



**Australian International Education &
Training
RTO No. 45234**

Participant Handbook

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Introduction

Welcome to Australian International Education & Training (AIET)

We are a Registered Training Organisation (RTO). **Australian International Education and Training (AIET)** provides Nationally Recognised Assessment in the following qualifications:

- BSB51415 Diploma of Project Management
- CHC52015 Diploma of Community Services
- CPC30211 Certificate III in Carpentry
- CPC330611 Certificate III in Painting and Decorating
- CPC31211 Certificate III in Ceiling Lining
- CPC31311 Certificate III in Wall and Floor Tiling

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our assessment programs and to ensure they have an enjoyable and rewarding experience.

The Standards for Registered Training Organisations

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be assessed by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of federal legislation entitled **Standards for Registered Training Organizations (RTOs) 2015**. Our adherence to that legislation is assessed by the **Australian Skills Quality Authority (ASQA)**.

A newly registered RTO will normally be audited within the first 12 months of operation to ensure compliance to the Standards for Registered Training Organizations and will normally be re-audited at least once during its registration period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Participant and AIET Rights and Responsibilities

As a participant in our RTO, you have certain rights and responsibilities, as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Participant Handbook, but are summarized here for your convenience.

Both the participant and **Australian International Education & Training** have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both **Australian International Education & Training** and you, the participant, have an obligation to adhere to all legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment; you also have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the requirements of the course that you have committed to, unless you inform us in writing that you are withdrawing from the process. We have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, guiding you to the completion of the process, and must maintain a high standard of current

documentation, good service, and good trainers/assessors who are current in their knowledge and experience in the relevant qualification being taught.

We have a right to expect that all assessments provided by you are your own work, not copied or plagiarized.

You have a right to reasonable access to our trainers/assessors. You have the right to access your own records.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood. We have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant to the principles defined in the Standards for Registered Training Organizations, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices. This includes, but is not limited to, all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at **Australian International Education & Training**.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.

You have a right to be provided with the services that you have paid for. If you have paid for a course, you have a right to expect it to be delivered in the manner it was advertised. Equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid. We have an obligation to provide them. You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by **Australian International Education & Training**.

You have a right to lodge a complaint or appeal about anything or any decision we make at **Australian International Education & Training**, whether it be about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide feedback on our assessment and on the Client Services we have provided.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the participant, the policies and procedures that participants must be aware of. Equally so you, the participant, have an obligation to understand those policies and procedures.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, followed by an interview with the CEO, and may result in cancellation of your application without refund, and in extreme cases, such as cases of suspected criminal activity, referral to the police.

Upon change of name, address or telephone number, you are required to notify the RTO with the relevant information. The change must be advised in writing stating the previous address, the new address. No responsibility will be accepted by the RTO for failure to follow the above procedure.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

Workplace Health And Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes **Australian International Education & Training's** duty of care to provide a safe and healthy working environment for all employees, and the employees' duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training, including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,

- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Work Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of **Australian International Education & Training**.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Australian International Education & Training takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the Standards for Registered Training Organizations 2015 we will need to make your information available to external authorities . In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that **Australian International Education & Training** entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with

Australian International Education & Training in relation to a particular matter.

Principle 3 – Collection of solicited personal information. **Australian International Education & Training** must not collect personal information (other than sensitive information) unless the information is reasonably necessary for **Australian International Education & Training** business purposes.

Principle 4 – Dealing with unsolicited personal information. If **Australian International Education & Training** receives personal information, **Australian International Education & Training** must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

Principle 5 – Notification of the collection of personal information. Requires

Australian International Education & Training to notify our clients, staff and participants of any

additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that **Australian International Education & Training** holds on an individual that was collected for a particular purpose, **Australian International Education & Training** must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As the **Australian International Education & Training** holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where **Australian International Education & Training** discloses personal information about an individual to an overseas recipient, **Australian International Education & Training** must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers. **Australian International Education & Training** must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes or issued by either the State based regulators, or the Department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information. **Australian International Education & Training** must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that **Australian International Education & Training** collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an **Australian International Education & Training** entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As **Australian International Education & Training** holds personal information about an individual, **Australian International Education & Training** must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As **Australian International Education & Training** holds personal information about individuals, and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading, or the individual requests the entity to correct the information, **Australian International Education & Training** must take such steps as are reasonable in the circumstances to correct that information.

NSW Police Clearance and Working with children check

Although AIET does not assess students under the age of 18 – students undertaking CHC52015 might be required (at their work places and for the minimum requirement of 100 hours) to work with clients.

Hence all students are required to have a current Working with Children Clearance (NSW: under the NSW Child Protection (Working with Children) Act 2012 No 51.)

Further it is a federal and state requirement that people working in Community Services have a current Police Clearance i.e. criminal check

A list of all relevant legislation is available from the Federal Police website:

<http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>

Further information on the Working with Children's Check is available from **Australian International Education & Training** CEO. All staff who come in contact with people under the age of 18, such as assessors, administration staff or clerical staff, must be cleared as not being a risk to the health and safety of minors.

This is done through a submission to the appropriate government agency <https://check.kids.nsw.gov.au>, and until the response is received, we cannot allow the person being reviewed to conduct or interact with the minors unsupervised.

Fees and refund policy

Our assessment programs do attract fees. The details of the Refund Policy are contained in the Qualification Information Sheets.

AIET charges a non-refundable application fee of \$200 which is payable at the time of application. Course fees are due and payable as outlined below and in the relevant course flyer and individual payment plans. In cases of extreme hardship, an appeal for lenience can be made to the CEO.

Tuition Fees, Other Charges & Payment Schedule

Fees and charges

Qualification Code	Qualification Name	Cost	Assessment Pathway
CHC52015	Diploma of Community Services	\$3,200 (\$200 per unit)	Assessment only
BSB51415	Diploma of Project Management	\$2,400 (\$200 per unit)	Assessment only
CPC30211	Certificate III in Carpentry	\$3,200 (\$100 per unit)	Assessment only
CPC30611	Certificate III in Painting and Decorating	\$2,900 (\$100 per unit)	Assessment only
CPC31211	Certificate III in Wall and Ceiling Lining	\$2,800 (\$100 per unit)	Assessment only
CPC31311	Certificate III in Wall and Floor Tiling	\$2,100 (\$100 per unit)	Assessment only

Payment schedule (please see individual payment plan for further detail)

- First instalment is due one week after commencement of the RPL process.
- Final instalment due on submission of evidence.
- Please note:
 - Fees quoted include the \$200 application fee
 - No instalment shall exceed \$1,500.00.
 - Certificate will not be issued until final payment is made.

Other Charges:

Certification Reissuance: \$22 per item

Participant documentation policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a backup of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, assessment records, taxation records, business and commercial records will be retained for a period of at least seven years.

We will ensure that any confidential information acquired by us, as individuals or committees or organisations acting upon our behalf, is safeguarded.

Access to individual participant training records will be limited to those required by the Standards for Registered Training Organisations 2015 such as:

- trainers and assessors, including to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement Statement of Attainment.

AIET will ensure that AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Services Provided

Assessment Only through RPL/CT

AIET only provides assessment services for all qualifications on its scope and through a Recognition of Prior Learning (RPL) and Credit Transfer (CT) Pathway.

AIET does not provide any gap training or assessment and does not provide LLN training

Students requiring gap assessment and training to be awarded qualifications will be required to obtain these services from another RTO

Credit Transfer: Recognition of other Accredited Qualifications

Australian International Education & Training will accept and award a Credit Transfer (CT) to learners for units of competency where the code of the unit is an exact match to the unit trained by AIET and for which was issued by another RTO

Participants are required to make a CT application at registration.

Such an application may reduce the amount to training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or **Australian International Education & Training** CEO.

Where an application is to proceed, the participant will need to provide either:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by an RTO or ASQA.

As stated in the course information sheet, the course fee will not be reduced.

Recognition of Prior Learning

Australian International Education and Training Pty Ltd (ACN: 613 701 527) 9/1-5 Jacobs Street Bankstown NSW 2200 RTO Number: 45234 ph: 1300 976 679, email: Info@aietcollege.edu.au
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RPL is the recognition that students come to AIET with previously acquired course relevant knowledge and skills as acquired through previous training, work and life experience. As an assessment process, RPL requires the student to provide evidence which the Assessor will assess as satisfying the requirements of the individual units of competence. Any evidence gaps recognised by the assessor from primary sources of evidence eg work records, work documents and reports, transcripts, training records etc will be attempted to be covered through Competency Conversation Questions, Direct work observations and Third-Party Reports. Students will be provided with an RPL Candidate Kit that details all Evidence Portfolio and unit requirements.

Schedule and Location of Assessment

Pre-Registration	Pre-Registration Interview	AIET Jacobs St Bankstown
Registration	Registration Form and evidence submission	AIET Jacobs St Bankstown
RPL Entry Meeting	1 st RPL Assessor Meeting, Course Induction Start Week 1	AIET Jacobs St Bankstown
RPL Assessment and Student Support Meetings	Scheduled at minimum 1 meeting per month each month over 28 weeks or as required for student support and assessment including direct observations	AIET Jacobs St Bankstown Or Work place
End of RPL Process Exit Meeting	Scheduled during week student submits Evidence portfolio	AIET Jacobs St Bankstown

Access and Equity

We are committed to ensuring that we offer Recognition of Prior Learning (RPL) opportunities to all people on an equal and fair basis, including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to **Australian International Education & Training** CEO.

Client selection

The Client selection and registration process is based on EEO principles – where pre-admission information is made equally available to all interested parties

Client selection is based on applicants satisfying the course and AIET entry requirements – all of which are detailed on the Course Information Sheet, Flyers and Application Form

All applicants are required to:

1. Participate in a Structure Registration Interview
2. Provide evidence that they meet the entry criteria at the time of the interview
3. Pass the LLN test at the time of the interview

If accepted applicants are then required to complete and submit along with supporting evidence a Application Form and pay the deposit and initial fee instalment

Note that AIET does not have the capability to provide student support for all types of support that might be required. Students are required to make any issues and required support known through the registration process.

If AIET does not have the capability to provide these services the registration will be denied and alternatives suggested.

Enrolment

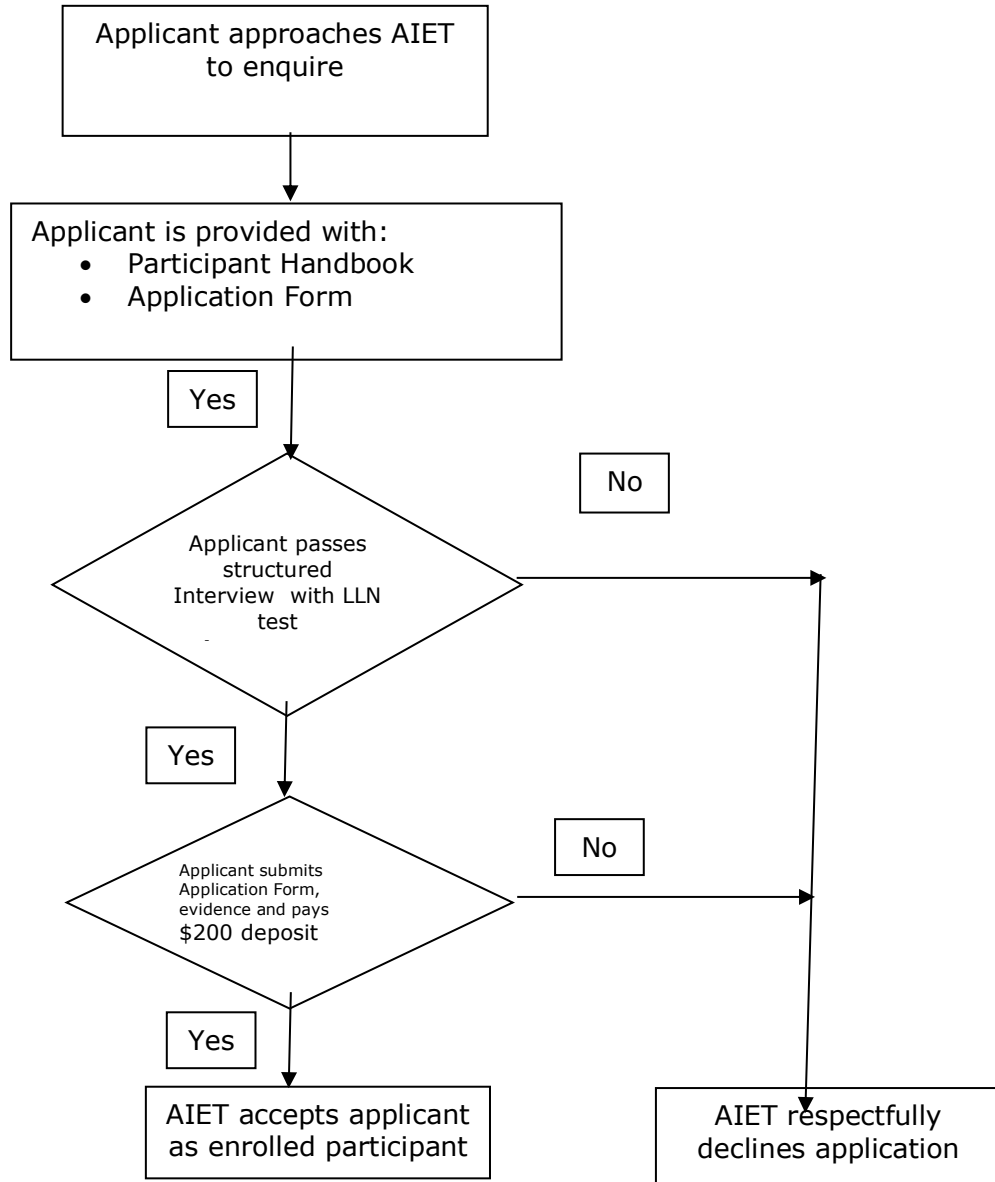
To enrol in our course please contact **Australian International Education & Training** administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an enrolment/application form, which will require you to provide details on the Unique Student Identifier (USI), an initiative of the Australian Government.

AIET Entry Requirements

Each course has specific entry requirements. Please refer to individual course flyer for details.

Enrolment Process Flow Chart



Unique Student Identifier (USI)

As from 1st January, 2015, students, wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

An RTO cannot issue a qualification to a student unless that student provides the RTO with their USI. The USI allows the Government to permanently record the awarding of this qualification to the individual.

Thus, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain your USI, you will need to:

1. Obtain it yourself from www.usi.gov.au by providing information about yourself similar in content to that on your driver's licence, or
2. Authorise a third party such as this RTO to obtain it on your behalf. To enable us to generate your USI, you will need to:
 - a) Accurately complete the application form, ensuring that the details you provide match your ID.
 - b) Provide us with one of the following forms of unique identification:

- Driver' Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Citizenship by Descent
- Citizenship Certificate

ImmiCard

- c) Nominate the preferred method of contact so that your USI activation notice can be sent to you. Options include email, phone or mailing address.

Once your USI has been generated, you should:

- write down your USI somewhere safe or enter it into your phone for safe keeping.
- activate your USI account at some stage in the near future.
- if you do not activate your account, your USI still works.
- when you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates

Language, Literacy and Numeracy

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standard. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a participant's needs exceeds our skill we will refer the participant to an external support provider such as their local TAFE campus.

LLN Support

As a component of the Registration process applicants are required to inform AIET of their current LLN skills

This is accomplished through:

1. Completing the LLN section on the Application Form
2. Undertaking the LLN Test as a component of the Structured Registration Interview

Further Applicants are required to inform AIET during the registration process if any support will be required or Reasonable Adjustments due to LLN issues

To protect the students and in an effort not to register an applicant who does not have the LLN skills to navigate the RPL process, Applicants not passing the LLN test at the time of registration or requesting LLN support that AIET cannot provide will not be registered at that time.

Examples of LLN support or reasonable adjustment that lies outside of AIET capability includes:

- LLN tutorial help
- LLN training or programs

Examples of LLN support or reasonable adjustment that lies within AIET capability includes:

- language, literacy and numeracy (LLN) referrals to external programs
- use of trained support staff including specialist teachers, note-takers and interpreters
- flexible scheduling and delivery of assessment,
- the provision of assessment materials in alternative formats.

LLN support will be organised by AIET Student Administration in consultation with the Assessor and the workplace to determine the support schedule, support staff, support costs

Participant support, Welfare and Guidance

We will assist all participants in their efforts to complete our assessment programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your assessor, or another member of **Australian International Education & Training's** staff.

We will make every effort to support you in your studies; this could be through additional assessment coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties, including physical needs, you should make contact directly with the **Australian International Education & Training** CEO, who will assist you to the full extent of our capacity.

If your needs exceed **Australian International Education & Training** support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

Student Support and Reasonable Adjustment

AIET offers Student Support services prior to and during the RPL process. During the Registration process AIET will ask applicants to disclose any issues that might require support and what type of support will be required.

Registration and non-academic support i.e. reasonable adjustment, flexible and alternative timetables, assistive technologies, personal support, counsellors, complaints and appeals, cancellations and refunds, feedback will be provided by Student administration, Student support and the CEO Academic Support will be provided by Assessors. This includes LLN that is directly related to the unit of competency e.g. vocabulary, terminology, calculations, interpreting reading material and references. If Assessors recognise this need or students alert assessors to this issue (whichever comes first) the Assessor will arrange a timetable for support to occur either at the office or at the work place.

Where possible AIET will be flexible in the format and timing of assessment activities to ensure that we provide every opportunity for Candidates to demonstrate their skills and abilities. However this is limited by the duration of the RPL period, work place schedules and unit requirements.

Should you need support or assistance beyond our capabilities we will refer you to a suitable organisation to assist you further.(at your expense).

In this Candidate Handbook you will find details of our complaints and appeal procedure, our discipline policy, and our access and equity policy, including the contact for any access and equity issues.

We offer support to all Candidates with their learning needs. We can tailor the training and assessment program to assist people with learning issues and, to a more limited degree, personal issues.

If the support required by candidates lies outside of the ability of AIET's to provide this support the application will be declined.

Flexible Assessment Procedures

Australian International Education & Training recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional assessment methods will still achieve good results.

Australian International Education & Training will make reasonable adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Australian International Education & Training undertakes to assist participants achieve the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or **Australian International Education & Training** CEO.

Complaints and Appeals

Australian International Education & Training treats complaints and appeals from staff, participants, our participants' employer and other parties very seriously and we will deal with these in an effective and timely manner, typically aiming to resolve all complaints within three weeks.

Australian International Education & Training will act upon any substantiated complaint or appeals, these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

The data entry responsibility, including maintaining security of these complaints and appeals, lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the CEO. Participants should contact their trainer. The trainer should be the first point of contact for participants. The aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer, then they should contact the CEO.

If the trainer is also the CEO, then the complaint can be taken to the Operations Manager.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainers and the CEO.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, **Australian International Education & Training** will, with the permission of the participant, seek assistance from other authorities such the police, legal representative or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at: https://www.ombo.nsw.gov.au/data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

Australian International Education & Training will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the CEO.

The suitable independent person or panel will need to be agreed upon by both the participant, and this could include:

- another external Trainer/Assessor, sourced from another RTO, independent of **Australian International Education & Training**, or
- an independent commercial mediator such as the Resolution Institute

The Resolution Institute can be contacted via

<http://www.resolution.institute/contact-us>

Level 1 and 2

13-15 Bridge Street

Sydney NSW 2000

Phone: +61 2 9251 3366

Free call: 1800 651 650

Fax: +61 2 9251 3733

Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the CEO.

Australian International Education & Training is prepared to undertake escalation to independent mediation if it is not able to resolve a dispute with a participant.

Once the need for independent mediation is agreed with the participant, **Australian International Education & Training** will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and the **Australian International Education & Training** will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator, both parties agree to pay respective shares as determined by the mediator.

Irrelevant of the process undertaken to resolve the matter, then the complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, which will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal, and should this process take longer than sixty (60) days we will enquire as to the reasons why and keep the participant informed of these reasons, again through written correspondence, typically email or letter.

Participants are also able to lodge a complaint about a RTO with ASQA. The ASQA process is detailed at:

<http://asqa.gov.au/complaints/make-a-complaint---domestic-Participants/make-a-complaint---domestic-Participants1.html>

ASQA
GPO Box 9928
Melbourne VIC 3001
Ph: 1300 701 801 (9:00am – 7:00pm EST)
Email: enquiries@asqa.gov.au

Please note the following extract from the above referenced website:

- *ASQA takes a risk-assessment approach to complaints—our resources are limited so must focus on the most serious complaints.*
- *ASQA's role is not to act as a Participant advocate for individual Participants. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.*
- *ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved. Further details can be read in ASQA's Privacy Policy.*

Assessment Appeals

If the assessor does not cite sufficient evidence to warrant the awarding of RPL and/or CT within the assessment duration, then the assessor will not award RPL or CT as an outcome (this decision being subject to Appeal and Complaint)

In the circumstance where the participant may object to decisions made by **Australian International Education & Training**, including assessment outcomes, and wish to appeal these decisions

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in class
- The response provided by the participant was the response provided in class
- Any other reason

In the case of the assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the CEO who will:
 - a. provide written receipt of your case within one business day,
 - b. review your case with you and provide you with a written response, including the reasons for the response.
3. If you are still dissatisfied, advise the CEO, who will escalate the matter to a mutually agreeable independent person or panel.
4. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Engagement of external assistance will be the responsibility of the CEO.

The suitable independent person or panel will need to be agreed upon by both the participant, and this could include:

- another external Trainer/Assessor, sourced from another RTO, independent of **Australian International Education & Training**, or
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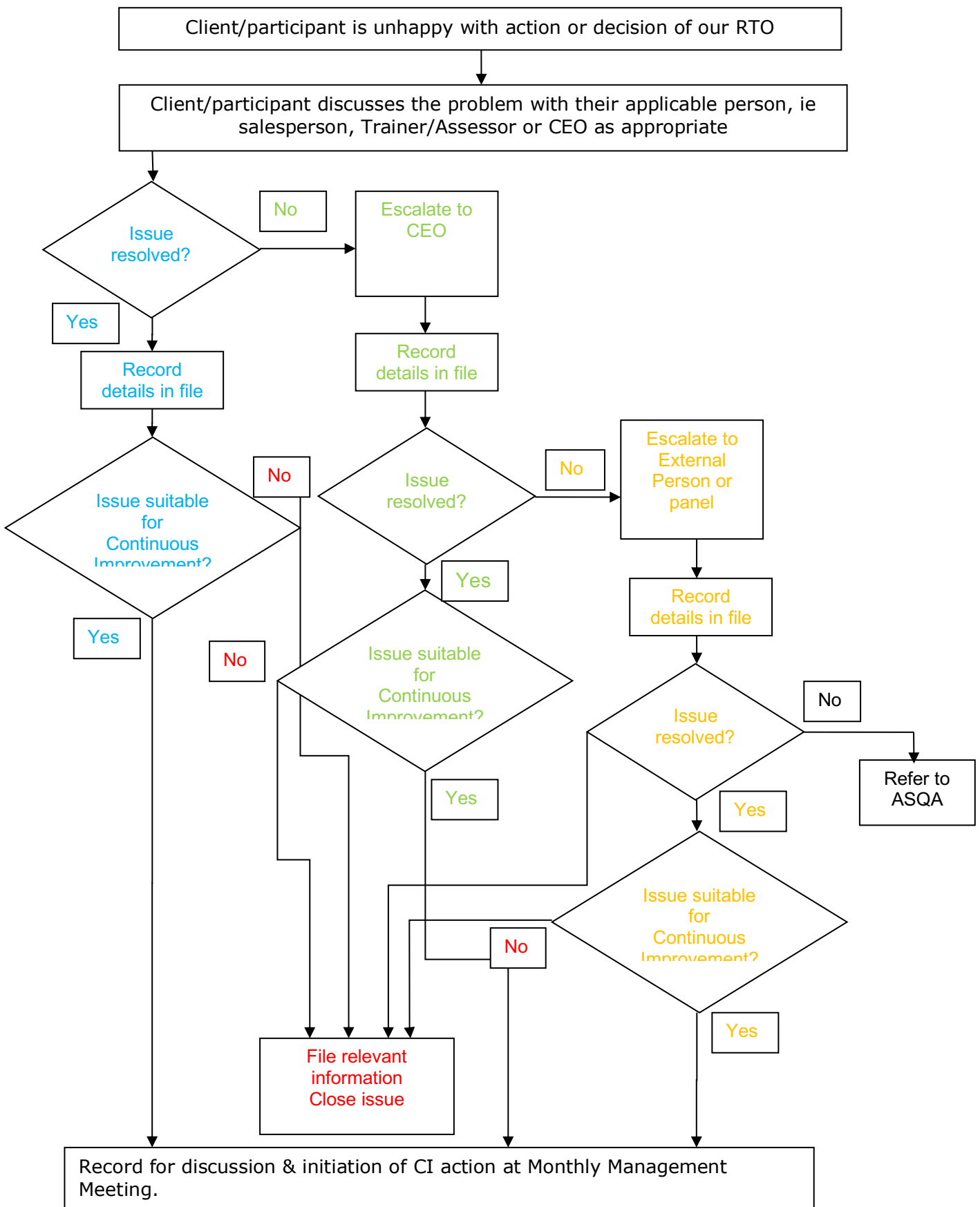
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Flow Chart Representation:



Discipline

Australian International Education & Training attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a Trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Australian International Education & Training, has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs or alcohol will be asked to leave the premises. In some cases prescription drugs will affect your performance. If this is the case, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated, and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the Trainer and **Australian International Education & Training** CEO, and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE assessment units of competency or equivalent qualifications.
- lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
 - All our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners.Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,

- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks will consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

Acknowledgment Declaration

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions and my rights and responsibilities as a participant of **Australian International Education & Training**.

.....
Signature

.....
Date