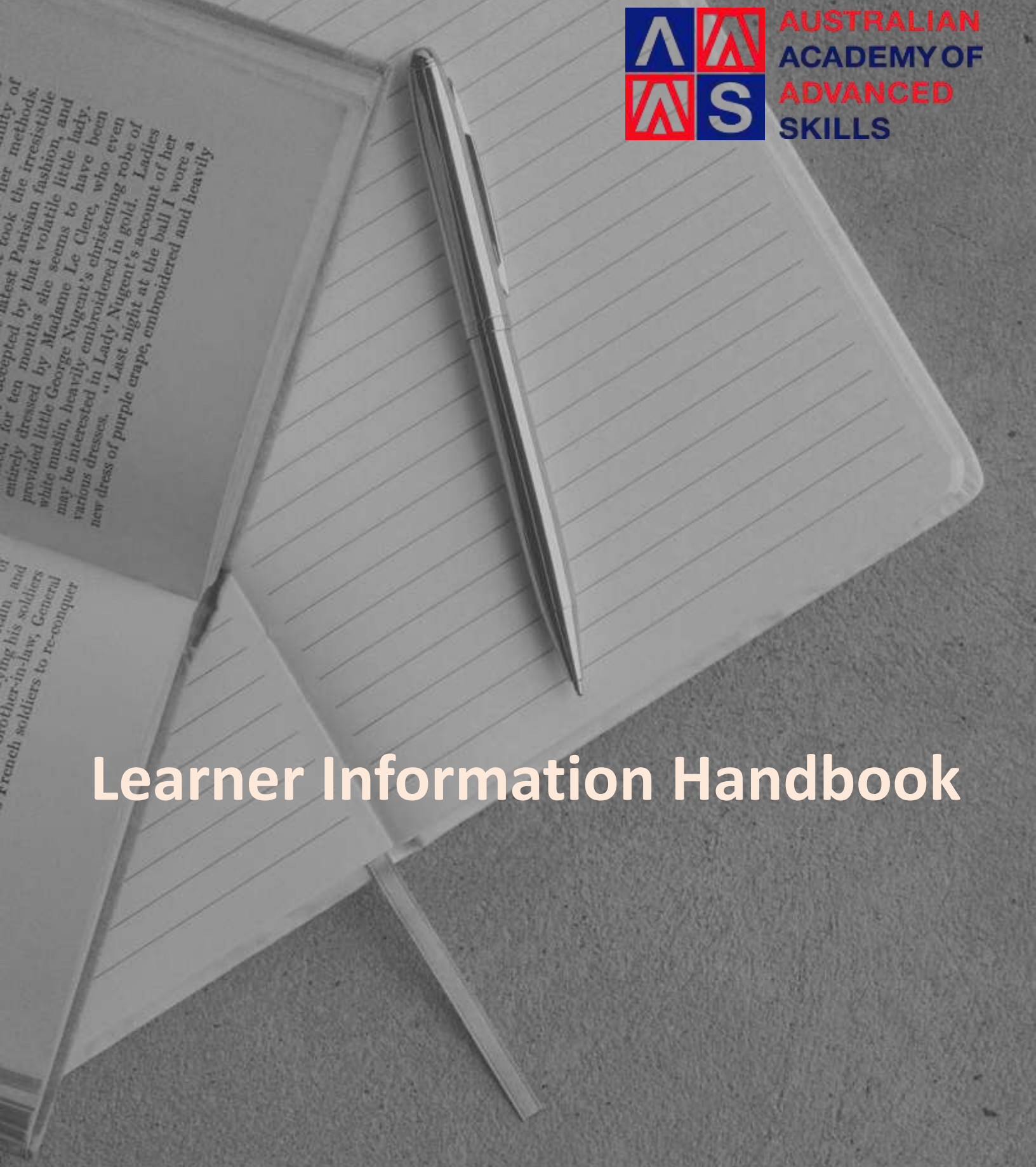


AUSTRALIAN ACADEMY OF ADVANCED SKILLS

Learner Information Handbook

1300 995 153

RTO: 45240 | ABN: 78 618 632 330 | www.aaas.edu.au

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1. Introduction

WELCOME

Thank you for choosing the Australian Academy of Advanced Skills (AAAS). We look forward to assist you in achieving your career goals.

AAAS is committed to providing a high-quality standard of vocational education and training. We strive to provide a happy, friendly and encouraging atmosphere in which to learn.

AAAS will ensure that you will receive the opportunity to fulfil your personal potential during your training and our staff will endeavour to accommodate the training to your individual needs.

In this handbook, you will find information about AAAS's policies and procedures, forms and documents. It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training.

We sincerely hope your time at AAAS is memorable with a positive learning experience.

If you need any support during your learning journey with AAAS, please don't hesitate to contact me on CEO@aaas.edu.au

Yours sincerely

Rathika Suresh
Chief Executive Officer

Your AAAS learning journey:



Enquiry/ Pre-enrolment

Contact AAAS for pre-enrolment pack, discuss your career goals or for assistance in course selection to make informed decision.



Enrolment & Initial Skill Assessment

Complete our enrolment pack. Undertake Initial Skills Assessment to confirm your eligibility and enroll in a course that's right for you.



Induction

Meet your Trainer, understand all about AAAS, your course, training & assessment processes, your rights and responsibilities and to sign off the training plan.



Cooling off period

Confirm your decision of studying or to discontinue within 14 calendar days from the date of induction to get a full refund.



Course Commencement

Receive your confirmation of enrolment (CoE) and undertake training and assessment with the support of our Trainers/ Assessors.



Workplace Training and Assessment

Learn from our industry experienced Trainers/ Assessors who will visit your workplace to train, assess and upskill you.



Learning & Support services

Access our flexible learner support to ensure your successful progression in your learning journey.



Course Finalisation

Review all completed course work with your AAAS Trainer/ Assessor and sign off on final documentation.



Graduate

Receive your certificate within 28 calendar days of final sign off and celebrate your graduation



Reflect

Reflect on your time with AAAS and provide feedback on your learning experience.

Contact Details

Australian Academy of Advanced Skills (RTO 45240)

Phone: 1300 995 153

Email: info@aaas.edu.au

Canberra

Suite 19, Level 2
54 Benjamin way
Belconnen, ACT 2617

Sydney

Suite 19, Level 1
125 Main Street
Blacktown, NSW 2014

Quick Guide to Key Personnel in AAAS

WHO TO SEE	ACADEMIC & ADMINSTRATIVE
Trainers / Assessors	Questions about content of units, training, assessment, timetable, Help with reading, writing, note taking, preparation for assessments
Compliance Manager	Difficulties and questions with study that have not been able to be solved by the trainer /assessor
Administration Officer	Change of Address or Personal Details, Study resources, Opportunity for Improvement And payments or Request for Appointments.

Support Services

Police, Fire, Ambulance : **000**

State Emergency services : **132 500**

Lifeline : **13 11 14**

Australian Council of Adult Literacy: info@acal.edu.au

Quit line :**13 18 48** 24-hour smoking cessation information and counselling

ASQA : Info Line: 1300 701 801 (in Australia) or +61386133910 (Outside Australia)
Hours: Monday to Friday – 9:00 am to 7:00 pm,
Email: enquiries@asqa.gov.au | Website: www.asqa.gov.au

Skills Canberra : Phone: (02) 6205 8555 (during 8:30am - 5:00pm, Monday – Friday)
Email: skills@act.gov.au | Website: www.skills.act.gov.au
Address: PO Box 158, Canberra ACT 2601

What is in this Handbook?

As a Prospective Learner of Australian Academy of Advanced Skills (AAAS), this handbook provides you the information of pre-enrolment, enrolment process and/or other information about learning journey. Thereby, it would assist in making informed decision in choosing the right course for your career pathway.

Learner Information Handbook includes.

- AAAS's policies and procedures and Code of Conduct,
- your rights and responsibilities,
- the services we provide to learners and employer groups,
- additional learner support services,
- our responsibilities as a Registered Training Organisation (RTO) registered under Commonwealth Government legislation to provide nationally recognised training

About Australian Academy of Advanced Skills (AAAS)

Our Mission Statement

To provide nationally recognised training and qualifications for ***the learner community, employer groups, employment service providers, local and national businesses.*** Our key focus on delivering quality training outcomes enables participants to ***equip with the job-ready-skills to perform*** their job roles ***efficiently*** and ***manage with the self-confidence*** within their chosen career or occupation.

All training provided by AAAS is delivered in a safe environment by qualified and experienced trainer/assessors who are industry current and has better understanding of the learner or employer needs in their vocation.

AAAS is a Registered Training Organisation (RTO)

Established in 2017, AAAS is registered by the Commonwealth Government's National Vocational Education and Training (VET) Regulator, the Australian Skills Quality Authority (ASQA).

To be registered, AAAS is required to operate in accordance with national standards established by the Commonwealth Government under the *National Vocational Education and Training Regulator Act 2012*.

As an RTO, AAAS is:

- listed on the National Register, www.training.gov.au
- able to issue qualifications and Statements of Attainment that are recognised nationally under the Australian Qualifications Framework (AQF)
- able to use the Nationally Recognised Training (NRT) logo on the qualifications it issues to Learners
- able to tender for government funding to provide vocational education and training

AAAS's RTO number is 45240. You can use this number on the National Register to find out about our registration by ASQA and the qualifications we are registered to provide.

As an RTO, AAAS also adheres to standards set by respective State and Territory government's educational departments and funding agencies.

Associations

AAAS is an active member / participant of the below industry bodies or associations

- Independent Tertiary Education Council Australia (ITECA)
- Velg Training
- Canberra Business Chamber
- Companion House, ACT
- PwC Skills for Australia & Skills IQ – Skills Service Organisation

AAAS provides nationally recognised VET qualifications

The nationally recognised vocational education and training (VET) qualifications an RTO is registered to provide from what is known as its "scope of registration".

All the qualifications AAAS provides come from nationally endorsed standards known as Training Packages. AAAS provides Training and Assessment in the following courses within the Australian Qualification Framework (AQF)

Qualification Code	Qualification Name
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB40520	Certificate IV in Leadership and Management
BSB50120	Diploma of Business

BSB50420	Diploma of Leadership and Management
BSBSS00095	Statement of Attainment in Business (Cross-Sector Infection Cont
SIT40516	Certificate IV in Commercial Cookery
SIT50416	Diploma of Hospitality Management
SITSS00050	Statement of Attainment in (Food Handling)
SG00008756	Statement of Attainment in Business (Identify/Report Online Secu Awareness/Best Practice, Manage Personally Identifiable and Wo
SG00008691	Statement of Attainment in Business (Use Social Media to Engage
SG00008688	Statement of Attainment in Business (Deliver/Monitor Service, Org and Use Digital Technologies to Communicate)

Enrolment with AAAS

To enrol with AAAS courses, you need to complete the "welcome enrolment pack" and assess the eligibility for the course of interest. Further details on eligibility, you could download all the course flyers, pre-enrolment, enrolment information from our website www.aaas.edu.au/downloads or call our friendly staff on 1300 995 153 or email on info@aaas.edu.au to request these packs. Upon completion, you could email back the completed documents. Currently, AAAS caters to Fee-For-Service (FFS) learner and Australian Capital Territory (ACT) - Australian government subsidised training.

How is this course delivered?

Flexible learning:

Our Flexible delivery mode includes:

- **Self-paced learning:** You can plan and study in your own time, at your own pace within the course duration and the agreed timelines listed in the training plan. You will be provided uninterrupted access to all learning resources electronically, along with a login to access the student portal or Learning Management System (LMS) if applicable.
- **Workplace Training:** You would be provided one-to-one training with your Trainers/Assessors at your workplace as per schedule and participating in group activities or discussing real workplace challenges and strategies. This ensure that your knowledge and skills remain current with the relevant industry standards and practices. Currently in ACT, AAAS undertakes Australian Apprenticeship and Traineeship delivery through this mode

As flexible learning gives freedom to learn and upskill while you work in the industry of study, it requires a higher level of study commitment. For all AAAS qualifications, the course entry requirements are mentioned below.

- You must have a minimum of two (2) years of experience* and be employed in the industry relevant to your course of interest.

- You must have access to your current workplace for training and assessment purposes with your employer consent.
- A recommended commitment of 10-20 hrs./ week (average) study hours during the course duration.
- You must have computer device or equipment to assist and complete your learning activities as per the agreed training plan.
- You must have an ability to perform a basic computing skills of web browsing, emailing MS office and documentation.

** this condition is not applicable for Australian Apprenticeship and Traineeship Trainees/Learners.*

What is the expected course duration?

AAAS undertake extensive industry consultation with the industry bodies, experts, employers, service skills council and VET research papers to determine the unit selections on the respective qualifications.

Australian Qualification Framework (AQF) provides the guide to the volume of learning, which includes all teaching, learning and assessment activities that the learner must undertake to achieve the learning outcomes.

Certificate III	Certificate IV	Diploma	Advanced Diploma
1 – 2 years	0.5 – 2 years	1 – 2 years	1.5 – 2 years
1200 – 2400 hours	600 – 2400 hours	1200 – 2400 hours	1800 – 2400 hours

These indicators are starting point only. Based on the learner needs, delivery mode, industry consultation, unit of competency requirements, the “Amount of Training” hours are determined in AAAS training and assessment strategies.

Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of Prior Learning (RPL) is an assessment process designed to identify and assess a Learner’s previous and current formal and informal education and training, work and life experience and knowledge. The evidence the Learner provides is assessed against the competency standards and must show that they are still currently competent.

Credit transfers would apply for your previous nationally recognised trainings. Under the National Standards for RTOs, AAAS recognises the qualifications and Statements of Attainment issued by all other RTOs provided they are valid and can be verified. If you can provide evidence that you have

completed any of the units of competency that comprise the qualification you enrol in at AAAS, you may be awarded credit for those units.

If you intend applying for RPL or credit transfer, including credit transfer under national recognition, you should indicate this on your Application/Enrolment Form, and we would provide you the Application for Recognition Form and RPL guide. AAAS would support and assist you in recognising your prior learning or competencies.

Recognition based on the recognition of non-AQF Qualifications

AAAS will recognise any non-accredited (non-AQF) qualifications you have completed and grant you recognition for relevant AQF units of competency where it can be verified and validated that the content and learning outcomes of the non-accredited qualification (subject, unit, etc) you have completed are the same as, and meet the requirements of, AQF unit(s).

Our Code of Practice

As an RTO, our policy to provide equal training opportunities to all eligible Learners regardless of their gender, cultural or ethnic background, marital status, physical disability or sexual preference. We undertake to:

- provide high-quality vocational education and training that meets the requirements of the nationally recognised qualifications that we are registered to provide
- have policies and procedures that meet the requirements of Commonwealth and State legislation, including that governing vocational education and training, Work health and safety and duty of care requirements
- use qualified, experienced and committed education, training and support personnel
- provide a learning environment and the necessary resources (staff, facilities, and training, assessment and learning materials) that meet the requirements of the relevant nationally endorsed Training Packages and all legislative requirements
- provide a supportive and stimulating learning environment where Learners may pursue their educational and training goals
- provide quality customer service and a focus on continuous improvement, where we value feedback from Learners, staff and from industry representatives
- maintain a learning environment that encourages the participation in our training programs of people from disadvantaged groups and target groups identified by the Commonwealth and State governments; for example, Women, Aboriginal and Torres Strait Islander people, people from English as Second Language (ESL) backgrounds, regional learners, people with disabilities

- maintain a learning environment that caters for Learners with learning difficulties and special needs, including those who have language, literacy or numeracy learning needs
- have a non-prejudicial, plain-English complaints and appeals procedure that keeps any Learner who has a complaint or raises a concern informed, protects confidentiality and leads to improved services
- have a fair assessment process that includes recognition of a person's current skills and experience by providing recognition of prior learning (RPL) assessment
- use marketing and advertising material that is clear, accurate and professional and that does not mislead or make undue comparisons with other training organisations
- use an open, supportive enrolment process that includes fair and reasonable refund arrangements
- maintain the accuracy, integrity and privacy of our Learners' records and other documents containing personal or sensitive information

Access and equity

AAAS is committed to access and equity principles and processes in the delivery of its services and in the working environment, and we aim to ensure we offer training opportunities to all people on an equal and fair basis, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All who meet our entry requirements will be accepted for enrolment. If you have any questions about access and equity issues, please make an appointment with the Compliance manager at support@aaas.edu.au

Programs are designed and, wherever possible, facilities are set up to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Legislative requirements

As an RTO, AAAS is required to comply with various pieces of Commonwealth and State legislation relating to the provision of vocational education and training and to business enterprises. Some of this legislation governs an RTO's obligations to Learners. Our employees and trainer/assessors are kept aware of relevant legislation that affects an RTO, that affects them and that affects Learners.

During your induction we will tell you about various pieces of legislation (Acts and Regulations) that affect you. Some are explained in relevant sections of this Learner Information Handbook. In addition, throughout your course, when relevant, you will learn about legislation that is relevant to the particular industry and the qualification you are doing. Some relevant websites are provided below:

- NSW (State) legislation www.legislation.nsw.gov.au
- ACT legislation www.legislation.act.gov.au
- Queensland legislation www.legislation.qld.gov.au
- Western Australia legislation www.legislation.wa.gov.au
- Victoria legislation www.legislation.vic.gov.au
- South Australia www.legislation.sa.gov.au
- Northern Territories www.legislation.nt.gov.au
- Tasmania www.legislation.tas.gov.au
- Commonwealth (Australian National) legislation www.comlaw.gov.au

2. Rights and Responsibilities

This section of the handbook covers information you need to be aware of as a Learner. It includes information you are provided before enrolling, information that is provided in the terms and conditions of the Application or Enrolment Form, and what you are told during your induction.

Although we have provided as much information as possible, please ask staff in the below roles if you need anything explained further

1. Your Trainer/Assessor
2. Administration officer / Training Co-ordinator
3. Compliance Manager
4. Operations Manager

Your contract with AAAS

By signing the Application/Enrolment Form, paying your fees and issued with Confirmation of Enrolment (CoE) after the Cooling-Off period, you entered a formal contract with AAAS and/or Government Subsidised Training (if applicable) under which you agreed to the terms and conditions of enrolment specified and agreed to abide by the Code of Conduct (refer to Code of Conduct section in this handbook).

Enrolment and Selection

1. Opportunities of enrolling with us are open to all applicants 17 years and over. Learners under the age of 18 are required to provide parental and/or guardian consent and must have successfully completed Year 12.
2. Please notify our staff if you have any medical condition or disability or require assistance in attending a training session.
3. A deposit must accompany your enrolment to secure a placement.
4. It is your responsibility to note the date, time and location of the course as advertised and ask for clarifications prior to confirming your enrolment.
5. In unforeseen circumstances, AAAS may cancel the course. Courses may be cancelled. If this occurs, every effort will be made to contact all prospective Learners who may be impacted; so please ensure your contact phone numbers and email address given to us are correct.
6. Requests to transfer or credit your course placement because of a change in personal circumstances before a course commences will be considered and every effort will be made to ensure your placement in another course you may be eligible for.
7. If you are unable to complete your course as a result of a change in personal circumstances, we will make every effort to ensure you are placed in another scheduled course you may be eligible for.
8. After a course commences, you will only be permitted to enrol in that course if they can provide evidence that you can satisfy the requirements of topics/units that have been completed as a prerequisite to joining the course. Full course fees are still payable for late enrolments.
9. AAAS reserves the right to terminate a Learner's enrolment due to breach of any of AAAS policies and procedures.
10. AAAS reserves the right to alter the course dates, times, venue and trainer/assessor should circumstances arise warranting this. If this occurs, every effort will be made to minimise disruption to the Learner.
11. Some courses may involve participation in physical activity, field trips, practical demonstrations, etc. Learners enrolled in such courses have a duty of care for themselves and each other. To ensure your safety, AAAS Learners are covered by appropriate insurance while working within our AAAS learning environment.
12. There is a cooling-off period of fourteen (14) calendar days during which your application of enrolment can be withdrawn by all parties involved (RTO / Learner / Employer / Relevant Government Departments) with full refund of any fees paid up in advance, on the condition that you return all course materials, resources and other RTO property to AAAS in its original condition

Unique Student Identifier (USI)

From 1 January 2015 anyone undertaking Nationally Recognised Training delivered by a Registered Training Organisation will need to have a Unique Student Identifier (USI). A USI gives access to their online USI account which is made up of ten numbers and letters. A learner's results from 2015 will be available in their USI account.

How to get a USI

Creating a USI is free and easy for to create their own USI's online here: https://www.usi.gov.au/students Note: Enrolments will not be processed without a verified USI number.

Your USI transcript information is not available as soon as you complete your training. RTO's are required to report all training information to the National Centre for Vocational Educational Research (NCVER), who in turn passes the information onto the USI Office. AAAS provides data annually in February, it can take up to May of the submission year to become available in your USI account.

Code of Conduct

Today's Workplace environment requires one to use their initiative, work as a team member and be honest, loyal, tactful and courteous. All Learners are required to treat their fellow Learners and staff with respect. At AAAS we strive to maintain the following "basic principles" of interpersonal behaviour:

- focus on the situation, issue or behaviour, not on the person
- maintain the self-confidence and esteem of others
- maintain constructive relationships with staff and fellow Learners
- take the initiative to make things better
- lead by example

Learners' rights

Learners have a right to:

- learn in a safe, secure and clean environment
- be treated fairly and equitably and with respect by other Learners and staff
- learn in an environment free of discrimination, harassment, bullying or victimisation
- receive encouragement and support during the course of their training
- have their personal information and privacy protected
- have the results of their progress stored securely and maintained accurately

- be able to access their personal Learner records on request
- obtain information about assessments and the assessment process in advance of an assessment
- receive adequate comment from trainer/assessors about their performance in course and after an assessment, and about their progress in the course
- appeal any assessment decision and ask for it to be reviewed
- make a complaint by using the proper procedure and have it treated confidentially and dealt with fairly and quickly
- have the right to appeal against any decision made in relation to a complaint they make
- discuss their concerns or problems confidentially with staff
- accompany an independent third-party for any compliant, compliant appeal and resolution process
- withdraw, extension or deferral of their enrolment with valid reason and evidence

Learners' responsibilities

Learners are required to:

- be courteous and polite to, and respectful of, each other and staff
- cooperate with each other and staff
- take all steps to improve teamwork and interpersonal communication
- always adhere to all health and safety requirements (whether written or spoken)
- behave in an appropriate and acceptable way and not do anything that may cause anyone else offence or embarrassment (This includes not swearing or using offensive language; not using threatening or abusive language; and not harassing, bullying or victimising anyone.)
- not do anything that disrupts a training session or the learning of other Learners
- attempt to resolve any conflicts or misunderstandings immediately they arise
- be punctual, regular and committed, and take responsibility and ownership for their own learning and their own actions
- sign any attendance register required
- maintain satisfactory course progress
- provide accurate information about themselves and promptly inform AAAS of any change in their details
- pay relevant fees when they are due

- not smoke, consume alcohol or drugs in the college premises; not enter the college under the influence of alcohol or illegal drugs; not bring alcohol, illegal drugs or weapons to the college
- not use mobile phones during session or in any assessment situation until it's required as confirmed by your trainer/assessor or study requirements
- prepare adequately for assessment, submit assessment tasks (such as assignments) by the due date, and ask for an extension of time if exceptional circumstances require it
- not engage in plagiarism or cheating of any kind
- not steal, damage, or misuse any AAAS equipment or resources or anyone else's property

Attendance

All Learners are required to:

- ensure they arrive for training sessions and maintain sufficient study progression into your course
- participate in all learning and workplace activities to finish training and assessment at the set time
- notify the college if they are unable to attend due to illness or personal reasons

Plagiarism and integrity

Academic integrity, respect for knowledge, honesty, and ethical practices are fundamental to AAAS's business and the services we provide.

Learners found to be dishonest, guilty of plagiarism or any other unethical practice may have their enrolment suspended until a resolution is met between you and the college. For serious or continued breaches, they may have their enrolment withdrawn.

Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition that determines that the body of work has been plagiarised. Examples of plagiarism include:

- using someone else's argument, even if the exact words are not used
- using a quote without referencing it correctly
- changing another author's sentences in order to present them as your own
- copying another Learners work

All of these can be avoided with correct referencing procedures. Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Your trainer/assessor will advise you of the ways to avoid plagiarism, and you need to be aware that plagiarism will be punishable by failure in assessment and may lead to suspension or cancellation of enrolment.

Change of personal details

It is a condition of enrolment that you notify AAAS of any change in your address, phone numbers and email address. Please ensure you inform us of any changes within 7 working days. While you are enrolled, you need to check your email account regularly as we send important communications and course updates to your email.

Accessing your own Learner records

If you wish to check your own Learner records, you need to request this in writing. Likewise, if you want to provide access to your records for someone else acting on your behalf, you need to request that in writing. A form, Access to Personal Learner Records, is available for this purpose. Access will be provided as soon as possible, usually within five working days.

Australian Academy of Advanced Skills (AAAS) Responsibilities

Health

It is in the interest of all staff and Learners that each person takes responsibility for their own health. Anyone suffering from a temporary illness that is contagious (e.g. gastroenteritis, influenza or a viral infection) should not come into the premises or attend training sessions until they have recovered. Learners need to notify the office of their absence. It is your responsibility to ensure you keep up to date with your work. If you miss a day of training, you should ask your trainer/assessor what you need to do to catch up.

AAAS is aware of the recent COVID-19 crisis, to ensure that our training is conducted in a safe environment for all staff and learners, we would advise learners to follow the health guidelines provide by the below Government agencies:

- Department of Health, Australian Government
- Department of Education, Skills and Employment, Australian Government
- Health, NSW Government
- Health, ACT Government

AAAS has been monitoring the continuing threat of the coronavirus (COVID- 19) very closely, the potential impact it might have on our learners, trainees/apprentices and all our industry stakeholder

and the actions we need to take to ensure our safety. For further information, please visit our web page at www.aaas.edu.au/CoVID-19

Work Health and Safety

AAAS is committed to providing and maintaining a safe and healthy environment for the benefit of all Learners, staff and visitors. AAAS is responsible for ensuring that the work health and safety of staff and Learners is not compromised and recognises its obligations under *Commonwealth WHS Act 2011* and local State and Territories' WHS laws and regulations.

Everyone is responsible for identifying and reporting hazards. If you notice a hazard or potential hazard, or a condition or practice that seems unsafe, please report it immediately to either your trainer/assessor or to the administration officer so that a WHS Hazard Report Form can be completed.

If an injury occurs, it is important that it is reported immediately and a WHS Injury Report Form is completed. The form is available from trainer/assessors and from administration and help is available to complete the form if necessary. All reports will be promptly investigated.

Drugs and Alcohol

AAAS is a drug and alcohol-free RTO. To ensure the integrity of AAAS, the consumption and use of alcohol and/or prohibited drugs by any Learner during training is strictly forbidden. Any Learner who is affected by alcohol or illicit drugs while attending training may be in breach of the AAAS discipline policy and appropriate action will be taken.

Harassment and Discrimination

AAAS is committed to complying with the requirements of the Commonwealth *Sex Discrimination Act 1984*, the *Human Rights and Equal Opportunity Act 1986*, the *Racial Discrimination Act 1975*, the *Disability Discrimination Act 1992* and local State & Territories' laws & regulations and expects all Learners and staff to treat each other with respect. We will not tolerate any form of harassment, discrimination, bullying or victimisation.

Under Australian law, AAAS must provide a work and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and Learners feel valued, respected and are treated fairly. If informed of any harassment or discrimination, we are required by law to take immediate and appropriate action to deal with it.

Harassment should not be confused with legitimate comment, criticism or advice that is given appropriately by AAAS's management or trainer/assessors, or by Learners to each other during formal classroom discussions.

AAAS will not tolerate any form of discrimination towards any group or individual on the grounds of their:

- sex, sexual preference, marital status or pregnancy
- race, colour, nationality, ethnic or national origin
- age
- disability
- family or carer responsibilities
- Any diverse background

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect. If a Learner considers that discrimination, harassment or bullying has occurred, they should report it immediately to the Chief Executive Officer.

Examples of harassment include:

- unwelcome physical contact
- repeated unwelcome invitations
- insulting or threatening language or gestures
- continual unjustified comments about a client's work or work capacity
- jokes and comments about someone's ethnicity, colour, race, etc
- pictures, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimisation include:

- unfavourable treatment like aggression
- refusing to provide information to someone
- purposely ignoring a person
- mocking a person's customs or culture

Examples of bullying include:

- coercing someone using strength or fear
- behaviour that intimidates, degrades or humiliates a person
- aggression, both verbal and physical, violence or threatening behaviour
- constant 'put-downs'
- persistent, unreasonable criticism of a person's work performance

Learners should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer/assessor or Compliance Manager or Operations Manager

or the Chief Executive Officer(CEO) or report to support@aaas.edu.au. All complaints will be promptly investigated; actions will be taken according to the intervention strategy (refer to section on Intervention strategy and complaint resolution process).

The privacy of anyone filing a report and the individual under investigation shall always be respected consistent with the obligation to conduct a fair and thorough investigation.

All Learners are expected to work in an atmosphere based on mutual respect for the rights and differences of everyone.

Privacy

AAAS ensure the privacy and security of the learner's personal information or data (such as name, address, date of birth, personal email address, etc.). AAAS staff are professionally trained and inducted for the privacy policy. Part of our staff recruitment policy, all staff are evaluated for their background checks (such as police checks and working with children/vulnerable people check) prior to get employed within AAAS.

- AAAS recognises every Learner's right to privacy. AAAS collects information on all our Learners through enrolment forms; assessment tasks; audio, video evidence, surveys; and personal interviews.
- Any information collected is stored within our training database. We use this information in many ways; for example, to assess our Learners' competencies; to analyse our marketing activities; and for promotional purposes. We sometimes contact our Learners and former Learners to let them know about future products and services.

In those cases, where State or Commonwealth funding supports a Learner's training, we are obliged to submit their enrolment and progress details for statistical purposes. This does not include providing any Learner's name or any other personal details. When you sign your enrolment form, you must sign a consent form that allows AAAS to forward these details to the appropriate government bodies.

We do not share, rent or sell any personal information our Learners or corporate clients provide to us. The confidentiality of the information we collect is protected under the Commonwealth *Privacy ACT 1988* and local State & Territories' current privacy protection acts and regulations.

All AAAS Learners are required to follow the Privacy Act. All Learners are required to observe verbal or written discretion in their dealings with Learners, clients and other stakeholders. If we decide to use any information collected for statistical or promotional purposes, we will request the person's written consent first (i.e. editorial, photos for advertising purposes, etc.). AAAS will not disclose any information unless written permission has first been obtained.

If there has been a data breach of personal information stored by AAAS, and it falls under the notifiable breach as defined by the Office of the Australian Information Commissioner (OAIC) then the person whose data is involved and the Office of the Australian Information Commissioner will be notified and actions will be undertaken to immediately mitigate the risks.

Management of Learners' training records

- AAAS is committed to maintaining and safeguarding the accuracy, integrity and currency of our records and to ensuring their confidentiality and our Learner's privacy. This is a key requirement of the National Standards for RTOs.
- All Learner records, such as your personal details and records of training and assessment are kept in a secure area. Our electronic records are stored in our database, are protected by password access and up-to-date virus, firewall and spyware protection software, and are backed up off-site. The only people who will have access to your records, apart from you, are our authorised staff and any government officials that may access them under specific legislation (as explained below).
- As required by the National Standards, all Learner results are retained for 30 years.
- Under certain circumstances, RTOs are also required to report statistical information to the National Centre for Vocational Education Research (NCVER). This is only statistical information that meets the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements. When we report this information, it is only statistical data: your personal details are not revealed.
- As an RTO, we undergo audits by the Australian Skills Quality Authority at regular intervals. This involves a sampling of our Learner records by ASQA. Therefore, you need to be aware that ASQA and some other government authorities have a right by law to access our Learner records. This includes respective State and Territory government's educational departments and funding agencies.

Intervention Strategies

Though AAAS provides Learners with high level of support services, we believe the learner 's commitment or their code of conduct changes during the course duration. In such events, the Early intervention strategy is initiated under below circumstances,

- Learner's course progress and/or attendance commitment not satisfactory
- Learner who is dis-engaged without any notification to AAAS.
- Any Learner who acts in disregard of code of conduct.

Depending on the severity of the matter, this may result in dismissal of serious misconduct.

❖ **Step One — Verbal Notification**

If a trainer/assessor has concerns about a Learner's course progress, attendance rate or conduct (with the exception of serious misconduct), the trainer/assessor will explain to the Learner the manner in which their conduct or performance or attendance rate is not acceptable. The trainer/assessor will counsel the Learner by informing them of the area(s) in which they are not meeting the required standard of rate of attendance, performance or conduct expected, and the Learner will be given the opportunity to respond to the trainer/assessor's concerns and to improve their rate of attendance, performance or behaviour within a reasonable period of time. The trainer/assessor will make a written note of the warning in the Learner's file. Any support services identified and required would be update in Learner's support plan to ensure the re-engagement into the course.

❖ **Step Two — Written Notification**

If the Learner fails to improve their rate of attendance, course progression and/or conduct within the required period, the trainer/assessor will require the Learner to attend a meeting with the Compliance or Operations Manager and the Learner will be given a written notification. Failure to attend the meeting, the learner would be contacted by three (3) modes (phone, email, and post/mail). In event of no further acknowledgement by the learner, AAAS would initiate that learner's enrolment withdrawal as mentioned in the step 4. The Learner will be permitted to have a person of their choice accompany them to this meeting. At the meeting, the trainer/assessor will outline the nature of the problem(s) and the Learner will have the opportunity to respond.

Any written warning given to a Learner will:

- explain the problem and refer to all previous verbal notifications and the relevant dates
- refer to the corrective action(s) expected of the Learner
- explain the action that will be taken if the Learner does not remedy the problem
- state that the written notification will be filed in the Learner's personal file / file notes

The Trainer/assessor should then monitor the Learner's rate of attendance, performance or conduct to determine whether the learner is making the required improvement.

❖ **Step 3— Written Warning**

If the Learner fails to meet the appropriate standard within the time allowed, the Trainer/assessor or Compliance or Operations Manager would have a second official meeting with the Learner. The second official meeting should replicate the first meeting. However, if the Learner has not adequately explained their failure to remedy their poor rate of attendance, course progression and/or conduct, that continuing poor attendance, performance, or conduct may lead to a final written warning. Final written warning

❖ **Step 4—Withdrawal of Enrolment**

Following the issuing of the written warning, if the Learner fails to remedy the corrective measures within the allotted time, or it would be unreasonable for the Trainer/assessor to allow the Learner to continue working out the allotted time, the Trainer/assessor should then initiate a withdrawal proceedings by referring the Learner to the Compliance or Operations Manager. That will involve requesting by letter that the Learner attend an official meeting. That letter should state:

- that the Learner's rate of attendance, conduct or performance has not improved.
- the steps the Trainer/assessor has taken to remedy the problem in the past.
- the fact that the Learner is entitled to be accompanied by a person of their choice; and

During the meeting, the Compliance or Operations Manager and CEO

- will start by outlining the concerns with the Learners' attendance, course progress or conduct.
- will listen to the Learner responses as objectively as possible.
- Will ask the Learner to step outside while they consider what he or she will do.

If the Learner's response is considered to be adequate, the Compliance or Operations Manager should inform the Learner that enrolment status would remain active a Learner but will continue to be closely monitored for the remainder of the course. If the Learner's response is considered inadequate, the Compliance / Operations manager in consultation with the CEO issues the enrolment termination and if applicable would be provide with a SoA or transcript.

Dismissal for serious misconduct

The Compliance / Operations manager, in consultation with the CEO, is entitled to instantly dismiss a Learner in circumstances where that Learner has committed an act of serious misconduct. Serious misconduct can include:

- violence or verbal abuse
- breaches of the drug and alcohol policy
- breaches to code of conduct or Harassment or Discrimination or Bullying
- breaches due to work, health and safety or privacy breaches

Upon the dismissal, the Learner would be provided sufficient opportunities to put forth their reason for the breaches before making the final decision. In the event of resolution achieved, the learner's enrolment may be reinstated to continue the course of study and a catch-up session would be provided to complete their course successfully.

Course Extension, Deferrals and Withdrawal

Course extension of maximum three (3) months would be provided to the learners with valid reasons and evidence from the date of written request. Any request for extension over this period would be considered as deferral. In case of deferral, the learner must notify the college fourteen (14) calendar days prior to re-commencement date. This would assist AAAS in re-assessing your eligibility, organise the resources and notify the trainer/assessor to schedule the training sessions.

Learner who have dis-engaged from their course, AAAS would attempt to contact at least by three (3) instances through various contact modes (phone, email, and post/mail). In event of no further acknowledgement by the learner, AAAS would initiate that learner's enrolment withdrawal within the 7 days of final contact date. Their records would be made in-active and archived.

All course withdrawals, extension and deferrals must be requested by completing "enrolment variation" form. AAAS would ensure these requests are approved by the CEO and processed within seven (7) working days from the date of receiving the variation form.

Complaints and Appeal

Complaints Procedure

AAAS recognises that differences and complaints can arise from time to time. The quick settlement of these matters is in the best interest of all concerned. We have a Complaints and Appeals Procedure that Learners are required to use if they wish to make a formal complaint. It explains the steps in the process; including the opportunity to formally present their case in person and in writing and to bring a support person with them to any meeting they have with a member of AAAS staff or the Compliance manager to discuss the matter.

At all times, AAAS's aim will be to discuss any complaint made with all relevant parties and resolve the matter by attempting to find a solution that is agreeable to all concerned. Steps for Complaints Procedure.

Step 1	Learner advises they wish to make a formal complaint
Step 2	Learner completes a Complaints Form available from the AAAS website and emails the completed form to CEO@aaas.edu.au
Step 3	The complaint is received through the CEO@aaas.edu.au email address and entered into the Complaints and Appeal Register.
Step 4	The complaint is referred to the Compliance Manager. The Compliance Manager acknowledges the receipt of complaint within 7 working days from the date the complaint received in writing.

	Note: If the Compliance Manager is party to the complaint, they will not take part in any discussions or decisions made and the matter will be dealt by the CEO, who will replace the Compliance manager in the following steps.
Step 5	The Compliance manager meets with the Learner to discuss their complaint. The Learner has the right to have someone else accompany them at all meetings held to discuss their complaint.
Step 6	The Compliance manager discusses the complaint with all relevant parties to resolve the matter.
Step 7	The Compliance manager discusses the complaint with the CEO if relevant.
Step 8	The Compliance manager (with the CEO, where relevant) decides about the complaint.
Step 9	The Compliance manager communicates the decision to the Learner in in writing.
Step 10	The Compliance manager advises the Learner that they have the right to appeal the decision if they are not satisfied with the decision.
Step 11	All relevant documents (the form submitted and copies of correspondence) will be placed on the Learner's file. AAAS would try to resolve most of complaints within 30 days from the date of acknowledgement in writing.
Step 12	If necessary, the Compliance manager will complete an Opportunity for Improvement Form to identify any improvements that need to be considered by senior management at the next available Quality Management Meeting.

Please remember that AAAS is committed to delivering quality education and training. Therefore, if a Learner is experiencing any difficulties (for example, with their course work, attendance, the organisation where they are doing their work-placement, or any other matter relating to their training), Learner are encouraged to discuss their concerns with trainers/ assessors first and, if necessary, recommend that they make an appointment with the Compliance manager.

AAAS aims the complaint procedure would be handled fairly and not be subject to any form of victimisation or discrimination; their complaint is to be treated confidentially; and they are to be treated with respect and to be supported through the process.

All complaints and their outcomes, as well as any decisions AAAS makes or action, we take in response to a complaint will be recorded in writing. Also, once we decide, we will discuss it with the Learner, explain the reasons, and provide them with the decision and the reasons in writing.

Complaint Appeal Procedure

If a Learner disagrees with the decision made in response to their complaint, they have the right to appeal that decision and have the appeal heard by an independent person or panel (a qualified trainer (external) or a training consultant or a representative from ITECA (Independent Tertiary Education Council Australia) or a representative of a relevant community organisation. The result of any appeal and the reasons for that decision will then be discussed with the Learner and provided to them in writing. The following steps will be taken (in principle), noting that the appeals panel (a mediation service, the Office of Fair Trading, etc.) may have procedures it is required to follow. Steps relating to the Appeals Procedure

Step 1	Learner appeals a decision AAAS makes about their complaint by completing a Complaint Appeal form available from the AAAS website and
Step 2	The appeal is received through the CEO@aaas.edu.au email address and entered into the Complaints and Appeal Register
Step 3	The Complaint Resolution Team (CEO, Operations Manager & Independent third-party VET expert) is advised of the appeal. The Operations Manager acknowledges the receipt of complaint within 7 working days from the date the complaint received in writing.
Step 4	The Resolution Team meets to discuss the appeal and agree to hear the appeal. Note: If the Operations manager is party to the complaint, they will not take part in any discussions or decisions made and the matter will be dealt by the CEO & Independent third-party VET expert, who will replace the Operations manager in the following steps.
Step 5	The Resolution Team meets with the Learner to discuss the appeal and ascertain if the Learner agrees on the use of the independent person to hear the appeal.
Step 6	The appeal hearing is conducted
Step 7	The result of the appeal is communicated to the Learner and their accompanying independent person in writing
Step 8	All relevant documents (the form submitted and copies of correspondence) will be placed on the Learner's file. AAAS would try to resolve most of complaint appeal within 30 days from the date of acknowledgement in writing.

Step 9	If necessary, the Compliance manager / Operations Manager will complete an Opportunity for Improvement Form to identify any improvements that need to be considered by senior management at the next available Quality Management Meeting.

At the conclusion of the process, any Learner not satisfied with the outcome may obtain advice and assistance from an appropriate party independent of AAAS and lodge further complain or an appeal. Example Australian Mediation Association. http://www.ama.asn.au, Australian Disputes Centre http://disputescentre.com.au.

At the conclusion of the process, any Learner not satisfied with the outcome may obtain advice and assistance from the Australian Skills Quality Authority (www.asqa.gov.au), respective State & Territories' Fair trading, ombudsman and Anti-discrimination government agencies.

Assessment Appeal Procedure

Trainer/assessors must ensure that all assessments are conducted in accordance with National VET Regulator and Training Package requirements, and that they satisfy the principles of assessment and the rules of evidence. Assessment procedures must take account of equity issues, including any special needs of an individual Learner if AAAS has been advised of those needs, while always ensuring the integrity of the assessment process.

At the commencement of the course, trainer/assessors must advise Learners of the specific requirements of the competency standards against which they will be assessed, the assessment methods that will be used, and when the assessments will be conducted. If a Learner disputes the result of an assessment, the following procedure is to be followed. AAAS aims to deal with all appeals against assessment decisions within 14 working days.

Step 1	The trainer/assessor discusses the assessment with the Learner, provides relevant feedback about the assessment and advises them whether the result is satisfactory or not satisfactory. If the result is not satisfactory, the assessor must: • provide the Learner with specific information about the gaps in their knowledge and/or skills and what they need to do to deal with the gaps • inform the Learner that they have the right to be reassessed at a later time, and • inform the Learner that they have the right to appeal the assessment decision
Step 2	A Learner who decides to appeal the result of an assessment must do so within 7 working days of the discussion with the assessor.
Step 3	The Compliance manager will acknowledges the Learner in writing (letter or email) within 7

	working days of the appeal being received, unless circumstances prevent this.
Step 4	Compliance Manager will review the assessment tool and assessment process to ascertain if the assessment was fair, valid and reliable and evidence submitted was valid, sufficient, authentic and current.
Step 5	Compliance Manager may consult with the trainer/assessor and the Learner individually.
Step 6	The Compliance manager will decide whether the grounds for the Learner's appeal are justified or not.
Step 7	If the Compliance Manager decides there is a case for review, a suitably qualified, independent assessor will be asked to review the assessment independently.
Step 8	The result of that review will be provided to the Compliance manager, who will make the final assessment decision.
Step 9	The Compliance manager will inform the Learner of the result of the review, within 14 working days from the date of acknowledgement to the Learner, unless circumstances prevent this.
Step 10	At the conclusion of the process, any Learner not satisfied with the outcome may obtain advice and assistance from an appropriate party independent of AAAS and lodge and independent complaint or an appeal. Example Australian Mediation Association. http://www.ama.asn.au, Australian Disputes Centre http://disputescentre.com.au.
Step 11	If necessary, the Compliance manager, the assessor or the reviewing assessor will complete an Opportunity for Improvement Form to identify any improvements that need to be considered.
Step 12	All relevant documents (the form submitted and copies of correspondence) will be placed on the Learner's file.

At the conclusion of the process, any Learner not satisfied with the outcome may obtain advice and assistance from the Australian Skills Quality Authority (www.asqa.gov.au)

3. LEARNER SUPPORT SERVICES

At AAAS, we do all we can to help our Learners complete their training and assessment program. If you experience difficulties with your studies, you should talk to your trainer/assessor as soon as possible and, if necessary, make an appointment with the Compliance manager. We will ensure that all possible resources are made available to help you achieve the standard of competency required.

If we are not able to help you resolve any problems you have, we will provide you with advice about external agencies that may be able to help you.

AAAS recognises that people have a variety of learning needs and aims to identify and respond to the needs of all Learners. Learners are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial skills assessment and enrolment stage through to the completion of their training program.

We are committed to providing Learners with additional support, advice or assistance while you are enrolled. Therefore, if you have any problem relating to your training, please discuss it with your trainer/assessor and, if necessary, make an appointment with the Compliance / Operations manager.

Support and services include:

- education and career counselling
- assistance for those applying for recognition of prior learning (RPL)
- assistance for those who require additional language, literacy or numeracy training (LLN)
- referral to specialist organisations for special needs

Personal counselling services are treated in the strictest confidence and may involve advice about, or referral to, other services. Personal counselling services include:

- complaint/conflict resolution
- stress management
- access and equity issues
- welfare and support

Language, Literacy and Numeracy support

Language, Literacy, and Numeracy (LLN) support is available to provide Learners with advice and assistance, including LLN assessment. It is important that you provide relevant information on the Application/Enrolment Form so we can assist you, and because we are required to report relevant statistics to the Commonwealth Government. Some of our trainer/assessors have a background in English language teaching and are able to offer Learners individual assistance.

Learners with special needs

AAAS's policy on assessment is to give all Learners an equal opportunity to demonstrate their knowledge and skills.

Because nationally recognised qualifications are based on national competency standards (specified knowledge and skill requirements), the assessments you are required to do in order to achieve your qualification are designed to ensure the relevant standards are met. Nevertheless, where necessary and possible, we will take account of a Learner's special needs by making reasonable adjustments to

the training and/or assessment requirements. This does not mean that a Learner gains any unfair advantage over other Learners.

If you have any special needs, including a disability or learning difficulty, you must disclose it on your Application/Enrolment Form and discuss it with your trainers/assessors.

In some cases, we may ask you to provide a relevant certificate from your medical practitioner. We need to know if you have any special needs so that we can make any adjustments to your training and assessment program and because we are required to collect statistical information about our Learners and report it to the Commonwealth Government. Examples of variations to assessment tasks may include allowing additional time to complete an assignment or test, providing special equipment, substituting one form of assessment task for another, and providing support personnel (e.g. an interpreter).

At all times AAAS strives to fulfil its obligations under Equal Opportunity and Anti-Discrimination legislation, including the Commonwealth *Disability Discrimination Act 1992*.

5. TRAINING AND ASSESSMENT

AAAS's Learning Materials

Please do not buy any books or equipment until your trainer/assessor advises you to. You will receive advice about this at your induction.

During your term of enrolment, you may be issued with resources to help you with your training and studies. These resources remain the property of AAAS and are lent to Learners for a specific period.

Therefore, you are required to look after anything that we lend you and return it to the issuing staff member by the due date, or you will be required to pay for a replacement.

How will you be trained?

Your training is competency based

Within the national vocational education and training (VET) system, competency standards form the basis of nationally recognised qualifications and the benchmarks for assessment. In each Training Package, each qualification is made up of number of units of competency (i.e. competency standards). Each one explains the skills, knowledge and attitudes a learner needs to be deemed competent, as well as information about the assessment requirements.

Competency-based training is an approach to vocational education and training that places emphasis on what a person can do in the Work as a result of completing a program of training. In other words, the emphasis is on "performing" rather than just "knowing". The VET sector defines "competency" as the *possession* and *application* of both *knowledge* and *skills* to defined standards (the competency standards), expressed as outcomes, that correspond to relevant Work requirements and other vocational needs.

Therefore, at AAAS, your training will focus on what you are expected to be able to do in the work and how to do it (the skills) as well as why it needs to be done and why in a particular way (the knowledge) as opposed to just providing you with theoretical knowledge.

- Demonstration of competency includes the ability to:
- collect, analyse, organise information and problem solving
- communicate ideas and information
- plan and organise activities and tasks and working with others in teams
- use mathematical ideas and technological tools

Competency-based training recognises that people learn new information and skills at different rates, and they can acquire information and skills in different ways. Consequently, people can achieve the competencies they require by being taught and by studying in a classroom (on campus), or by working in a job, or by a combination of study and employment experiences.

The definition of competency in the Australian context of competency-based training includes four aspects of work performance. These are known as the "dimensions of competency":

- Task Skills – the ability to perform individual tasks
- Task Management Skills – the ability to manage different tasks within the job role
- Contingency Management Skills – the ability to respond appropriately and deal with irregularities and breakdowns in routine

- Environment Skills – the ability to deal effectively with the responsibilities and expectations of the work environment.

Your Trainer/assessor will provide clear instructions about what is expected from you during your training and will explain the assessments you are required to complete.

How will you be assessed?

Assessment is competency-based

Each VET qualification is made up of number of competency standards or "units of competency". Assessment against these national competency standards means that Work practices have been agreed to by the major stakeholders in an industry or industry sector.

We will ensure that we assess you in sufficient detail to determine if you have attained the required level of competency and, regardless of the methods we use, we will ensure they are *valid*, *reliable*, *fair* and *flexible*. These are the four key features of competency-based assessment.

- Valid – The assessment process will be sound, it will assess what it claims to assess, it will be based on sufficient evidence, and it will assess what is stipulated in the relevant Training Package. Validity requires that judgements to determine competency should be based on evidence gathered on a number of occasions and in a variety of contexts using different assessment methods.
- Reliable – The assessment process will result in consistent interpretation of evidence that all Learners provide as it will be based on all assessors involved agreeing on the assessment requirements and context of assessment. To achieve this, our assessment practices are regularly monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Fair – The assessment process will be equitable for all groups being assessed. The methods used will take account of a Learner's individual needs and any reasonable adjustments that need to be made to the assessment methods without disadvantaging any other Learner. To maintain fairness, you will be given the opportunity to appeal against the result of your assessment and, if necessary, be reassessed.
- Flexible – The assessment process will involve a variety of methods appropriate to the requirements of the competency standard, the context of the assessment and each Learner's needs. This means that Learners can demonstrate competency recognition of formal or informal training, as well as work and life experience or a combination of methods.

The assessment methods used

Evidence of your competence will not be limited to a narrow set of methods. For example, it will not be based only on "exercises" or "activities" that you might be required to complete as a part of your course. In the VET sector, evidence must be collected and evaluated from a variety of sources. The assessment strategies and tasks ("assessment tools") used will depend on the requirements of the particular qualification and units you are doing. Those commonly used in the VET sector to enable a person to demonstrate their competence include:

- practical demonstrations (which may be combined with oral questioning)
- oral questioning (where the trainer/assessor asks you questions and you answer them)
- discussion activities (group discussions in class)
- oral presentations (where you do a presentation in class)
- written tests (including short answer questions, multiple-choice questions)
- written assignments, essays and reports
- projects, both individual and team projects
- small and large group tasks
- case studies (where you are given written information, analyse it and provide written responses to questions)
- role plays (where you and other members of the class each take a particular role and act out a situation set up by your trainer/assessor)
- simulations (where you do something under simulated Work conditions)
- observations in the Work (where your Work supervisor and/or trainer/assessor watch you performing tasks in the Work)
- reports from Work supervisors

Generally, the assessment requirements for each unit (or group of units) will involve completion of a number of different assessment tasks over a period of time.

The assessment procedures

At the start of your course, you will be given information about the course structure, the training and assessment requirements and the assessment tasks and evidence required to demonstrate competence. For each unit of competency (or group of units), you will be provided with information about the particular assessment processes involved, the number of assessments required, and any particular weighting given to each assessment.

There are three types of assessments that occur at different stages for each unit or group of units:

1. Self-assessments – to identify the competencies you already have. This is a general self-assessment, it occurs during the first training session
2. Progressive / Formative assessments – during the course of your training so that your trainer/ undertake formative assessments and identify any areas of learning/training that need to be focussed on.
3. Summative assessments – these bring together what you have learned to ensure you are competent against all the requirements of the particular unit(s).

Before each assessment process,

- you will be told the date and time of the assessment in advance by your trainer/assessor
- you will be provided with information about the assessment – the purpose, the method that will be used, alternative assessment methods (if you required them to accommodate your special needs or circumstances), and the criteria that are being used to judge your performance or results
- Each assessment will include written instructions about what you have to do and, if it is an assessment task with a due date (such as an assignment or project), the deadline for submitting it to your assessor.
- After each assessment, you will be given the results and your assessor (generally your trainer/assessor) will provide you with comments about the assessment, and whether you have completed it satisfactorily

Your competencies – your knowledge and skills – will be assessed against national competency standards agreed by the relevant industry, as defined in the units of competency that make up the particular qualification you are doing. This means that the evidence you provide and the competencies you demonstrate must meet a set standard of performance. Assessment of competency is not about passing or failing someone. In the VET system, a Learner is judged by an assessor to be either “competent” or “not (yet) competent”. All evidence submitted must be valid, sufficient, authentic and current to make assessment judgements.

The role of your assessor role is to work with you to ensure there is enough evidence to demonstrate you meet the required standard and your competence can be established. After you complete an assessment task, you assessor will review the evidence and decide whether your performance has been Satisfactory (S) or Not Yet Satisfactory (NYS). After you have completed all the assessments required by a unit of competency, the assessor will record whether you are "Competent" (C) or "Not Yet Competent" (NYC).

If your evidence fails to demonstrate the required level of competency for any unit, your assessor will provide you with advice about extra training and learning and can design a suitable training plan for you.

Learners completing a VET course should play an active role in the assessment process. This means that, generally, you should know when you are ready for the final assessment of your competence.

Learners would be re-assessed in below conditions;

- Unable to complete a particular assessment task satisfactorily;
- Unable to demonstrate competency at the scheduled time;
- Plagiarism is identified in their training program as per the conditions listed in Plagiarism policy and procedure.

In general, REACH provide each learners an opportunity for three (3) attempts before making the learner Not Yet Competent for a unit. However, you need to be aware that, after you have been reassessed, if you still require further training and a further assessment, an additional fee may be charged.

The following conditions apply to assessments:

1. If you do not believe you are ready to be assessed (e.g. you think you need more training or time to learn), you need to discuss this with your trainer/assessor before the assessment date, and preferably send them an email or written note about it.
2. If your assessment result is deemed not yet competent, your trainer/assessor will arrange a time for you to be reassessed. Generally, this will be after you have completed additional learning/training.
3. If you are absent on the day of a class assessment, you must notify AAAS of your inability to attend before the scheduled assessment time.
4. If you know in advance that you cannot complete an assessment task by the due date, you must inform the trainer/assessor who set you that task.

5. If you miss an assessment or an assessment deadline, you must apply to have that assessment rescheduled with your trainer/assessor.

Issuing Certificate

All learners who has completed all course requirements, AAAS would acknowledge in writing to confirm that all course documents are received and certificate issue process has commenced. Upon, which the issue relevant AQF certificate or statement of attainment within 28 calendar days from the date of written acknowledgement. The course completion requirements include the achievement of;

- Competency of units or Credit Transfer or RPL from the nationally endorsed training packages and unit of competencies. This includes all workplace requirements and documentation; AND
- USI verified through USI office register; AND
- All outstanding or course fees payment completed; AND/OR
- Other government subsidised training requirements for certificate issue.

Certificate register is used to log all the issued certificate along with the details of the contact verification or postage. Learner must ensure their postal address and email address is current at all times.

Client Feedback and Continuous Improvement

AAAS is committed to providing a quality training and learning environment. We appreciate any suggestions you make to improve our training, assessment or Learner support services on an Opportunity For Improvement Form (OFI).

As an RTO, AAAS is required to report statistical data such as enrolment numbers, and learner's and employer's feedback of the quality of the training, assessment and support services we provide. AAAS conducts mid-way evaluation and completion evaluation forms for learners and employers for reporting to our national regulator, ASQA annually as Quality Indicators (Q.I).

If you want to provide additional feedback or suggest an improvement, please complete an OFI Form. All OFI forms are recorded in the register for actioning through Continuous Improvement process.

AAAS management has monthly Quality Assurance Operations Meetings (QAOM) to discuss the detail of the feedback analysis report from our student management system/software, OFI, complaint or appeal or any feedback provided by the trainer/assessor or other stakeholders. The items are actioned and reviewed in the next QAOM to close the action items accordingly.

Third-party arrangement

AAAS doesn't have or engages in any third party arrangement for marketing or training and assessment purposes.

6. Course Fees, Payments and Refund Policy

In accordance with applicable Commonwealth & State legislation, Australian Academy of Advanced Skills (AAAS) is entitled to charge fees for items or services provided to Learners undertaking a course of study. These charges are generally for items such as course materials or textbooks, Learner support services and training and assessment services.

The Fees and Refund policy does not apply for Government subsidised trainings, traineeship / apprenticeship programs. The traineeship / apprenticeship programs attracts admin fees as mentioned in the respective fee-administration policy or contract. Please refer to www.aaas.edu.au for respective government subsidised training fees and charges.

Fees payable

1. An invoice would be provided at the time of induction. A minimum fee deposit of $ 120 are payable during the Cooling-Off period. The deposit must be paid prior to issue of your Confirmation of Enrolment (CoE). Conditional CoE may be provided for learners who
2. Fees may be paid in instalments through AAAS flexible payment plan or other modes of payments after the initial deposit (not more than $1,000) is paid to AAAS. Payment schedule may vary on case by case basis.
3. Fees may vary for different training programs. For a full list of current fees and charges please refer to Schedule of fees section on course flyers and AAAS course page of our website www.aaas.edu.au.
4. An administration fee may be charged if the Learner withdraws from a course after the cooling-off period.
5. An additional fee may be applicable if you require re-assessment after three (3) attempts and after exhausting all agreed avenues of assessment support provided by AAAS. This fee will be ascertained by our Compliance Manager on an individual basis.
6. Following the course commencement, the instalments (not more than $1000 per instalment) are paid applicable to the completion of the units on Learner's enrolled qualification.
7. For Learners who don't engage with their studies as per their training plan or delay their course completion AAAS is committed to undertake all possible efforts to re-engage and provide appropriate support services at no cost to the learner. In event of re-engagement and the

learner defaults, AAAS will notify the Learner and discuss on any additional fees and charges or cost incurred for catch up session or assessment services.

8. No fees would be charged for course extensions (a maximum of 3 months) and deferral arrangements. Any fees held by AAAS at the time of extension or deferrals would be transferred during the time of re-commencement.
9. Learners may be referred to any third-party or specialist (licensed councillors, legal aid, mediators, etc.) as part of AAAS additional support services. In doing so, AAAS would notify and confirm the learners about all relevant third party services, fees and charges prior to any paid referral arrangements.
10. Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.
11. Once issued, it is your responsibility to safely store your Qualification testamur and Statements of Attainment. If you require a re-issue of your Qualification testamur or Statement of Attainment, no administration fees would be charged.
12. For RPL assessment, there is a non-refundable administration fee of $100 paid in advance for initial assessment. Following the initial assessment outcome, the learners will be notified the actual fee payable amount on case-by-case.
13. For Credit Transfer, there are no administration fees for this arrangements.

Refunds

1) Refunds may be made in the following circumstances:
   - The Learner has overpaid the administration charge
   - The Learner has enrolled in training that has been cancelled by AAAS
   - The Learner advises AAAS prior to cooling-off period that they are withdrawing from the course. Admin charges may be applicable.
   - The Learners are forced to withdraw from the course or program due to the illness or extreme hardship as determined by the CEO
2) Learners, who cancel their enrolment or leave during the course tenure, must notify AAAS in writing at the earliest opportunity for a possible refund request.
3) All “Requests for refunds” should be completed and signed using “Refund request form” available at campus reception or AAAS website www.aaas.edu.au
4) Once notified in writing, a refund may be issued for the component of the training services not delivered. We are entitled to retain fees for any component of all services that was delivered during the course
5) Requests for refunds will be acknowledged through email within 48 hours and AAAS will

endeavour to process and transact within 14 working days of the acknowledged date

6) Where a Learner has purchased a text or training workbooks and subsequently cancels his or her enrolment, AAAS will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition.

We wish you a great learning experience with Australian Academy of Advanced Skills!!

Contact us

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