



# Student Handbook

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## Introduction

This information booklet is designed to provide you with information about the services provided by the AITAC and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by AITAC. This information is provided separately, on our website.

## About AITAC

AITAC is a Registered Training Organisation (RTO) providing high-quality training to students in Australia. AITAC has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers and Assessors.

## Our mission

AITAC mission is to deliver quality training assessment that meets the needs of learners and industry.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Finding Us

Our main training venue is located at 15 Barrie Road Tullamarine, Victoria and we also run public courses in a variety of locations nationally, and conduct formal training in the workplace.

## Our Trainers/Assessors

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At AITAC we deliver nationally accredited qualifications via training face-to-face, online and blended training in the workplace. When you study with AITAC, your Trainer/Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment, or receive job visits and even phone or email your Trainer

Assessor for advice which means you get the support you need when you need it.

AITAC trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

All of our trainers and assessors are available to assist students to learn the materials in an appropriate format and should a student experience difficulties completing the course content, consultation with the Trainer should be an accepted method of resolving most issues.

### **Our expectation of you**

AITAC expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of AITAC.
- To be honest and respectful, which includes not falsifying work or information and not skylarking or conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and AITAC publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and AITAC staff members and their right to privacy and confidentiality.

- Students are advised that skylarking, plagiarism, cheating or falsifying records can result in exclusion from the course and should our investigation of this prove positive Regulators will be informed. No further recourse will be available regarding refund or rescheduling.

### **Course Advice**

The onus is on you to make sure you are fully informed about your training.

To ensure you choose and enrol in the most appropriate course or qualification for your individual requirements we recommend you research fully prior to enrolment. Some sources of valuable information about qualifications can be located on our website and at the following government sources:

- [www.training.gov.au](http://www.training.gov.au)
- [www.myskills.gov.au](http://www.myskills.gov.au)

You may also be able to obtain industry specific information through various means.

Should you require some assistance to determine the most appropriate course or qualification please contact us for individual guidance or advice. This may include some information on recognition of prior learning and how to achieve formal recognition for this.

### **Learning or Physical Disability or impairment**

Should you have a disability or impairment that may require alternative instruction, learning or physical alternatives please contact your trainer or AITAC administrator in confidence to organise reasonable adjustments where possible and applicable. AITAC has an inclusive policy for all courses and training sites wherever possible and whenever regulators allow (some disabilities may preclude acceptance into certain courses for safety reasons).

## Enrolment Requirements

You must provide original and/or approved copies of the following documents and details to successfully enrol in any course

- Minimum two forms of identification to support the application, at least one from each category of identification.
  - **Type A (1 form of ID from this category)** – ID includes passport, birth certificate, green Medicare card

## PLUS

- **Type B (1 form of ID from this category)** - includes photo drivers licence, other photo ID
- Proof of RPL (recognition of prior learning) if claimed
- In some cases Regulators mandate minimum age criteria – please check course details for further information. (High Risk Work licences – students must be over 18 years of age).
- In some cases Regulators mandate a prerequisite to a course. This may be a licence to operate in a related field or qualification; a police check may be required to be eligible to enrol in some states or jurisdictions. For example, a dogging qualification must be obtained prior to enrolment in rigging courses. For more information on specific course prerequisites please refer to the course details on our website.
- Students are advised that in some circumstances, particularly in high risk work categories, some Regulator identified disabilities may preclude your enrolment. For individual and confidential advice please contact our administrator.

## Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you complete from 1 January 2015 onwards.

Your results will be available in your USI account from 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results (transcript) throughout your life. You can access your USI account online from your computer, tablet or smart phone anytime. [Click here](#) for more information about USIs.

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. In exceptional circumstances we may create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number, country and place of birth.

Almost all students are obligated to register, obtain and provide their USI to any training organisation. [Click here](#) for details.

- In some cases students may be exempt. If you believe you may be exempt, you can check by [clicking here](#) or contact our administrator for more details.
- Where an exemption applies under Student Identifiers Act 2014 the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript.
- You are advised that the Unique Student Identifier you provide on the enrolment will be verified with the governing body. Should the USI be invalid or unverified, certification will not be issued until a valid and verified USI is provided.

The website is: [www.usi.gov.au](http://www.usi.gov.au)

## Course Requirements

### You may be required to provide a number of safety items to be admitted into the course

This can include the following Personal Protective Equipment (PPE). For a full brief please check with the course description on our website prior to commencement.

- Steel capped and/or closed toe footwear
- High visibility clothing minimum coverage of torso
- Construction helmet
- Suitable gloves
- Approved protective eye wear
- Personal lifting harness/belt

The course resources may include some of the PPE. Check the website.

If you do not have appropriate PPE you will not be permitted to participate in the practical components of the course, and may have to be rescheduled at another available time.

Please be advised that some courses require pre-course material to be completed. If you do not complete the pre-course work you may not be admitted into the training course and may have to apply to be rescheduled.

All assessment and course requirements must be met in order to obtain qualification. Successful qualification will lead to issue of a Testamur, Certificate, Statement of Attainment or licence.

If you do not attain a successful assessment outcome you may be offered an opportunity to be reassessed (see policy or ask AITAC administrator), or you may lodge an appeal of assessment outcome if you disagree (see our Appeals Procedure Form [located here](#) or ask an AITAC staff member).

Courses linked to licences may require renewal and/or refresher training for licences to remain current and valid. For further information refer to the Regulator in your State

or Territory. You might also get information from the FAQ's on our Website

### Issue of Testamur (Certificates), Statement of Attainment and Licences

On successful completion and assessment of the course your Trainer/Assessor will complete the mandatory and regulated documentation and submit it to AITAC for processing.

Providing you meet your obligations (e.g. payment, identification, USI, completed documents, pre course work, course work, successful completion of assessment etc.) AITAC will complete the student record, prepare and issue relevant certificates/statements and where units of competency are linked to a licenced outcome, facilitate the licence on your behalf or refer you to the appropriate regulator to finalise your licencing application. We will send you the original of your completed Certificate and Statement of Attainment within 30 days of the course completion.

In order to avoid delays receiving Certificates or licences we recommend you check the requirements and make sure you are able to provide all information needed. Should you require further information or assistance please contact your trainer or AITAC administrator for guidance.

In some cases an employer may be funding the training on your behalf. In this case all Certificates and licences will be issued directly to you only. Providing you accept the employers request you may provide them with a copy of your Certificate or licence. At all times the originals should remain with you as a record of your training and achievements.

### Re-issuance of a Qualification or Statement of Attainment

If you request a re-issue of a qualification testamur, Statement of Attainment, or card then AITAC may charge a \$20.00 re-issue fee for a Statement of Attainment or \$100 for a full qualification Certificate testamur. This charge may be waived at the discretion of the Administration Manager. If levied, the fee must be paid prior to re-issue.

### Your safety

AITAC is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and “near misses” to the RTO staff;
- No consumption of alcohol or drug taking within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and

- Observe hygiene standards particularly in eating and bathroom areas.

### Electrical equipment

- Electrical equipment that is not working should be reported to AITAC staff.
- Electrical work should only be performed by appropriately licensed or trained personnel.
- Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### Fire safety

- AITAC will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to regular users of the facilities via a formal induction, at least annually.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. You should also consult available maps/notice boards to determine the location of assembly points.
- It is your responsibility to understand fire drill procedures displayed around the premises. If in doubt, ASK!
- Please make sure you attend any sessions on fire safety procedures and the use of fire safety devices.

### First aid

- Provision for first aid facilities are available where training is delivered.

- All incidents and 'near misses' must be reported to staff.
- Any incident and any aid administered must be recorded by staff involved in the appropriate register.

### **Lifting**

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by AITAC, unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask staff to arrange for the item to be moved.

### **Work & study areas**

- Always ensure that all work areas are clean and clear of clutter so as to avoid the risk of tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

### **Your and equity**

AITAC is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All AITAC staff members (including contractors) are 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 any staff member who breaches this policy. Students who breach this policy will be removed from the premises, forfeit fees and reported to their employer (where applicable). Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from AITAC staff members and we apply consistent complaint handling procedures.

If you feel that you have been discriminated against or harassed, you should report this information to a staff member of AITAC that you feel you can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if you wish to report an instance of discrimination or harassment to an agency external to AITAC, you are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### **Your privacy**

AITAC takes your privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Here's what you need to know:

- AITAC will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training



outcomes. Without this information, AITAC may not be able to provide you with a formal Certificate or Statement of Attainment. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server under Secure Socket Layer (SSL).

- AITAC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases AITAC will seek your written permission for such disclosure. AITAC will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to formally authorise this access otherwise this access or it cannot be granted.
- You have the right to access information that AITAC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how AITAC is managing your personal information, we

encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint on the [OAIC website](#).

### **Fees and Refunds**

AITAC is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, use of plant or equipment, student services and training and assessment services.

### **Fees payable**

AITACs course may be delivered with State and/or Commonwealth funding based on student eligibility. In order to determine eligibility the following criteria applies.

### **Funding Eligibility Criteria**

You may be eligible for Commonwealth or State subsidy for your training. Subsidy is determined by Regulatory criteria and is provided under strict compliance guidelines.

- Australian residency or citizenship. Eg. Green Medicare card (original)
- Proof of previous qualifications (if any) or education level. Copies of qualifications or education level
- Approved Concession holder. Original concession card must be sighted/copied by the trainer. Please [click here](#) or ask our staff for further information.

Fees are payable when you receive a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an

invoice from AITAC. We may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of AITAC schedule of fees and charges.

The full fees and charges can be accessed from the AITAC website.

### **Student cancellation**

If you have to cancel your enrolment part way through a training program you must notify AITAC in writing via email or letter at the soonest opportunity. If you cancel your enrolment after a training program has commenced you will not be entitled to a full refund of fees. We advise you to consider alternative options such as requesting to suspend enrolment and re-commencing in another scheduled training program.

### **Replacement of text & training workbooks**

If you require replacement of issued text or training workbooks you may be liable for additional charges to cover the cost of replacement. Replacement charges will be determined on a case by case basis.

### **Refunds**

If you cancel your enrolment prior to 7 days before the commencement of a training program you will be entitled to a full refund of fees paid. Any cancellations of courses made less than 7 days prior to course commencement may incur a penalty. The amount retained (25%) by AITAC is required to cover the costs of staff and resources which will have already been committed based on the initial commitment to undertake the training.

Should you cancel your enrolment after a training program has commenced you may not be entitled to a refund of fees.

Where you purchased a text or training workbooks and subsequently cancel, AITAC

will not refund monies for those resources. The full policy about Refunds or Returns is available on our website. It is important that you access it and inform yourself.

Where AITAC is unable to commence the course, cancels the course or ceases to provide courses for any reason beyond the student's control, the student will be transferred to an equivalent course with another RTO wherever possible at no cost. If transfer is not feasible any prepaid fee will be refunded in full to the student. Where possible the enrolled student will be given notification in writing and also by email or phone. AITAC will endeavour to provide a minimum of 7 days' notice providing circumstances permit, or provide notice as soon as is feasible. Where a student transfer is feasible please go to Transfers to AITAC section of this handbook for more information.

### **Payment method**

AITAC accepts payment for fees using:

- Credit Card
- Banking Electronic Gateway
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to AITAC)
- Payment in cash is discouraged.

### **Transfers to AITAC**

Any change to scheduled services will be notified in writing with as much advance notice as possible. AITAC will contact you by email a minimum of 7 days prior to the course commencement (if time permits), or by phone whenever possible to advise any change to service or requirements. AITAC requests that you respond as soon as possible to any contact so we can confirm the information is passed to you in an appropriate time frame

and any of your questions or concerns can be answered individually.

Requests for transfers to alternate programs can be arranged if AITAC is advised in writing more than 7 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where AITAC has been notified in writing at least 7 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

### **Duration of Courses**

The Australian Qualifications Framework (AQF) provides a comprehensive guideline for each AQF qualification.

Within the context of the AQF, this is directly linked to the Volume of Learning for each qualification.

<b>AUSTRALIAN QUALIFICATIONS FRAMEWORK VOLUME OF LEARNING INDICATORS</b>			
Certificate 1	Certificate II	Certificate III	Certificate IV
0.5-1 year	0.5-1 year	1-2 years	0.5-2 years
600-1200 Hours	600-1200 Hours	1200-2400 Hours	600-2400 Hours

Nominal hours are identified for each Training Package qualification. Total nominal hours vary within a qualification depending on the unit of competency. For more information visit our website.

Each learner will be categorised by the Trainer/Assessor according to their experience and/or qualifications to determine the duration of the course. This will give due consideration to your experience in related and relevant workplaces, and may include RPL, or give due consideration if you are a novice or new entrant to the workforce with no prior experience. Blended learning to suit all learner categories will be made available and may

include eLearning, RPL, workplace logbooks, pre-course project work, classroom, practical exercises under observation. For example of course duration please check our website, or contact your trainer directly for your course advice.

### **Transitioning to new qualifications**

Where a qualification or unit of competency has undergone changes, according to the transition arrangements you may be transferred to the replacement qualification as soon as practicable. AITAC will inform you of any potential changes to ensure you are not in any way disadvantaged.

### **Access to your records**

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by AITAC, you are welcome to have access anytime - just ask your Trainer/Assessor and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access via your Trainer/Assessor. Access to requested records during a work day will be arranged as soon as possible and definitely within 48 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, AITAC reserves the right to charge a one-off photocopy fee of up to \$20.00. There is no cost to simply view records at our office.

### **Continuous improvement**

AITAC is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the

procedures we apply to achieve systematic and sustained improvement.

### Suggesting improvements

The primary method of reporting opportunities for improvement by students is via report from our trainer/assessors. This allows any person to raise a problem or improvement request for the consideration of management. Students are encouraged to provide feedback to AITAC so we can improve our services in the future.

### Learner satisfaction survey

At the completion of your training program, you will be provided access to a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to AITAC for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in providing this survey data is greatly appreciated.

### Assessment

At AITAC assessment is conducted using a combination of Written or verbal Knowledge Assessment, Project Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice. In some circumstances this may be conducted verbally and or recorded.
- **Project Tasks:** The student is required to undertake specific tasks within their own workplace using the available reference material and provide a written response to each question. These assessment activities are usually short to medium duration project activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The student is required to record details of their work activity completed during their work. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as a short interview of approximately 15 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required

to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

### Re-assessment

Students who are assessed as Not Yet Competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. Students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

AITAC agrees to provide capped opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to AITAC Administrator to identify the re-assessment fee.

Courses that are linked to licensed outcomes have mandatory assessment instruments that may not allow for adjustment or re-assessment. In instances where this may apply it will be advised in advance.

### Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

As part of your application and enrolment you may be required to complete a Language Literacy and Numeracy (LLN) assessment task.

To support this approach AITAC will:

- Assess a your language, literacy and numeracy skills during enrolment to ensure you have adequate skills to complete the training;
- Support you during study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information about the details of the language, literacy and numeracy assistance available. AITAC generally recommend some referral services for you to consider if necessary;
- Refer you to external language, literacy and numeracy support services that are beyond the support available within AITAC and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary, or make reasonable adjustment to the course if applicable

### Making a complaint or appeal

AITAC is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

#### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by AITAC in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers. We do have a formal Complaints and Appeals Form to track any possible complaints made.

#### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to AITAC within 28 days of the student being informed of the assessment decision or finding. For licencing courses appeals can be made directly to the Regulator.

### Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly. Your trainers/assessors have been instructed to bring all complaints to the attention of Management.

### Complaint and appeals handling

AITAC applies the following principles to its complaints and appeals handling:

- A written record of all complaints is to be kept by AITAC including all details of lodgement, response and resolution. AITAC will maintain a complaints register to be used to record the details of the complaint and the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- If you lodge a complaint you will be provided an opportunity to formally present your case at no cost.
- It is important to identify in your complaint whether your concerns are related to:
  - The RTO
- The Trainer/Assessor
- Another student
- Any other third party provider
- You may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint will commence within two (2) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- You will be provided a written response to the complaint, including details of the reasons for the outcome. A written response will be provided within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where AITAC Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform you in writing, including reasons why more than 60 calendar days are required. As a benchmark, AITAC will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of AITAC and you, the complainant. You should also be provided with regular updates to inform you of the progress of the complaint handling. Updates should be provided a minimum of four (4) weekly intervals.
- AITAC shall maintain the enrolment of any complainant during the complaint handling process.

- Decisions or outcomes of the complaint handling process that find in your favour shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No AITAC representative will disclose information to any person without the permission of AITAC Chief Executive Officer. A decision to release information to third parties can only be made if you, as the complainant has given written permission for this to occur.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that your complaint should be heard with access to all relevant information and with the right of reply. You are entitled to have any complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- If you are not satisfied with the process applied by AITAC you may refer your grievance to the following external agencies:
  - **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.
  - **National Training Complaints Hotline** also provides an opportunity for students to lodge their grievance with an external agency who will follow up and investigate their complaint. This service can be accessed via the following phone number: 13 38 73.

### **Recognition of your existing skills & knowledge**

In accordance with the requirements of the Standards for NVR Registered Training Organisations, AITAC provides the opportunity for you to apply to have prior learning recognised toward a qualification or units of competence for which you are enrolled. This is called RPL.

### **What is RPL recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that you have achieved outside the formal education and training system. Recognition assesses this informal learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

The following guidelines are followed when an application for recognition is received:

- Whilst you may apply for recognition at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and

### **Review by an independent person**

AITAC provides the opportunity for anyone making a complaint or an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person.

### **Review by external agency**

- Where any complainant or person lodging an appeal is not satisfied with the handling of the matter by AITAC, they are to have the opportunity for a body that is independent of AITAC to review his or her complaint or appeal following the internal completion of complaint or appeals process.

provide a more efficient path to competence.

- If you are currently enrolled in a training program you are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition will apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Credit Transfers**

- Credit transfer is offered where you have undertaken previous training that is nationally recognised. Where you seek a Credit Transfer, the Credit Transfer form is to be completed and as part of the application process a certified copy of an original transcript is required.
- In some instances such as High Risk Licences, an accredited course may not allow for credit transfer, and where units of competency are linked to licensed outcomes, credit transfer may not be possible. To discuss your specific situation and potential eligibilities for credit transfer contact your trainer/assessor or the AITAC administrator.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

It also includes evidence to confirm a candidate's ability to adapt prior learning or

current competence to the context of the intended workplace or industry.

AITAC reserves the right to require a practical assessment of skills and knowledge in order to satisfy itself of a candidate's current competence. This is normally referred to as a 'Challenge Test'.

National recognition is applied to learning achieved through formal education and training, for units which have been previously awarded.

### **Evidence requirements**

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to AITAC. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours, and that it has been issued by an Australian RTO.

### **Legislative and Regulatory Responsibilities**

AITAC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of Federal legislation can be found by [clicking here](#).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.



**Work Health and Safety Act 2011**

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Note: in Victoria and Western Australia specific OHS legislation and Regulations apply.

**Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy of your information.

Other Legislation which affects the provisions outlined in this handbook are:

**Disability Discrimination Act****Sex Discrimination Act 1984****Age Discrimination Act 2004****Racial Discrimination Act 1975****Copyright Act 1968****Fair Work Act 2009****Changes to terms and conditions**

AITAC reserves the right to amend the conditions of enrolment at any time. If amendments are made that effect your enrolment you will be informed 7 days prior to changes taking effect.

**Contact Us:**

At all times contact AITAC for further information on:

E-mail: [info@aitac.edu.au](mailto:info@aitac.edu.au)

Telephone: 1800 622 0100