



About this handbook...

In this handbook, people choosing to train with AOT will be referred to the student.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of AOT. Please carefully read through the information contained in this guide.

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or AOT policy may impact on the currency of information included.

AOT reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by downloading the current version of this handbook at www.academyoftraining.edu.au

If you have any questions about the content in this handbook, please call us on 1300 769 744 and one of our AOT staff members will be able to help.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Student Handbook.



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Email: reception@academyoftraining.edu.au

Hours of Operation : 09:00AM to 17:00PM, Monday to Friday (Australian Eastern Standard Time)

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Hours of Operation :

09:00AM to 5:00 PM, Wednesdays and Thursdays (Australian Eastern Standard Time)

09:00AM to 1:00 PM, Fridays (Australian Eastern Standard Time)

Website : www.academyoftraining.edu.au

Facebook : <https://www.facebook.com/AcademyofTraining268/>

Instagram: <https://www.instagram.com/academyoftraining/?hl=en>

LinkedIn: <https://www.linkedin.com/company/academy-of-training/>

Twitter: <https://twitter.com/AcaOfTraining>



2. Welcome to Academy of Training

Welcome to the Academy of Training (AOT), we are excited that you have decided to study with us and that we can support you with your learning journey, no matter where your career path leads to.

AOT is a Registered Training Organisation (RTO) RTO ID 91215. We operate in the State of New South Wales and in 2017, we established a Queensland branch in Beenleigh.

We are registered with the Australian Skills Quality Authority (ASQA) to provide the nationally accredited qualification as listed on our RTO Scope of Registration on the TGA website:

<http://training.gov.au/Organisation/Details/91215>

As an RTO we comply with the legislative and other requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations 2015 (SNR 2015)
- The Australian Qualifications Framework (AQF)
- Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements.

We are committed to ensuring social responsibility as part of our RTO operations.

Our focus is on quality training outcomes through customisation of courses to suit specific target community groups' needs achieved through consistent consultation with community groups.

AOT establishes and develops industry credibility through effective collaboration and consultation with relevant industry stakeholders and ensure that continuous improvement activities underpin AOT operations and are effectively documented.

We are committed to safeguarding children and vulnerable adults in our community.

AOT is committed to assisting students to achieve their best educational outcome which in turn will affect the industry and safeguard children and vulnerable adults in our community.

AOT believes in honesty and having the best interests of our students at the forefront of our organisation.

AOT believes in quality training, delivery, resources and assessment. It is vital to our organisation and our ongoing success as an organisation to ensure that our students are achieving the best possible outcomes through ensuring continuous improvement of all facets of our organisation.

AOT is also committed to assisting the industry to set benchmarks for a skilled, knowledgeable and exciting workforce, through regular industry consultation and feedback.

We wish you all the best with your studies and if you need anything, please don't hesitate to get in touch.

Regards,

Amal Atteya

Academy of Training CEO



Access And Equity

AOT is committed to integrating access and equity principles and processes which relate to admissions, delivery methods, assessment and support arrangements for students with literacy and numeracy needs. All staff treats all students fairly, equally and without discrimination.

Our Code of Conduct guides all staff activities and practice. Student selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all students to participate in VET training without discrimination.

All training staff are qualified to assist students with special needs and all trainers are required to adhere to all policies or processes in relation to Access and Equity.

AOT welcomes students from all backgrounds, regardless of race, impairment or any other factor.

Discrimination against any group or individual by any individual include staff and students or any other person is prohibited in any form.

Regardless of cultural background, gender, sexuality, disability or age all students have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. AOT has developed quality support services that enhance student's chances to achieve positive outcomes.

If at any time, you feel that any teacher/trainer or staff member is not abiding by our Code of Practice we advise you to report your complaint or grievance to your teacher/trainer.

If you feel more comfortable, you can contact AOT directly and we will assist you through our complaints and appeals (if applicable) procedure.

Students' right to access Australian Consumer Protection law and other legal remedies is not affected by the AOT terms and conditions of enrolment

Legislative Requirements

Below is a list of legislation that impacts on AOT, it includes but is not limited to:

- The VET Quality Framework
 - the Standards for Registered Training Organisations (RTOs) 2015 <https://www.legislation.gov.au/Details/F2019C00503>
 - the Australian Qualifications Framework <https://www.aqf.edu.au/>
 - the Fit and Proper Person Requirements <https://www.legislation.gov.au/Details/F2011L01341>
 - the Financial Viability Risk Assessment Requirements <https://www.legislation.gov.au/Details/F2021C01014> , and
 - the Data Provision Requirements <https://www.legislation.gov.au/Details/F2020L01517>
- Work Health and Safety Act 2011 <https://www.legislation.gov.au/Details/C2022C00082> and
- Work Health and Safety Regulation 2021 <https://www.legislation.gov.au/Details/F2021L01089>
 - Privacy Act 1988 <https://www.legislation.gov.au/Details/C2021C00452>
 - Privacy Regulation 2021 <https://www.legislation.gov.au/Details/F2021L01760>
 - Copyright Legislation Amendment Act 2004 <https://www.legislation.gov.au/Details/C2004A01389>
 - Fair trading laws, Environmental law, Freedom of information, Industrial relations law
 - Age Discrimination Act 2004 <https://www.legislation.gov.au/Details/C2022C00111> and Age Discrimination Regulations 2020 <https://www.legislation.gov.au/Details/F2020L01138>
 - Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2021C00420> and Sex Discrimination Regulations 2018 <https://www.legislation.gov.au/Details/F2018L00246>
 - Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089> and Social Security and Other Legislation Amendment (Welfare Reform and Reinstatement of Racial Discrimination Act) Act 2010
 - Disability Discrimination Act (Commonwealth) 1992 <https://www.legislation.gov.au/Details/C2022C00087> and Disability Discrimination Regulations 2019 <https://www.legislation.gov.au/Details/F2021C01183>
 - Human Rights and Equal Opportunity Commission Act 1986 - Declaration on the Elimination of all



forms of Intolerance and of Discrimination based on Religion or Belief
<https://www.legislation.gov.au/Details/F2009B00174>

Privacy

AOT will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent, except where required to provide details under its commitment to provide details to the regulatory body or by Law.

In all other cases the AOT will seek the written permission of the student for such disclosure.

We will also only collect such personal and/or sensitive information that is necessary to the involvement of the student in their training. This will include information that AOT is required to collect and retain as evidence of the individual's eligibility to participate in State and Federal Government funded programs (e.g. Smart and Skilled Program in NSW and Certificate 3 Guarantee or Higher Level Skills on QLD).

AOT may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies including but not limited to;
 - NCVET <https://www.ncver.edu.au/>
 - Australian Skills Quality Authority <https://www.asqa.gov.au/>
 - Australian Apprenticeships <https://www.australianapprenticeships.gov.au/>
 - Department of Education <https://www.education.gov.au/>
 - Disability Employment Services <https://www.employment.gov.au/disability-employment-services>
 - jobactive <https://employment.gov.au/jobactive>
 - The Department of Human Services <https://www.humanservices.gov.au/>
 - The Department of Education, Training and Employment <https://desbt.qld.gov.au/training>
 - Working With Children Check NSW or Blue Card Services NSW
- Any applicable parent(s) or legal guardian, to assist us to provide our services to you or on your behalf, including to inform of progress or to discuss any concerns;

Under the Data Provision Requirements 2012, AOT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be disclosed by AOT for statistical, regulatory and research purposes.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website).



3. PRE-ENROLMENT

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Clients should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning styles. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how AOT and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages (which accompany this document) provide details on e.g. course aims, course durations and course demands per week, types of learning and assessment methodologies, and further study and employment opportunities on successful course completion. Clients should think about whether the course and support mechanisms address their learning needs.

Clients should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Clients should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide AOT full details that will enable us to identify whether we can appropriately address your individual needs and if so how this can be achieved.

AOT encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.



Course Information

The qualifications that we deliver include:

Code	Title
FSK20119	Certificate II in Skills for Work and Vocational Pathways
BSB20120	Certificate II in Workplace Skills
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
CHC30121	Certificate III in Early Childhood Education & Care
CHC50121	Diploma of Early Childhood Education & Care
CHC30221	Certificate III in School Based Education Support
HLT33115	Certificate III in Health Services Assistance
CHC33015	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC43121	Certificate IV in Disability
SIS20321	Certificate II in Sport Coaching
SIS30321	Certificate III in Fitness
SIS30521	Certificate III in Sport Coaching
TLI30321	Certificate III in Supply Chain Operations

Course information can be found at www.academyoftaining.edu.au or by speaking directly with AOT. This includes information on content, duration, mode of study, entry requirements and pathway information.

Course Timetable

Our courses are conducted during the school academic terms.

- Day classes delivered Online via Zoom from 9.00am to 3.30 pm – 12 months for Certificate III and 24 months for Diploma
- Part-time day or evening classes delivered Online via Zoom from 6.00pm to 9.00pm – 12 months for Certificate III and IV and 24 months for Diploma
- First Aid and Manual Handling classes are conducted face to face

Mode of Delivery

For some of our courses we are by law or regulations to provide face-to-face training, and we think that's a great thing.

Face-to-face training provides the ability to interact with other students and our trainers while you are training, and we think that this is a big help when studying.

Some of our Employers and Clients prefer the work based delivery mode, wherein training and assessment is delivered in their workplace.

During the pandemic, we our classes have shifted into Online via Zoom Platform.



4. HOW TO ENROLL

Enrolment is initiated by you contacting AOT. You can book an appointment to enroll in person, or via the phone, email reception@academyoftraining.edu.au or via our Facebook Page <https://www.facebook.com/AcademyofTraining268/>. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

Enrolment Process

The enrolment procedure commences when a student contacts AOT expressing interest in a training program(s). Students will be required to review the course details and Student Handbook located on the website, prior to finalising their enrolment.

Step 1 Choose your course

- Once you have made the decision to apply for a qualification you will need to complete an enrolment form and a Literacy, Language and Numeracy indicator (LLN). Check you meet the Minimum Age Requirement, English Language & Academic Requirements and Appropriate Visa Requirements

Step 2 Prepare your application

- Complete the Enrolment Form, LLN indicator and prepare details of:
 - The course you wish to enrol in
 - Colour copy of Certificates and Statement Results for any previously attained or partially completed qualifications
 - Colour copy of Passport or Driver's Licence (proof of ID+ residency) If passport provided please provide a copy of a bank statement or utility bill issued within the last 6 months showing your current residential address
 - Colour copy of either: current green Medicare card; Birth Certificate; current Australian passport; current New Zealand passport; or Australian citizenship certificate (proof of citizenship)

Step 3 Submit your application

- Submit your Enrolment Form and Supporting Documents to reception@academyoftraining.edu.au

Step 4 Submit your application

- Your enrolment will be assessed on the information you have provided.
- Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for government funding and suitability for the qualification is conducted.
- You will be notified by an AOT Staff on the status of this application once your eligibility has been assessed.
- *Please note that we are unable to finalise your enrolment until all required information and supporting evidence has been provided.

Step 5 Letter of Confirmation of Enrolment

- Students will receive a welcome email with a Letter of Confirmation and an Tax Invoice attached, confirming acceptance into the qualification.

Step 1 Pay the Fee

- Student fees are finalised – payment established.



* A student's enrolment into a course program is accepted and confirmed once:

- All enrolment information has been provided and discussed
- Identity has been confirmed
- An individual needs assessment has been completed
- All required enrolment information has been collected and confirmed
- Course entry requirements and admission requirements have been reviewed and confirmed
- Any government subsidy or support eligibility process has been undertaken and concluded
- Any final Pre Training Review processes have been conducted
- Applicable enrolment and course fees have been paid

Students' Language, Literacy and Numeracy ability is also assessed in conjunction with their knowledge, skills, experience and qualifications. A Language Literacy and Numeracy Test will must be completed by the student prior to finalising the enrolment.

Enrolment applications will then be assessed to ensure that the student meets any entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction.

Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact AOT to discuss their training needs and alternative opportunities.

Client Selection

Enrolment and admission into some AOT training programs is subject to meeting certain entry requirements. Specific details of the entry requirements are contained in individual course documentation and are made available prior to enrolment or any time through the AOT website.

In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, AOT staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or AOT management.

Identification Requirements

The enrolment process requires the applicant's identity to be confirmed and verified identification evidence to be retained on file for admission to any nationally recognised course program. This may include:

- Evidence of student identity (for example, photo identification);
- Evidence of student eligibility to participate (for example, citizenship); and
- Evidence of pre-requisites being met (for example, previous qualifications/study).

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application.



What is a Unique Student Identifier (USI) and why do I need one?

A USI is an acronym for Unique Student Identifier.

After January 1st, 2015, enabled by the Student Identifiers Act 2014, it became a requirement for anyone studying <https://www.usi.gov.au/about/nationally-recognised-training> to have a USI. This keeps all of the nationally recognised training you've completed in one place and you have access to your transcript via their website.

It is free and easy for you to create your own USI online. While you may create your own USI, AOT is also able to create a USI for you. AOT can do this as part of the enrolment process.

AOT will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or AOT applies for a USI on behalf of the student.

To avoid any delays in issuing certification documentation AOT will ensure that student's USIs are applied for or verified USI at the time of enrolment.

For a video that gives you more information you can visit www.usi.gov.au/video/training-organisation-video-unique-student-identifier-usi.

If you do not have a USI visit www.usi.gov.au/students/create-usi and you will be able to create one.

If you are having any trouble with this, you can chat with our Admin Coordinator on 1300 769 744 or we can help you out with this on the first day of your training.

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must exactly match with those on the identification used for enrolment.

Credit Transfer (CT)

AOT recognises qualifications and statements of attainment issued by other Registered Training Organisations, or by AOT for other qualifications that you may have previously completed.

Students who have successfully completed whole units of competency with another RTO can apply for credit transfer. If any ambiguity is detected when validating a student's certification, AOT will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available in the Enrolment Pack or on request from the Administration Staff.

Where a student provides suitable evidence they have successfully completed a unit or module at any RTO, AOT provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

AOT is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.



Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. The granting of RPL status will allow for progression to other areas of learning more quickly thus shortening the duration of a course of study.

An RPL application process assesses skills and knowledge acquired through:

- informal means (i.e. learning through experience of work-related, social, family, hobby or leisure activities) or general life experience.
- any combination of formal or informal training and education, work experience

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

AOT appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

If you feel that you could apply for recognition of prior learning toward your training course, then please discuss it with your trainer who will assist you to complete an application form.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students.

The student will be charged \$150 per unit. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

Language Literacy and Numeracy

LLN is an abbreviation for Language Literacy and Numeracy. It is a prerequisite for our courses that all students have at least basic English language literacy and numeracy skills.

This process is completed as part of the Enrolment Process. The LLN assessment is included in the Enrolment Pack/Process.

On the Pre-Enrolment Review, all students are assessed to ensure the LLN skills required for the course are met. If you aren't quite at the level you need to be at do not despair.

Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

We welcome students with LLN needs and encourage potential or current students to contact the Administration staff for further information. AOT will support you as much as we can, and where extra assistance is required beyond the support that AOT can give you, we will refer you to an LLN program.



You can also find some more information at www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment in relation to LLN help.

We understand that sometimes people struggle with reading, writing and math and we will endeavour to help you as much as possible. If you are concerned as to whether or not you will meet the requirements, please call our team at AOT on 1300 769 744 and we can determine whether you may need a little improvement.

There are many things that you can do to improve on your LLN skills, there are apps on your phone and there are websites such as Reading Writing Hotline www.readingwritinghotline.edu.au that can help.

Please note that any additional LLN training completed outside of AOT will be at your own cost.

Pre-Training Review

A pre-course evaluation of each student is conducted to ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying.

Clients are asked to complete this Pre-training review during the application process by providing details of their existing knowledge, skills and experience relevant to the course. Questions are designed to identify the student's needs, so AOT staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The results of the Pre-training review are used to determine if the student possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

Students are encouraged to contact AOT if they require clarification of any terminology or information in this document or to discuss their learning needs.

The designated AOT staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, AOT staff and management may offer additional support and prepare a Training Support Plan.

Examples of the support services may include:

- Study support and study skills programs
- Flexible scheduling and delivery of training and assessment
- Referrals to appropriate LLN programs
- Equipment, resources and / or programs to increase access for students with disabilities (within the capacity of AOT)
- Mediation, Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace



5. Fees and Charges

Our Admin Staff and Training Partners are on hand to provide assistance in this area.

Unless stipulated, all course fees are inclusive of:

- Administration charges
- Training delivery and assessment
- Learner course material – online materials only for online and online or printed for classroom based training

Fees will vary for each course and can be found on our website <http://www.academyoftraining.edu.au/our-courses/>

AOT will provide the following fee information, to each student:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The fees and charges for any additional services

Unless otherwise advised fees:

- do not include the cost of individual text books, stationary, training consumables, tools, photocopying or scanning:
 - Students may source these items themselves or through AOT
 - Training Consumables may be an additional cost up to \$ 200 – depending on the course
- reflect the content of the course and the award, not the duration; therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- may be reduced or refunds maybe granted only if a student is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time.

AOT will not collect more than \$1500 in advance. Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required.

Current fee information is available via the AOT website and by direct email from AOT.

Fee Structure

Each qualification, unit of competency or accredited course offered by AOT has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Text and training workbooks

Students must purchase the required textbooks either from AOT or elsewhere.

Alternatively, AOT can supply textbooks through our lending library, limited copies exist so advise AOT Admin Staff if you want to reserve a book.

Students enrolled in funded or subsidised courses – learning materials are included in the fees.



When and How do I pay student fees?

PAYMENT TERMS - FUNDED TRAINING

All student fees are due on or before training commencement

Non-Concession students must pay entire co-contribution fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

Concession students must pay 50% of total fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

PAYMENT TERMS - FEE FOR SERVICE

- Fees are payable when the student has received notification of enrolment.
- Fees must be paid in full within 7 days of receiving an invoice from AOT
- AOT may discontinue training if fees are not paid as required.

PAYMENT TERMS - CORPORATE CLIENTS

Corporate clients, following a successful credit reference check, will be invoiced and will pay the fees as agreed in the training contract. If the training delivery and formal assessment is completed and there are still aspects of evidence required to be gathered at the completion of the agreed training timeframe then by negotiation a fee may be charged for this process which may if necessary include travel, accommodation and assessment facilitation. This may be the case for fee for service based courses.

Note: We do not offer a cooling off period. Please ensure that you choose your course wisely.

Payment Plans

AOT does offer payment plans to students where course fees are in excess of \$1500. Where such agreements are formed these shall be documented to ensure that all fees and associated payment schedules are fair and transparent to all parties.

Credit transfers from previous studies

Where a student is given an exemption from studying any units of competency in their chosen course due to proven successful completion of relevant past studies, that component of the student contribution fees will not be charged and will therefore be deducted from their total enrolment fee.

Concessional discounts

We are committed to making a difference in our community and work diligently towards breaking the unemployment cycle. As such we offer substantially discounted rates for those who hold official documentation confirming entitlement to a pensioner or a health care card concession. This is also applicable to the Certificate 3 Guarantee (including Higher Level Skills) Program.



AOT Fees Schedule

FEE FOR SERVICE Course Fees

Code	Title	Concession	Non-Concession
FSK20119	Certificate II in Skills for Work and Vocational Pathways	\$ 1370	\$2780
BSB20120	Certificate II in Workplace Skills	\$ 744	\$ 1488
BSB30120	Certificate III in Business	\$ 897	\$1794
BSB40120	Certificate IV in Business	\$ 1046	\$2093
CHC30121	Certificate III in Early Childhood Education & Care	\$ 2004	\$4008
CHC50121	Diploma of Early Childhood Education & Care	\$ 1784	\$3568
CHC30221	Certificate III in School Based Education Support	\$ 1488	\$2976
HLT33115	Certificate III in Health Services Assistance	\$ 1452	\$2905
CHC33015	Certificate III in Individual Support	\$1560	\$3120
CHC43015	Certificate IV in Ageing Support	\$2160	\$4320
CHC43121	Certificate IV in Disability	\$1946	\$3892
SIS20321	Certificate II in Sport Coaching	\$682.50	\$1365
SIS30321	Certificate III in Fitness	\$840	\$1500
SIS30521	Certificate III in Sport Coaching	\$825	\$1650
TLI30321	Certificate III in Supply Chain Operations	\$522.50	\$1045

PAYMENT TERMS

- Fees are payable when the student has received notification of enrolment.
- Fees must be paid in full within 10 days of receiving an invoice from AOT.
- AOT may discontinue training if fees are not paid as required.

QLD Funded - Co-Contribution Fees for Certificate 3 Guarantee (incl. Higher Level Skills Program)

Qualification Code	Qualification Title	QLD Location	Student Co-Contribution Fee concessional	Student Co-Contribution Fee non-concessional	Total Units
BSB30120	Certificate III in Business	Beenleigh Online (Zoom)	\$1 (per unit)	\$2 (per unit)	13
CHC30121	Certificate III in Early Childhood Education and Care	Beenleigh, Robertson Online (Zoom)	\$1 (per unit)	\$2 (per unit)	17
CHC50121	Diploma of Early Childhood Education and Care	Beenleigh, Robertson Online (Zoom)	\$1 (per unit)	\$2 (per unit)	13

PAYMENT TERMS

- Concession students must pay entire fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).
- Non-concession students must pay 50% deposit of total fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of

**QLD Funded - Co-Contribution Fees for User Choice Program**

Qualification Code	Qualification Title	QLD Location	Student Co-Contribution Fee concessional	Student Co-Contribution Fee non-concessional	Total Units
BSB30120	Certificate III in Business	Beenleigh Online (Zoom)	64 cents per nominal hour per unit	\$1.60 per nominal hour per unit of competency	13
CHC30121	Certificate III in Early Childhood Education and Care	Beenleigh, Robertson Online (Zoom)	64 cents per nominal hour per unit	\$1.60 per nominal hour per unit	17
CHC50121	Diploma of Early Childhood Education and Care	Beenleigh, Robertson Online (Zoom)	64 cents per nominal hour per unit	\$1.60 per nominal hour per unit	13

PAYMENT TERMS

- Students undertaking training funded under the User Choice program are required to contribute to the cost of their training through a contribution fee. This fee may be paid on your behalf by an employer or another third party.
- Partial Contribution Fees of 40% will be charged where evidence of a Health Care Card, Pension Card, or where the student is of school age or identifies themselves as Aboriginal or Torres Strait Islander person.
- School-based apprentices and trainees are exempt from student contribution fees for all units that are commenced while in school.

Important information

- Once you complete a qualification through this program you will no longer be eligible for further subsidised training under this program. Prospective students are only eligible for one subsidised training place for a certificate level III qualification.
- Students may receive a survey from the Department seeking information on their training experience
- The amount of subsidy provided will depend on the demand for skilled workers in the area of study.
- Students can only access the Certificate 3 Guarantee through approved Skills Assure training providers
- The Certificate 3 Guarantee (including Higher Level Skills) Program is a Queensland Government initiative. For more information including eligibility requirements, subsidy information, concessional student status and program related documents, visit the following links:
 - Certificate 3 Guarantee: https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf
 - Higher Level Skills: https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf

**Standard Associated Fees for Fee For Service Clients – plus GST where applicable**

OTHER CHARGES	Price	Comments
Photocopying Fee	10 cents/page	Black and White
Photocopying Fee	20 cents/page	Colour
Certificate Reprint	\$50	Re-issuing a certificate after it has been initially issued to a student Replacement of Statement of Attainment or Qualification
SOA Request prior to completion	\$50	Issuing of Statement of Attainment prior to completion (cancellation excluded)
Replacement of lost workbook	\$150	Replacing issued learning materials which the student has lost or damaged
Reassessment Fee	\$50	Re-assessment services fee per Unit of Competency
Re-sit Fee	\$ 25.00 / unit	Resit of assessment after third submission
RPL FEE	\$150	RPL services fee per Unit of Competency
Additional personal tutorial assistance	\$ 45 / hour	Provided to a student above and beyond (in excess of 1 hour of personal tutoring out-of-class per unit of competency/subject). This is a discretionary fee that may be charged after advising the student of that their funded study assistance has reached the 1 hour threshold.
Administration Fee (for courses paid in installments)	\$ 30 per installment / payment	NON-REFUNDABLE for courses paid in installments
Cancellation Fee with notice	\$50	For Fee for Service Students Withdrawing from the course with advanced written notice of 14 days.
Cancellation Fee without notice	\$150	For Students Withdrawing from the course after commencement with valid reasons and approved by AOT.
Work Placement Uniform	\$27-\$30	Ordered prior to unpaid work placement , prices may vary depending on the student's shirt size
Work Placement Visit Travel Fee	70 cents per kilometer	For students who live more than 50 kilometers from an AOT Beenleigh Office
Police Check	Pay Direct to Australian Federal Police	At Student's own cost and student must apply direct to https://afpnationalpolicechecks.converga.com.au/
Text books if required	Cost establish prior to course	Cost establish prior to course

Prices are updated as at 01 July 2023



Refund Policy

- **Once training has commenced, no refund is available to students who leave before finalising the course unless a student can provide a medical certificate to show extreme personal hardship.**
- Should students wish to finalise incomplete competencies in a future course, the original payment can be used as credit towards that course within six months of initial payment.
- A student must complete a Student Refund Request Form.
- Applications for payments plans are approved by the AOT CEO and applications are not guaranteed.
- A student must complete a Student Payment Plan Request Form or provide written notice of cancellation from a course to AOT
- Students may be eligible for a proportional refund if they withdraw after commencing the course but have not commenced a unit of competency if they are experiencing extreme personal hardship. Students must complete Student Refund Request Form and submit to AOT
- **NOTE:** Students are advised that if Student Fees and Co-Contribution Fees are not paid by the due date, you may be refused entry to future classes until the outstanding fees are paid in full.

Refund Policy for Fees Paid in Advance

If course fees have been paid in advance, refunds will be processed in the following way:

Prior to commencement of any course activities AOT refund from when notice is given in writing is:

- 100% 14 or more days from date of commencement;
- 50% 7-13 days from the date of commencement;
- 25 % 1 – 6 days from the date of commencement;
- No refund if on or after the date of commencement;
- No refund if Cancellation due to student misbehaviour in accordance with the College's Discipline Policy

Corporate clients refund policy will be determined on a case-by-case bases dependant on what is negotiated. This will be formalised in the client MOU.

If a student cancels from their apprenticeship or traineeship a full refund will be provided for units not yet commenced. Units that have commenced but are not yet competent will receive a 60% refund.

Learners are required to request a refund in writing to the AOT CEO. Once received calculations will be completed and the student informed of available refund within five (5) working days. If students disagree with the calculated amount they must inform AOT within two (2) days of the refund notice. AOT will then pay the refund into the learner's bank account within ten (10) working days.

Provider Default

Students have the right to obtain a refund for services not provided by the AOT in the event that the:

- **AOT fails to provide the agreed services.** If for any reason AOT is unable to fulfill its service agreement with a student, AOT must refund the student all fees paid for services not delivered.
- **AOT Course Default:** In the event where a course is cancelled by AOT, enrollments may be transferred to another course provided cancellations are received no less than two working days before the course commencement. If the student cannot be transferred to an alternative course, a **full refund** will be provided. Enrollment will only occur after payment is received, and an acknowledgement will be forwarded to you by email/mail to confirm your enrolment.



Our Guarantee

AOT is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We therefore guarantee that all enrolled and commenced learners, with fees paid up-to-date, will be given every opportunity to complete their training and assessment within the agreed traineeship or training timeframe and subsequently receive the associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner. This includes any incomplete training provided by an AOT Approved Training Partner.

If for any reason AOT is unable to provide the training that has been indicated AOT will assist you in finding a suitable alternative organization to complete your training.

Student complaints about fees or refunds

Students who are unhappy with the AOT arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the AOT complaints policy and procedure.

AOT's refund policy and the availability of the Complaints and Appeals process, does not remove the students' right to take action under the Australian's consumer protection laws.

Course fee subsidies NSW

AOT delivers government subsidised training in NSW under the Smart and Skilled program, which makes gaining your qualification affordable and achievable. Majority of course costs are funded by the NSW Government for eligible students. For more information, visit: <http://www.academyoftraining.edu.au/funding/smart-and-skilled-nsw/>

Course fee subsidies QLD

The **Certificate 3 Guarantee** supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

Students can only access the Certificate 3 Guarantee subsidy once, it is important students choose the right course for you to take full advantage of this opportunity.

For more information, visit: <http://www.academyoftraining.edu.au/funding/certificate-3-guarantee-qld/>

The **Higher Level Skills program** provides a government subsidy to support eligible individuals to access one subsidised training place in selected certificate IV and above qualifications, or priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university. Employers may also be able to access training to address workforce development needs.

For more information, visit: <http://www.academyoftraining.edu.au/funding/higher-level-skills-qld/>



6. FIRST DAY OF TRAINING AND TRAINING PARTICIPATION

You are required to be at the location of your course 15 minutes prior to your classes scheduled start time.

If you are stuck in heavier than usual traffic, it is important to call us and let us know that you will be running a little late on 1300 769 744.

You will undergo an induction process with an AOT Staff member and/or Trainer and Assessor including:

- Introduction to AOT, its facilities and resources
- Introduction to AOT training staff
- Issuance of Student Identification Card
- Discussion of your rights and responsibilities
- Confirmation of the course being delivered, class times, qualifications to be issued
- Discussion about the expectations of the AOT such as attendance, course progress and the importance of maintaining current personal information on file like your home address
- Discussion about the training and assessment procedures including method, format and purpose of assessment
- Emergency evacuation procedures, personal security and work health and safety
- Student Handbook which includes Student Support Services, Complaints and appeals processes
- AVETMISS/USI/CT/RPL finalised
- Applying for Working with Children Check or Blue Card and Police Check
- Communication processes, phone, email and Facebook Groups

You will be required to work as a team so it is important that you are aware that certain types of behaviour will not be tolerated. You are not to discriminate against any person because of their race, gender, sexual preference, background or religion.

Mobile phones should be turned off. You will have regular breaks where you will be able to check them. If you need to have your phone on please advise your trainer and keep it on your desk, turn to silent, preferably with vibrate turned off.

What do you need to bring to each course?

We need you to bring the following items for all of our courses:

- Photo ID (this can be a valid licence or passport);
- Eligibility documents (Medicare, Concession Card, VEVO Check, your visa, and evidence of residence)
- Your Unique Student Identifier (USI) (If you are unsure about what a USI is please visit www.usi.gov.au for more information);
- Any prerequisites as required by your course (i.e. for all early childhood courses you will need to bring your blue card, police check if you already have one)



Attendance Policy and Procedure

You are expected to be punctual and observe the hours of the training program as indicated on your training plan or as may otherwise be agreed by you and your trainer.

All face to face students are required to attend all classes and must sign in and out on the daily Student Attendance Register. If a student is absent they must inform AOT of the reason for this absence, which must be recorded in accordance with AOT's policy and procedures.

If you are a student receiving one-on-one training in the workplace, your participation will be recorded on a contact sheet which will include details of the date, location, unit/s delivered, and a brief session plan for your trainer's visit and signatures of you, your trainer and your employer / supervisor.

Your trainer will record your attendance for all training including but not limited to workshop attendance, workplace training time, assessment meetings and activities.

AOT recognises that sometimes students may be unable to attend due to unforeseen circumstances. If a student is aware that they are going to be absent prior to the day (ie: interschool sports days, medical appointment etc) they are required to inform their trainer who may give them work or study to complete at home.

Absences on days of assessment tasks being due will require a medical certificate, which must be provided within two days of the student returning to class.

AOT will monitor student attendance and provide appropriate support to facilitate successful completion within the scheduled period.

AOT also uses the daily Student Attendance Register to do a roll call, as part of our Emergency Evacuation Procedures. All student must sign in and out on the daily Student Attendance Register every time they attend class.

Dress Standard

All Students on work placement are required to wear appropriate uniform (Shirt with AOT Logo) & PPE gear that is required with the Qualification you currently training in. Confirm with your trainer at your induction to ensure that you are dressed accordingly to WH&S Standards.

If not stipulated AOT encourages smart, casual and comfortable attire as long as you are not wearing clothing that has logos or motifs that could be found offensive.. As training rooms are air-conditioned you may like to bring a jacket or long-sleeved top to account for personal preference in room temperature.

Parking

Most of our hired venues offer free onsite or street parking. Parking is your own risk. Keep your car locked at all times and make sure you keep all of your valuables secure.



Work Health and Safety

We are committed to providing a safe, secure and supportive environment for our students. Under the Work, Health and Safety Act 2011, AOT has a duty of care to provide a safe and healthy work environment for all its staff, students and clients.

AOT conducts regular Health & Safety reviews covering all AOT operations to ensure our equipment, materials and practices comply with all WHS legislation. Our staff and trainer and assessors will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must act in a manner that safeguards their own health and safety and that of their fellow classmates. When AOT staff and teacher/trainers are providing WHS information it is important that this is understood and instructions followed.

AOT students must:

- Accept their responsibility to comply with all occupational health and safety procedures
- Take reasonable care of themselves and others on the premises
- Not interfere with or misuse items or facilities provided in the interest of health and safety
- Report any incidents, actual or potential hazards and "near misses" to a member of the AOT Staff
- Adhere to safe work practices, instructions and rules
- Encourage fellow students to create and maintain a safe and healthy work environment
- Co-operate with staff and other students to ensure the health and safety responsibilities are upheld

If a you spot a potential hazard please report this to our trainer/assessor or a member of AOT staff and they will take the appropriate action.

Further information on WHS can be found at the following websites:

<https://www.australia.gov.au/information-and-services/health/workplace-health-and-safety>

<https://www.safeworkaustralia.gov.au/>

<https://www.worksafe.qld.gov.au/>

Incidents and Injuries

All incidents and injuries (regardless of how minor) need to be reported as soon as the incident occurs to your trainer or another AOT team member. If you have caused any damage or noted a fault, please report this to your trainer as soon as possible.

If the incident is severe and warrants a level of support/assistance from external resources the responsible staff member will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

Emergency Evacuations

Each student will receive emergency evacuation instructions upon arrival at a AOT. The trainer and assessor will advise students what to do in the unlikely event of an emergency. Qualified first aid officers are located at all of AOT's premises.

It is mandatory for all students to participate in and follow any instructions given by a member of staff during an evacuation. This is regardless of whether the evacuation is conducted as part of an emergency response or for training.



Theft

As the premises of the AOT are open to the public, students are advised not to leave their valuables unsupervised. AOT cannot be held responsible for anything which may be stolen from its premises.

Smoking

AOT premises (including classrooms, toilets, and general office areas) is a smoke free learning environment, as such you are not allowed to smoke inside the building. There is a designated smoking area that you can use outside in your allotted breaks.

Alcohol and Substance Abuse

You must be free at all times of illicit drugs and/or alcohol while attending training at AOT. Consumption of alcohol or unlawful/illicit drugs at AOT including adjoining car parks and roadways is strictly forbidden and you will be asked to leave the course as a result.

Employers will also be notified where relevant, and information will be passed onto the appropriate law enforcement. If our trainers or any other staff members have reason to believe you are under the influence of illicit drugs or alcohol, for the safety of yourself and others you may be asked to leave the training session. This may result in extra fees should you choose to continue to study at another date.

Mobile Phones and other Electrical Equipment

Students will be asked to switch off all electronic devices or set them to silent mode. Frequent breaks are provided and messages or emails can be checked during these times.

Computer Usage

You may bring your own computer in class to do research for your course:

- You must be alert to potential threats to computer integrity and security (e.g. computer viruses, unauthorised access)
- You must not use the AOT WIFI network to operate any personal technology equipment
- Computer software that is subject to copyright (all software that is not labelled as “public domain”) may only be used in accordance with the specified licensing conditions
- The copying of or use of software without permission of the owner is illegal. AOT will not provide legal protections to any person who breaches copyright.
- Access permissions will be withdrawn for anyone who breaches software copyright or any other computer related laws (e.g. unlawfully uses or copies software; accesses restricted information)



7. STUDENTS CODE OF CONDUCT

All students have the right to :

- be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin and respected by fellow students and staff;
- learn in a supportive environment free from intimidation and interference from others
- access all services and facilities as identified in pre-enrolment information
- suitably qualified and experienced trainers and assessors
- seek academic advice and support from AOT trainers and assessors
- learn in a safe and clean environment that facilitates achievement
- personal records are kept private and secure and only made available to authorised users;
- access the Complaints and Appeals policy to resolve disputes/ complaints
- be provided with information about the assessment requirements of the course at the start of the course;
- be provided with regular feedback on your progress
- receive compliant, quality training and assessment;
- receive AQF Certification (this applies to accredited courses only) if you are deemed competent and all other obligations such as payment have been met.
- be informed AOT closes or stops delivering the course or any part of the course you are enrolled in;

All students are expected to:

Prior to enrolment, you are expected to access course information and our policies and procedures (we have included this information in this handbook and you can also see our website for more details on your course information www.academyoftraining.edu.au)

During the course or work placement organised by AOT, you are expected to:

- follow Workplace Health and Safety rules at all times, in order to protect yourself and others
- treat other student, staff and teacher/trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- refrain from using mobile phones in class
- refrain from using excessive or offensive swearing in class
- follow all AOT instructions during learning and assessment activities
- attend all classes and complete and submit all assessments within the set time periods
- manage your own learning and assessment requirements (i.e. participate in activities, complete any pre-course work that is required, etc);
- approach learning and assessment activities in an ethical manner, not engage in cheating or plagiarism
- pay all tuition and other fees when requested by AOT
- advise staff of any changes to your personal details; and
- advise staff if you will be withdrawing from the course.

As a student of AOT you **must not at any time:**

- Harass or bully fellow students or AOT personnel
- Damage, steal, modify or misuse property (including electronic records)
- Participate in any of our courses while you are under the influence of prohibited drugs or alcohol;
- Engage in any other behaviour which could offend, embarrass or threaten others
- Engage in plagiarism, collusion or cheating in any assessment activity



8. STUDENT SUPPORT SERVICES

General Information

Support services are available and accessible for all students studying with AOT. AOT will provide you with contact details to relevant support services for any matters that require further assistance.

Referral Service Available	Contact Details
Emergency Services	Phone 000 to report any emergencies
Poisons Information Centre	Phone 13 11 26
Translating and Interpreting Service	Phone 13 14 50
Deaf or have a hearing or speech impairment	For hearing, speech or TTY users phone 133 667 National Relay Service (NRS), For speak and listen users phone 1300 555 727
Life Line	Phone 13 11 14 24-hour Counselling Services Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.
Beyond Blue Mental Health Support	1300 224 636
Kids Helpline	Phone 1800 551 800 If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies or personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).
Drug Info	Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms
Doctor	Speak to your Trainer and Assessor to find the closest service
Dentist	Speak to your Trainer and Assessor to find the closest service
Centrelink	Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink
Legal assistance	Legal Aid NSW (02) 9707 4555 Civic Tower, 66-72 Rickard Rd, Bankstown NSW 2200 Legal Aid QLD (07) 3287 8200 L1 Woodridge Place,, Cnr Ewing Road & Carmody Street, Woodridge QLD 4114
Study Assist	1800 020 108 http://studyassist.gov.au/sites/StudyAssist/
Academic support	Phone 1300 769 744 or speak to your school to utilise the services they have on offer
Access to records	Phone 1300 769 744
Academic Director	Phone 1300 769 744
Training staff	Speak to your Trainer and Assessor at your school or contact AOT on: 1300 769 744
Australian Apprenticeships	Phone : 13 38 73 http://www.australianapprenticeships.gov.au/
QLD Subsidised students	http://www.training.qld.gov.au/training-organisations/inclusive-practices/disability-support/skills-disability-support.html AOT can also access adaptive technologies and support services for QLD student's learners with a disability through QLD DET's Skills Disability Support service.

To maximise the effectiveness of its training programs, AOT encourages all students who are not yet employed to register with an Employment Services Provider. Your involvement in the course may then be included in your Job Plan, and your service provider can provide job search assistance and post placement support to you. By receiving such a service, your chances of finding and maintaining employment are significantly enhanced.

To assist all students in preparing for the transition to employment, AOT offers careers guidance through its experienced staff. Referrals/links to outside community agencies are also available.



Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our Welfare Officer and relationships with professional welfare services ensures that our students are provided with access to services if required. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or assessor or any other member of staff as well as utilise the AOT student support services.

AOT understands the demands that many students experience and our trainers and staff are available to assist students over the duration of the course. For any queries, questions or assistance that you may have during your training our staff are always accessible by contacting our office.

Access to Records

Students have the right to request information about or have access to their own individual records. AOT Trainers and Assessors or Administration Staff will provide the requested information or access.

Students should feel free to ask the AOT Administration Staff at any time for a printout of your progress or a Client Enrolment Report. You can send an email request to reception@academyoftraining.edu.au for an **electronic copy** of your own Client Enrolment Report that can be supplied within 3 working days.

Students may access their personal records free of charge at any time during the duration of the course. After the course has completed, there is an admin fee to retrieve your records. See Standard Associated Fees – plus GST where applicable

AOT is required to keep your Training and Assessment records secure for a certain amount of time as provided by legislation. You have a right to your records, and to access these you as mentioned in previous pages you must provide identification via photo ID to retrieve any of the information stored in your file. Assessing your records will incur a \$30.00 administration fee.

Student feedback

To ensure we continually improve our training services and resources AOT encourages students to give us feedback in an informal and formal way. Please approach any member of staff or your teacher/trainer with informal feedback and we would appreciate if you could please take a few minutes during your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff or your teacher/trainer with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained on our website.



Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or assessor or a member of AOT team. Our staff are able to provide academic support to facilitate the successful completion of your course. In certain circumstances, they may refer you to external agencies for support.

AOT will assist you as much as possible in your pursuit to complete your training program. If you feel that you need a bit of extra support, please let our trainer know. While you shouldn't be embarrassed to ask for help, we know that it isn't always easy, our trainers will be available in the breaks or after the class, so please let them know during this time and they will help you out.

Academic Misconduct

Students are required to adhere to the AOT code of conduct. If a student is found to have acted in a way that AOT deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At AOT our students almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments.

Cheating in any form during assessments will result in the students' assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments they must identify who produced them and in what publications they were found. If students do not do this they are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact Administration staff.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.



Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the students' assessment submission being invalidated.

Disciplinary Actions

AOT personnel and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of discipline has occurred should report the breach of discipline to AOT without delay.

The aim of the AOT Code of Conduct for Students is to ensure the safety, comfort and wellbeing of all people attending AOT. Attempts will be made to solve conduct breaches through discussion and mediation before the provision of more formal procedures is invoked.

AOT reserves the right to exclude students who display behaviour that the staff perceive as detrimental to the progress of other students and which shows no signs of improvement after staff have taken reasonable action to ensure the student has equal access to training.

AOT will review students who were excluded from the program very stringently if the student applies for re-entry into the program. Past exclusion may be grounds for not allowing an applicant to re-enrol in the training program.

Plagiarism and/or Cheating – Plagiarism is like an intellectual theft. It can be on purpose (cheating) where you deliberately copy the work of someone else, or if you use someone else words without acknowledging that those words were written first by another person. We encourage you to use your own words when writing your answers, it also helps us to show that you have a deeper understanding of the content being covered. Cheating and Plagiarism are not accepted here at AOT, and if you are found cheating you will automatically receive a Not Yet Competent mark as a result.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course. No refund is available to the student in these circumstances.

All students have access to the Code of Conduct and Academic Misconduct Policy and Procedure. The Code of Conduct is printed in the Student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled



9. COMPLAINTS AND APPEALS

While every one of our team members try their hardest to ensure you have the best journey while training with AOT, we understand that there are sometimes things that have not met your expectation.

You may have a complaint (including, but not limited to) about the course advice, enrolment, suspension/cancellation of an enrolment, the program delivery, marketing material, personal safety, customer service and administration, the learning resources, fees and charges, equity and access, discrimination, harassment or bullying or about a third party that has provided services on our behalf.

Or...

You may want to appeal a decision that has been made on one of your assessments.

Our Complaints and Appeal Policy and Procedure will take you through the steps to lodging your Complaint or Appeal.

An overview of the process is on the following page.

If students have an issue with any aspect of their training course they should bring this to the attention of their teacher/trainer or another AOT staff member. AOT staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the complaints and appeals form contained in appendix one of this handbook and located on our web site. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

When submitting a formal complaint or appeal form, students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

An external party to AOT will review the case to identify if AOT has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

If you require any further support and/or clarification on the student handbook or AOT's operations, then you can contact: Amal Atteya, CEO atteyaa@academyoftraining.edu.au



Complaint Process

1. To initiate your complaint please contact AOT. You can talk to the trainer, another staff member or email us on reception@academyoftraining.edu.au . Your complaint will be acknowledged as soon as possible if submitted via email. The RTO Admin Coordinator will contact you as soon as possible, and within five (5) business days of receiving the complaint.
2. Our RTO Admin Coordinator (or a suitable person in their place if they are unavailable) will ask you a few questions about your complaint and will fill in a Complaints Record form.
3. You can be assured that you will be treated fairly, and the matter will be dealt with openly, impartially and confidentially. We need you to know that while it is your right to reserve your anonymity, this may limit the extent to which we can investigate.
4. The investigation will now take place, this will be appropriate to the nature and seriousness of the complaint. The CEO will review your complaint and make a decision on actions to be taken
5. You will receive a written response within 21 days from the day we took down the information in the complaint record. If the complaint requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter.
6. We will ensure that any corrective action to prevent similar complaints and that all changes are implemented. We will inform all parties concerned with the actions that were taken.
7. If in the event you believe that we could not satisfy your complaint, an independent person will be engaged to review the decision. This review will allow both sides to share their views and the independent mutually agreed person will make recommendation solutions. The costs of this will be shared between AOT and the complainant (each paying 50% of these costs).
8. If the matter ends in the appointment of a third party, the decision of the independent third party will be final.

Appeal Process

1. To initiate your appeal please contact AOT, you will need to contact the RTO Admin Coordinator within 21 days of the outcome of the assessment or complaint. While it is not mandatory, it is best if you do this in writing.
2. Our RTO Admin Coordinator (or a suitable person in their place if they are unavailable), will acknowledge the appeal in writing within 7 business days of receiving the appeal. If you would like your assessment re-assessed, it will be done by a trainer at AOT or if this not appropriate either the CEO or appellant may decide to seek third party arbitration.
3. For non-assessment appeals, the parties will first meet to seek conciliation. If this is unsuccessful, the matter will be referred to an independent third party.
4. If the appeal requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter. Cases will be conducted fairly, openly and impartially.
5. AOT and/or The independent appeals body must report all results of the appeal and any corrective action to be taken to all parties concerned, and they must advise all other parties concerned, for example the police, counselling organization, consumer affairs etc
6. AOT to update all records including the internal Complaints and Appeals Register



Internal review:

If you still feel that the complaint or feedback decision is unfair, you have a right to ask for an internal review of the decision. Your request for an internal review must be on the basis of the way in which the complaint/feedback decision was reached by AOT.

If you are asking for an internal review, it must be made in writing to compliance@academyoftraining.edu.au

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

External Appeals:

All students also have the right to raise a complaint directly with the Queensland Training Ombudsman

Email: info@trainingombudsman.qld.gov.au Phone: 1800 773 048 Mail: PO Box 15090, City East 4002

ASQA

Complaints can also be made direct to Australia Skills Quality Authority (ASQA) by contacting:

Email: enquiries@asqa.gov.au

Phone: 1300 701 801

We want to know what we are doing right and what we can do to improve our students' journey.

If there is something that didn't quite meet your expectations, please email Amal Atteya, our CEO atteyaa@academyoftraining.edu.au or call on 1300 769 744 so that we can try to resolve the issue.

If you loved the course and would like to leave feedback for our Trainer and/or staff you can do so by leaving us a Facebook Review at

https://www.facebook.com/pg/AcademyofTraining268/reviews/?ref=page_internal

We really appreciate the time you take to let us know how you found the course and how your overall experience was.



10. TRAINING & ASSESSMENT

Training Guarantee

AOT will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of AOT being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. AOT takes a collaborative approach with students and provides support to facilitate the successful completion of their course within agreed timeframes.

Transition Arrangements

AOT implements an effective policy and procedure to ensure that it only delivers current AQF training packages and accredited courses. At AOT we acknowledge our obligation to remain informed about changes to training packages and to establish transition arrangements for existing students and those students who may be enrolled during a transition period.

This ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements. Transition arrangements will also take into account state / territory education department requirements for courses.

If for any reason AOT has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

AOT is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students, AOT will implement decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

Training

Training is based on competency based training and assessment that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally recognised courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop student's knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at an agreed location through consultation between schools and AOT. Delivery will involve a mixture of classroom and simulated work based environments to develop competency.



Assessment

Students' performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – satisfactory or NS – non-satisfactory.

Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a fee. This may be negotiated between schools and AOT.

You have the right to appeal an assessment decision if you believe it is incorrect or there are extenuating circumstances which have impacted on your ability to successfully complete the assessment.

The training you will be undertaking will be competency based. The competencies required and the assessments that you will need to complete for your course, will be clearly set out for you at the beginning of the course.

All AOT trainers and assessors are bound by regulation to ensure that all assessments are valid, reliable, flexible and fair.

The trainer and assessor will seek evidence to confirm achievement of the competencies required for the course and more than one assessment may be assessed at any given time. The trainer and assessor and you must be present for all planned assessment tasks. These will be carried out during the scheduled days of training.

After the completion of your course, if you have been deemed competent, you will receive a Statement of Attainment for all units that you have completed successfully.

It is the trainer and assessor's responsibility to ensure that you receive the information to acquire the knowledge and skills required to complete your course successfully.

The following types of assessment methods may be used by AOT during the course (please note that this is not an exhaustive list):

- Practical demonstrations;
- Role play;
- Group projects;
- Assignments;
- Questioning, both written and verbal. –

Work Placement

AOT offers participants in certain courses and programs the opportunity to undertake work experience with relevant employers. This is an excellent way to showcase your talents and put into practice what you have learnt during your course.

Some training programs carry a mandatory work placement component. You will be provided with a Work Placement Information Guide and any other requirements of your specific course as part of your induction. This includes discussion of potential employers for undertaking a work experience opportunity, the Work Experience Agreement and the assessment requirements included in the Work Experience Log Book which must be signed-off by your work placement supervisor.



Trainer and Assessor Requirements

AOT complies with all of the requirements of the Australian Quality Framework (AQF) and all other relevant legislation and regulations.

We ensure that you will be trained and assessed by a Trainer and Assessor who meets the following standards:

- A Certificate IV in Training and Assessment (TAE40116, or demonstrated equivalent and all other upgrades as necessary); and
- A vocational qualification(s) to at least the same level being trained and/or assessed; and
- Currency via industry experience in the appropriate vocational area of study.
- AOT is committed to keeping our trainers up-to-date with industry and training requirements through on-going Professional Development. This is to ensure that our trainers deliver best practice training to better your learning experience.

Our trainers are passionate about delivering our courses to the highest standard, about the welfare of our students and complying with all relevant legislation, regulations and standards.

Course progress

AOT monitors student course progress and may provide assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate supports services is provided to assist students to successfully complete their course within the scheduled duration. AOT may refer students to external sources if they or the students' home school are unable to sufficiently provide support for the students' learning needs. AOT may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

AOT takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

Access and Equity on Assessment

All reasonable steps will be taken to ensure that you will be given an equal opportunity to undertake your assessment. You will be treated equitably regardless of your race, sex, marital status, age or sexual preference. If there are any aspects of the assessment that are unclear, or that you aren't certain about, please speak to your trainer and assessor so that they can provide you with the guidance you need. If you require any reasonable adjustment of the assessment due to a physical or other impairment, please discuss this with your trainer and assessor. Reasonable adjustments may include extension of timelines for assessments or specialized equipment where available.

'Reasonable adjustment', as defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005).



Assessment Completion Timeframes

AOT understands the time constraints that participants are under to complete assessment and work as well as live their daily lives. It is strongly recommended that you complete assessments when the information is still fresh and current in your mind.

For each unit of study there is a six-week time limit from the day the course is run to when your final assessment must be submitted. If you can't submit your assessments on or before the due date, you need to apply for an extension (in writing) from your trainer and receive written confirmation that the extension has been granted.

Notifying you if things change

AOT will notify you promptly if there are any changes to AOT, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, AOT will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in AOT ownership or changes to existing third party arrangements.

- Currently third party arrangement exist with Hervey Bay State High School to deliver the Foundation Skills program in partnership with AOT as the Lead RTO.

Withdrawing from a Course

If you are considering withdrawing from your course you should let your trainer know. Your trainer will discuss options with you including potentially changing to a different course, different delivery location or to extend the time available for you to complete your course. If after discussing options with your trainer you decide to withdraw, you will need to provide your trainer with written notice. Your trainer will then submit your notice to the AOT Administration team to action.

If you have successfully completed any units of competency you will be issued with a Statement of Attainment for those units.



11. COMPLETION AND CERTIFICATE ISSUANCE

Issuing Certificates/ Statements of Attainment

All AQF certification documentation issued by the College will comply with AQF requirements and Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5.

AOT will also comply with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

AOT will issue students a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration **within 30 days of receiving results from the trainer and assessor**. All Certificates, Record of results and Statements of Attainment will meet the requirements of the AQF. Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to AOT have been fully paid by the student, and a valid Unique Student Identifier (USI) has been provided and verified.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of Attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with AOT may be able to access job opportunities. However, students should note that successfully completing a course at AOT **does not guarantee** that they will gain employment in a job role/ industry.

Certificates are made available electronically via email.

Record of Results

You will receive your Statement of Attainment and/or Certificate of Completion via email generally within two weeks after training. Providing all of the conditions have been met, any cards or licenses will be given to you on the day you finish you successfully finish your course.

If you require a replacement Statement of Attainment or any cards, please see further information in this handbook.

Lost Statement of Attainment (SoA) or Student ID Card

If you have lost your Statement of Attainment (SoA) and you want it emailed to you, we will be able to email you a copy provided that you can prove your identity.

Proving your identity is important because we handle your personal information as carefully as we can and we want to ensure that we are sending your SoA to you.

You can also authorize us to send this to a third party.

If you would like to have your SoA reprinted, there will be an associated fee of \$50.00 (plus postage if you need this posted out).

If you need to have your SoA reissued then you can email reception@academyoftraining.edu.au and one of our team members will get back to you.



12. AOT CODE OF CONDUCT

AOT client services are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

We are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment.

Our objectives are:

- To eliminate discrimination on the grounds of sex, marital status, pregnancy, family responsibility or family status, race, religious or political conviction, impairment, age or gender, history in the areas of work, accommodation, education, the provision of goods, facilities and services
- To eliminate sexual and racial harassment in the workplace, educational institutions and work placement host venue;
- To promote community recognition and acceptance of the equality of men and women, and the equality of people of all races, regardless of their religious or political convictions, their impairments or their age.

All employees and contractors of AOT, clients and learners are made aware that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against staff, contractors, clients or learners who breach this policy.

Access & Equity

AOT ensures that:

- all students, teacher/trainers and AOT staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling students
- all AOT staff and teacher/trainers will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff and teacher/trainers employ language that facilitates learning and achievement and does not exclude students
- all AOT staff and teacher/trainers are aware of their responsibilities with respect to equity and access
- AOT staff and teacher/trainers' activities are evaluated for continuous improvement purposes
- AOT staff and teacher/trainers are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback
- AOT staff, teacher/trainers and students are required to comply with access and equity requirements at all times.



Management

AOT ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of our strategic and business plans
- suitably qualified staff and teacher/trainers contribute to informed decision-making in management, academic and support services
- all staff and teacher/trainers are aware of their responsibilities to students of AOT
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and teacher/trainers
- a safe learning environment is provided to facilitate student learning
- it maintains appropriate insurance
- it will inform the regulator of any significant changes to the control, senior management and scope of AOT
- it provides the regulator with the required data in soft and hard copy when requested (free of charge).
- it will fully cooperate with all regulators during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to students in a timely manner

Administration management

AOT ensures that:

- AVETMISS and academic records are stored for a period of 30 years
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details, and related correspondence
- it adopts an AVETMISS-compliant Student Management System
- AOT staff, teacher/trainers and students are to be able to access their own records at no cost
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it uses Unique Student Identifiers where required



Training and assessment

AOT ensures that:

- all learning and assessment materials are their own or permission has been obtained from publishers for use where AOT does not own the copyright of the materials
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses
- training and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff, teacher/trainers and students
- the opportunity for recognition of prior learning and credit transfer are provided to students where appropriate
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and AOT information is provided to students pre-enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation
- agreements and Training Plans are negotiated and implemented for all VET in School students
- all training delivery is conducted within the partnering schools timetable

Training and Assessment Staff

AOT ensures that training and assessment staff and teacher/trainers:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow AOT policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities



Marketing & enrolment

AOT ensures that it:

- provides appropriate pre-enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about AOT or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies AOT name and number on all its materials
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

Student Support Services

AOT ensures that all students will be supplied information pre-enrolment on the following:

- course information
- enrolment process/ requirements
- assessment arrangements
- recognition of prior learning/ credit transfer (where appropriate)
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- complaints and appeals policy and procedure

In addition, students will be provided access to appropriate academic and personal support services during their course (in consultation with our partnering school).

All students and schools will be continually updated via email and text messages throughout their course on their progress in units of competency.

All enquiries should be directed to Administration staff on 1300 769 744.

**Please note that all course fees and course withdrawal/ cancellation fees and terms is provided to your school and can be discussed in more detail with your teacher/trainer or school office.