeal is received and checked for, it should be forwarded to the appropriate personnel for review.
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending AET office to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will NOT be reimbursed.
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue,

to help them present their case. Any payments to accompany the friend/third party will be made by complainants or appellants.

- The Review Personnel may gather evidence and constitute a review committee as they see fit.
- This process must be commenced within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and should be completed within a reasonable time period, usually 10- 15 working days.
- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible requesting evidence to be submitted within 5 working days.
- The process will be put on hold until the evidence is received.
- The decision will be advised in the written response to the complainant or appellant.
- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.
- A template for a formal written response has been developed for when the complaint is accepted or rejected. This also includes the complainant's right to access the Internal Appeals process.
- A template for a formal written response has been developed for when the appeal is accepted or rejected. This includes the appellant's right to access the External Appeal process.
- All documentation relating to a formal complaint or appeal MUST be recorded on the Student file, in case of Student. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidentially and stored securely for the period prescribed by the relevant VET funding contract and SRTO.
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and AET takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
- All formal complaints or appeals must be logged in the Complaints and Appeals Register.
- A complaint or appeal is a learning opportunity for AET. The outcome will be seen as an input to the continuous improvement process. Any decisions that support Students will be immediately implemented.

## 16.4.2 Detailed Process

Complaints may be made in relation to any of AET services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, Student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another Student within the scope of training services offered by AET. Personal issues are outside of the scope
- Other issues that may arise

Appeals should be made to request that a decision made by AET has to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by AET

Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the complainant, emails and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process should be followed as described later on in the document.

Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under internal appeals.

Please refer to Assessment appeals points in the Appeals section.

## 16.4.3 Informal Complaint

- Students / Potential Students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer / facilitator through Student Support

Services about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support Services.

- Any Student with a question or complaint may raise the matter with AET Student Support Services staff and attempt an informal resolution of the question or complaint. This can be done online by email or by telephonic conversation and face-to-face.
- Questions or complaints dealt within this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of AET.
- If the Student / Potential Student / Stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Compliance Manager. In case of face-to-face meeting, he/she may be accompanied or assisted by a support person during this process.
- The Compliance Manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- Within ten (10) days of receiving the grievance, the Compliance Manager will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue.
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

#### **16.4.4 Formal Complaint**

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.
- To register a formal complaint, a student must complete the Complaints and Appeals Form and contact the Student Support Services to arrange a meeting with Compliance Manager, if required (a nominated person if Compliance Manager is not present for the particular case). It is better to provide as many details as possible.
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
  - The name of the complainant
  - Date of the complaint
  - Type of complaint
  - Name of investigating officer / department assigned to deal with the complaint

- Response from those involved in the allegations
  - Analysis of the matter
  - Outcome of complaint
  - Action recommended to address systemic issues (if any)
  - Time taken to investigate complaint
  - Complainant satisfaction with the outcome.
- There is no cost for the complaints process unless it is referred to a third party.
  - Complainants have the right to access advice, support, assistance or company from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
  - At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.
  - The Compliance Manager will then refer the matter to the appropriate staff members to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
  - Where a decision is expected to take longer than 60 days, AET will advise the student in writing of the delay and including the reasons for the delay. Thereafter the complainant will be provided with weekly updates in writing of the progress of the complaint.
  - If decision is taking more than 60 days, matter can be forwarded to an external complaint resolution organisation as well for resolution.
  - At the end of the resolution phase, the Student Support Services will report AET decision to the complainant in writing. The decision and reasons for the decision will be documented by the Compliance department and will update the records accordingly.
  - Following the resolution phase, AET must implement the decision as conveyed to the complainant. AET will immediately implement any decision and/or corrective and preventative actions that are required.
  - Where the formal complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. He/she may institute an internal appeals process by completing the Complaints and Appeals Form.
  - To appeal a decision, AET must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.

- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Compliance Manager or representative and also in the student's file, in case of Student as complainant
- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made, nor any action be taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint.
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies.

### 16.5 Internal Appeals

- All Students and stakeholders have the right to appeal complaint resolution decisions made by AET where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by AET may include:
  - Any other conclusion/decision that is made after a complaint has been dealt with AET in the first instance as described in the complaints process above. This is referred to as *General Appeals and Internal Appeals (7.10)*.
  - *Assessment Appeals*
    - Where Students wish to appeal an assessment or RPL, they are required to notify their Trainer / Facilitator / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
    - If this is still not to the student's satisfaction, the Student may formally lodge an appeal. They will lodge this with the Compliance Manager, or a nominee appointed by the Compliance Manager and the appeal will be entered in the Complaints and Appeals Register.
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from AET staff.
- Where an appellant has appealed a decision or outcome of a formal complaint, s/he is required to notify AET in writing within 10 working days of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal.



- An AET representative must record the details in the Complaints and Appeals Register.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The Compliance Manager or a nominee appointed by Compliance Manager will be notified and will seek details regarding the initial documentation of the appeal.
- The Compliance Manager/CEO will conduct meeting with the concerned parties separately and gather evidence from the appellant and make a decision based on the grounds of the appeal.
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify RTO if they wish to proceed with the external appeals process.
- Compliance Manager ensures AET acts on any substantiated appeal. Compliance Manager determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.
- The Compliance Manager will be notified and will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by AET.
- The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify AET if they wish to proceed with the external appeals process.
- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.
- The student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

### 16.6 External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process, by the body

appointed by AET for that purpose.

- The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between AET and the complainant / appellant.
- AET will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.
- If a student or stakeholder is still dissatisfied with the decision of AET, they may wish to seek advice or make a complaint about AET to external appeal body. If, after AET internal complaints and appeals processes have been completed, and they still believe AET is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as their advocate, the lodgement of their complaint will inform ASQA's risk assessment of AET and a complaint audit may be conducted.
- Contact details for ASQA are:

Australian Skills Quality Authority

- o Telephone: 1300 701 801
- o Email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
- o Website: [www.asqa.gov.au](http://www.asqa.gov.au)

Office Locations:

- o Melbourne - Level 6, 595 Collins Street
- o Brisbane - Level 7, 215 Adelaide Street
- o Sydney - Level 10, 255 Elizabeth Street
- o Canberra - Ground Floor, 64 North Bourne Avenue
- o Perth - Level 11, 250 St Georges Terrace
- o Adelaide - Level 5, 115 Grenfell Street
- o Hobart – Level 11, 188 Collins Street

## 17 Fee Administration Policy

### 17.1 Policy

This policy/procedure provides all staff and students information on the process for determining fees and charges for all courses provided.

### 17.2 Purpose

It also identifies the processes in place to protect the fees paid by students in advance.

## 17.3 Full Fee Students (FFS)

Where the fee for a qualification is more than \$1500, Advanced Education and Training will *not accept payment of more than \$1500* from a student prior to the commencement of the qualification.

Payment is due on the day or prior (Max \$1500) to the commencement of the training/recognition and then a monthly payment plan is made for balance amount payable by the student as per the fee agreement.

Students deemed Not Yet Competent in any unit, have an option to re-sit.

Given the benefits that training provides to individuals, students undertaking Training are required to contribute to the costs of their training. The amount of student fee expense may vary depending on the course they undertake. The fee may be paid on student's behalf by an employer or another third party but cannot be paid by the RTO.

## 17.4 Procedure

All fees are to be confirmed prior to enrolment and the commencement of training. The amount to be charged for training and assessment services will be determined by the CEO and this will be consistently documented through all marketing materials and enrolment documentation (Enrolment Form).

Students will be informed of the fees of the qualification prior to enrolment and required to pay their course fees/deposit to confirm their enrolment. The collection of the student fees will be documented by Administration in the Student File.

Student fees are protected by the AET fair and reasonable refund policy and procedure which is provided to students prior to enrolment.

## 17.5 Fees and Charges

Student fees and charges vary, depending on the qualification and are subject to change. Course fees include Enrolment Fee and Tuition Fee. Concession tuition rates are available for concession card holders who meet eligibility requirements. Concession cards include Commonwealth Health Care Card, Pensioner Concession. Eligible Students who do not hold a concession card will pay basic the Basic Fee unless special conditions apply. All other students (i.e. not eligible for government funding) are required to pay the Full fee.

Prior to enrolment, AET representative will provide you individual statement of fees which contains the following information:

1. Course title and code
2. Duration of the course
3. Tuition fee

4. Government Subsidy
5. Any other fee or charges
6. Concession fee (if applicable)
7. Delivery mode
8. payment terms, including the timing and amount of fees to be paid and any non-refundable deposit

For indicative costs of your tuition fees and associated charges, please see our Statement of Fees on Advanced Education and Training website at [www.advanced.edu.au](http://www.advanced.edu.au) . AET's refund policy will also be provided to you.

## 17.6 Fees Payable

Fees are payable when the student enrolls in a course. The student will be required to pay tuition fee and/or material fee deposit prior to commencement. The pre commencement invoice must be paid prior to course commencement. After commencement the employer or student will be invoiced at 30 days from commencement. Please refer to the Statement of Fees for detailed information.

## 17.7 Payment Plan

If you are experiencing temporary financial difficulties a Payment Plan is available to assist with your fee payment. Please contact Students Support department if you require assistance with your fees.

## 17.8 Concessions and Exemptions

### 17.8.1 Eligibility for concession

Concessions on tuition fees for government subsidised training places in all course categories except Skills Deepening (Diplomas and above) are available to people in the following groups:

- [Commonwealth Health Care Card](#) holders, and their dependent children and dependent spouses
- [Pensioner Concession Card](#) holders, and their dependent children and dependent spouses
- [Veteran's Gold Card](#) holders (but not their dependents).

The concession fee for all course categories except Diploma and Advanced Diploma is the same as the minimum fee for the relevant [course category](#). Please see the Fees and Charges Schedule

### 17.8.2 Indigenous students

Under an Indigenous Completions Initiative, Indigenous students pay only the minimum or concession tuition fee for all courses, including courses in the Skills Deepening category.

### 17.8.3 Fee Exemptions

# Student Handbook

Students who are prisoners, detainees or who are under a court order are exempt from fees. (Please refer to Fee and Charges Policy and procedure for more information.)

## **17.9 Student Cancellation**

Students who withdraw from their enrolment part way through a training program must notify us in writing at the earliest opportunity if consideration of fee reimbursement is required. Once we are notified in writing via a signed variation form the refund schedule will apply as per the refund policy. Please note calculations will be made from the date of the cancellation on the variation form. Non-attendance of classes does not constitute cancellation. We are entitled to retain fees for any component of the course completed up until the point of cancellation notification by the student via a signed variation form.

## **17.10 Replacement of text and training workbooks**

You will be provided with or be able to purchase all required learning and assessment materials. Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

## **17.11 Re-issue of Certificate**

If for any reason you require an additional Certificate Advanced Education and Training will charge an administration fee of \$40.00 to re-issue your certificate

## **18 Plagiarism and Academic Misconduct Policy**

### **18.1 Scope**

This policy applies to all: Staff of AET, past, current and perspective learners of AET.

### **18.2 Reference**

Standards for Registered training organisation – 2015 (Standard 1)

## 18.3 Definitions

### 18.3.1 Academic Misconduct

Academic Misconduct is defined as any action(s) or behaviour likely to result in an unfair academic advantage, whether by unfairly advantaging a learner or disadvantaging another. Acts of academic misconduct include, but are not limited to:

- possession of unauthorised material before, during or after an assessment or exam
- refusing to observe the instructions during the assessment process
- sharing or publishing assignment materials
- collusion with another learner
- learner substitution
- plagiarism
- cheating

### 18.3.2 Plagiarism

Plagiarism refers to attempts by learners to use the work, words or ideas of others without proper acknowledgement. In the context of assessment, plagiarism occurs if a learner;

- presents any phrase or extracts, word for word without using quotation marks or referencing the author
- paraphrases all or part of an author's work and presents it without referencing the author, or providing
- inadequate reference to the author
- copies or paraphrases all or part of another learner's work and presents it as their own
- presents all or part of an assessment item previously submitted for assessment in another course or unit of work.

### 18.3.3 Collusion

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to learners (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these. Collusion also refers to the following practices which are not considered allowable;

- unauthorised and unacknowledged joint effort in an assessment
- unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
- unauthorised and unacknowledged assistance from another person.

### 18.3.4 Non-academic Misconduct

Non-academic Misconduct is any action or conduct by learners relating to people or property which does not meet AET standards. Non-academic misconduct includes but is not limited to:

- a learner behaving inappropriately in a forum of batch on online portal;
- obstructing any AET Personnel or representative in the performance of their duties;
- acting dishonestly or knowingly making false or misleading representations in relation to enrolment in a course;
- misusing, stealing, damaging or destroying any property of AET, a staff member or representative, or another learner;
- wilfully disobeying or disregarding any order, direction or condition made by AET Personnel or representative;
- harassing or intimidating another learner or staff member based on race, ethnicity, sex, marital status,
- sexual preference, disability, age, religious or political convictions or for any other reason;
- prejudicing the good name, academic standing or good order and government of AET; and
- failing to comply with an outcome resulting from this policy.

## 19 Academic misconduct policy

### 19.1 Scope

This policy applies to incidents of academic misconduct by any Learner enrolled in a program offered by AET but includes reference to non-academic misconduct. AET will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, in consideration of all circumstances surrounding the case, and in accordance with this policy. The outcomes of the Learners work will not be finalised until after the case of alleged academic misconduct has been properly investigated and any appeal process has concluded; and
- The initial investigation of misconduct will be undertaken by the Compliance Manager and may be referred to the CEO.

AET is committed to operating within the following principles:

- AET will treat all Learners facing allegations of misconduct fairly and equitably and with due consideration of their privacy regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity and the principles of natural justice and procedural fairness;
- Any Learner who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct until they admit to the misconduct; or a fair and proper investigation leads to the determination that they committed the act of misconduct;
- Knowledge that a Learner has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may be evidence that a Learner is aware that such action constitutes misconduct, and may be relevant to any penalty imposed; and
- Where any work (or part of work) submitted for assessment by two or more Learners is deemed by an AET assessor to be the same or substantially the same, AET will consider this to be evidence of academic misconduct by those Learners.



## 19.2 Procedure

## 19.3 Penalties

It is AET policy that the penalty or disciplinary action imposed should be appropriate to the type and severity of the misconduct. A decision of the appropriate penalty for any act of misconduct will be made by the General Manager with the final decision resting with Chief Executive Officer (CEO), and will consider, but not be limited to review of:

- the previous record of the learner;
- whether the learner admitted the misconduct and whether, in so doing, they came forward of their initiative;
- whether the learner assisted or hindered the investigation process;
- whether there was significant extenuating or mitigating factors;
- the type of misconduct;
- the number of learners affected or involved and the impact of the misconduct on the operations of AET and other learners; and
- Any benefit derived from the misconduct by the learner.

## 19.4 Academic Misconduct

Where academic misconduct is proven, the following penalties may apply:

- a formal caution or reprimand to be recorded on the learners' record with AET
- the annulment or disallowance of results in a particular assessment;
- a requirement to undertake further or supplementary assessments with the associated costs borne by the learner;
- the exclusion of the learner from AET programs either permanently or for a period of time;
- results withheld from the learner;
- suspension of enrolment; and/or
- any other penalty as determined by a AET

## 19.5 Non-academic Misconduct

Where non-academic misconduct is proven penalties including, but not limited to the following may apply:

- the learner is required to apologise formally to any aggrieved party where appropriate;
- the learner undertakes some form of remediation, such as counselling;
- the learner provides full reimbursement of the cost of any damage caused to AET
- the learner is expelled (permanent exclusion) from AET courses;
- the learners may have their enrolment suspended; and
- any such other penalty or action considered appropriate including referral to law enforcement agencies.

## 19.6 Notification

Learners who are subject to disciplinary decisions will be notified in writing of their misconduct (where appropriate) and the actions that will be taken by AET. AET will notify learners of the disciplinary outcome within a reasonable time of the incident being raised.

## 19.7 Appeals Process

Learners may appeal against the any disciplinary decision. This appeal must be submitted in writing to General Manager.

Appeals against the disciplinary decision must be made within 10 working days of receiving the disciplinary decision notification. Disciplinary appeals that are submitted outside of this time will not be considered.

The written appeal must state the grounds on which the appeal is to be made and must contain an explanation of why the learner believes the original disciplinary recommendation/decision is inappropriate.

The AET Administration will consider the appeal by reviewing the initial disciplinary decision and the learner's written submission and may discuss the matter directly with the Learner and/or his/her representative. Individuals involved may also be contacted, for further information as required.

The Learner will be informed of the outcome of the disciplinary appeal within 10 working days of its lodgement as identified by the date of receipt by AET. The decision of the appeal to the AET Administration shall be final and no appeals of this decision will be made.

## 19.8 Detailed Procedure

- Where an allegation of academic, or non-academic misconduct as outlined in this policy is made, the Compliance Manager will review the allegation and initiate contact with the Learner(s) to advise that they are under review.
- The Compliance Manager will commence an investigation into the allegation of academic misconduct and may engage the services of an independent third party reviewer.
- An investigation will take ten (10) working days or otherwise as specified by the General Manager.
- The Compliance Manager will contact the Learner(s) in writing to advise them of the outcome of the investigation and invite them to respond within ten (10) working days of the date of the letter or email.

- o Upon receipt of a response, the Compliance Manager may make further investigations (if required) and/or refer the matter to the CEO along with a recommendation for an appropriate course of action in relation to allegation.
- o If no response is received from the Learner(s) by this date, the Learner(s) will be removed from the course.
- All outcomes of the Learners work will not be finalised until after a case of alleged academic or non-academic misconduct has been properly investigated and resolved.
- The Compliance Manager and/or CEO will consider all cases of alleged academic or non-academic misconduct, and Learner response to these allegations on a case by case basis.
- A decision on the outcome and to be communicated to a Learner will be decided based on the outcome of any investigation and/or Learner appeal of a decision (if applicable).

A decision of the appropriate penalty for any act of misconduct will be made by the Compliance Manager with the final decision resting with CEO, and will consider, but not be limited to review of:

- the previous record of the Learner;
- whether the Learner admitted the misconduct and whether, in so doing, they came forward of their initiative;
- whether the Learner assisted or hindered the investigation process;
- whether there was significant extenuating or mitigating factors;
- the type of misconduct;
- the number of Learners affected or involved and the impact of the misconduct on the operations of CPA Australia RTO and other Learners; and
- Any benefit derived from the misconduct by the Learner.
- The Learner(s) will be notified in writing by the General Manager of the outcome of this decision.

Any costs associated with the outcome of this decision are to be borne by the Learner(s).

If the decision is taken to remove a Learner(s) from the course, no refund will be granted and no statement of attainment, record of results or relevant testamur will be given by AET to the Learner.

A Learner may appeal against a decision made in relation to an allegation of academic or non-academic misconduct by completing the Complaints and Appeals Form and submitting this to the AET within ten (10) working days of receipt of the decision.

Learners should refer to the AET Complaints and Appeals policy and procedure for further information on the appeals process.

## 20 Privacy Policy and Procedure

### 20.1 Scope

This policy applies to all:

- staff of AET
- learners of AET

### 20.2 Purpose

This statement outlines the policy on how Advanced Education and Training uses and manages personal information provided to or collected by it. AET is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

### 20.3 Policy

AET may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to RTO operations and practices and to make sure it remains appropriate to the changing RTO environment.

Learners may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department-endorsed project or audit or review.

The Education and Training Reform Act 2006 requires AET to collect and disclose personal information for a number of purposes including the allocation to learners of a Unique Learner Identifier (USI).

In the course of its business, AET may collect information from learners or potential learners, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that learners or potential learners have with us.

In collecting personal information, we will comply with the national privacy principles set out in the Privacy Act 1988.

## 21 Qualification Issuance Policy

### 21.1 Purpose

The purpose of this policy and procedure is to describe the process involved in relation to the issuance of qualifications and statements of attainment for successful and partial completion of Advanced Education and Training programs, in compliance with the Australian Qualifications Framework (AQF) and the Standards for RTOs 2015.

## 21.2 Scope

This policy applies to all:

- Staff of AET, who are responsible in the issuance of qualifications and statements of attainment.
- Current, prospective and previous learners.

## 21.3 Reference

Standards for Registered Training Organisations 2015 (Standard 3)

## 21.4 Policy

AET will provide a Statement of Attainment to the students who have completed partial qualification.

AET will provide Certificate / Record of Results to the learner after the course is completed and all the academic requirement and all the official requirements are met.

## 21.5 Procedure

### 21.5.1 Certificate Issuance

- On completion of each unit or module, the assessor is required to submit the completed work to administration department and the admin team enters the results into the Student Management and hardcopy is submitted, for filing.
- AET will issue AQF qualification documentation within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid, so learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation.
- When a learner has completed their course, they are required to complete the course feedback form and submit it to the Student Support Services via email/post/in person, for processing, provided that the learner has fully completed the course and paid all necessary fees and a valid USI is provided and reported. Qualification Issuance staff has to check the requirements according to Qualification Issuance Checklist, the details of which are detailed hereafter.
- If the learner does not have a USI, AET will not issue a Certificate unless an exemption applies under the Learner Identifiers Act 2014.
- Provided the learner has provided a verified USI, the Records department must then check that the learner has completed all the units or modules of competency as outlined in the course by checking the SMS and by checking that the academic record contains all the completed assessments.
- In the event that evidence is missing, the Facilitator/Trainer will be asked to submit the remaining assessments before any further action can be taken.

- In the event that the learner has not completed all the required units or modules for that course, the learner will be asked to complete the outstanding units or modules before any further action can be taken.
- When the SMS and the learners' academic record have both been checked and found to be in order, the Records department should then check with the Accounts department that all agreed fees are paid.
- If there are any outstanding fees, the learner will be required to settle those before a certificate can be issued, as per the enrolment form which the learner has previously signed and agreed to.
- If all fees are cleared, the Records department is to generate the Certificate using SMS, and print the Certificate to be issued. The certificate must be in the same name as on their Enrolment Application form.
- Once the Certificate and Record of Results are printed, the CEO is required to check, sign and stamp the documents when satisfied that the units meet the training package rules.
- Once signed and stamped with the AET seal, the Records department should go through the final compliance check. This is a final check prior to issuance of Qualification.
- The Certificate is then to be recorded on the Certificate Issuance Register outlining the learner name, ID number, and course name and certificate number and recoded on SMS.
- A copy of the certificate is to be placed on the learner file. The copy is to be stored for 30 years.
- The Certificate may now be issued to the learner.
- After the qualification is issued to the student, it is recorded in Student Management System.

### 21.5.2 Statement of Attainment Issuance

- Where a learner has not completed their course in full but has completed one or more of the units of competency, s/he can request a Statement of Attainment (SOA).
- AET will issue Statement of Results documentation of the completed units or modules upon request at any time during the course and it will be issued within 10 working days of the learner's request or their exiting the course, provided all official requirements are met, so learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation, or other requirements.
- They are required request this in writing via email or in person for processing.
- In order to process the learners request, the AET personnel is to firstly check that the learner has a Unique Learner Identifier (USI). USI must be verified.
- If the learner does not have a USI, AET will not issue a Certificate unless an exemption applies under the Learner Identifiers Act 2014.
- Provided the learner has provided a verified USI, the admin team is to then check which unit(s) the learner has completed by checking the SMS and by checking the academic file.
- In the event that evidence is missing and the learner file and the SMS do not match, the learners' facilitator / trainer will be asked to confirm which assessments the learner completed.
- When the SMS and the learners' file have both been checked and found to be in order, the Admin department should then check with the Accounts department that all agreed fees are paid.

- If there are any outstanding fees the learner will be required to settle those before a Statement of Attainment or Qualification can be issued, as per the Enrolment Application Form which the learner has previously signed and agreed to.
- If all fees are cleared, the Admin department is to generate qualification and Record of Results to be issued. The qualification must be in the same name as on the Enrolment Application Form, and only include the units completed by the learner.
- Once the certificate is printed, the CEO is required to check, sign and stamp the document when satisfied that the information is correct.
- Once signed and stamped with the AET seal, the Admin department should check that the learners' name, course name, unit names and codes are correct.
- The SOA is then to be recorded on the Student Management System, outlining the learner name, ID number, course and certificate number.
- A copy of the Record of Results is to be placed on the learner file. The electronic/hardcopy is to be stored for 30 years.
- The SOA may now be issued to the learner.

### 21.5.3 Re-issuing Qualifications

- In some instances, re-issue of/or replacement of qualification documentation is to be carried out by staff at AET based on a learner making request as the relevant application on a Student General Request Form. For the cost involved in reissuance of the qualification please refer to fees and charges policy and procedure. The request will be completed by the Records department within 10 working days of receipt of the request. The learner must provide photographic proof of identity to the Admin department for a replacement Qualification or Statement of Attainment. This can be done via email/post/in person
- The earlier issued Certificate / Statement of Attainment should be cancelled in SMS and new qualification document will be printed in lieu of cancelled document, once the required fee is collected
- Afterwards, the CEO is required to check, sign and stamp the documents when satisfied that the information is correct
- The Certificate / Statement of Attainment is then to be recorded on the Qualification Issuance Register outlining the learner name, ID number, date of re-issue.
- A copy of the re-issued qualification document is to be placed on the learner file.
- The Records Officer must then sign and date the Student General Request Form to close-out that the certificate/SOA has been re-issued.
- The certificate/SOA may now be re-issued to the learner.

### 21.5.4 Revoked Qualifications

- AET reserves the right to revoke Certification (AQF Qualifications or Statements of Attainment) that it has issued in the following instances:
  - Where incorrect information has been included in a Certificate / Statement of Attainment.

- Where acts of plagiarism by a learner have been proven.
- AET will contact all learners who have had their Certificates or Statements of Attainment revoked and inform them of the revocation action in writing. Learners will be sent a letter advising them of the need to return their completion documents. In the letter they are advised that they have 10 working days to do so.
- In case of incorrect information in Qualification Document, AET will immediately reissue an amended version of revoked Certificate or Statement of Attainment where incorrect information has been used. The learner name, ID, date and reason for revocation should be recorded in Qualification Issuance Register.
- If incorrect qualification document is already issued to learner, then new qualification documents should be stamped “Revised” and reason of revision will be printed on the back of document.
- The incorrect version should be crossed through and placed on the learner file along with a copy of the new, corrected version.

### **21.5.5 Unique Student Identifier (USI)**

- AET will not issue any AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Learner Identifiers Act 2014.
- If a learner has an exemption, AET will inform the learner prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript. The exemption is already stated in the policy.
- AET has record keeping processes in place to ensure the security of learner identifiers and all related documentation, including information stored in the SMS. Refer to Record Management Policy for details.
- AET can generate USI on learner’s behalf but s/he has to submit USI Application Form to Student Support Services via email/post/in person.

### **21.5.6 Retention requirements**

- Records of Statements of Attainment and Qualifications issued will be kept for a period of 30 years.

### **21.5.7 Appeals**

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure using Complaints and Appeals Form available from AET website