



2021

HANDBOOK

Contents

Introduction	3
Unique Student Identifier (USI)	4
The VET Quality Framework (VQF)	5
Austrain Academy Code of Practice.....	6
Student Code of Conduct.....	7
Access and Equity	7
Client Selection (Pre-Requisites).....	8
Smart & Skilled.....	8
Fee for Service / Commercial Programs	10
Enrolment & Student Information.....	11
Fee Administration Policy	12
Induction	19
Student Support, Welfare and Guidance.....	19
Drug and Alcohol Policy	19
Discipline.....	22
Plagiarism.....	22
Language, Literacy and Numeracy (LLN) Assistance.....	22
Stakeholder Feedback and Survey Policy	23
Consumer Protection Policy – (Complaints and Appeals)	23
Continuous Improvement Policy	23
Harassment and Discrimination Policy	25
Work Health and Safety Policy.....	27
Privacy.....	28
AUSTRAIN image & testimonial use permission	29
Privacy Notice	30
Student Records Policy & Procedure	32
External Reporting	34
Marketing Policy	34
Qualifications Issuance Policy & Procedure.....	36
Qualifications Policy.....	36
Qualifications Procedure	36
Anti Fraud Measures.....	38
Replacement Qualifications and Statement of Attainments.....	38
Recognition of other Qualifications.....	39
Flexible Delivery and Assessment Procedures.....	39
RPL Policy and Procedure	40
Training Package Transition and Teach out Policy.....	42
Transition Policy.....	42
Transition Procedures.....	42
Austrain Academy Summary Mapping Review Report.....	43
Volume of Learning.....	44
Assessment Standards	44
Assessment Criteria	45
Assessment Methods.....	45
Assessment Validation and Quality Control	46
Applying an Electronic Signature Policy.....	48
Legislative Requirements.....	49
Apprenticeships and Traineeships.....	50
Working with Children	50
Acknowledgement Declaration	50

Introduction

Welcome to Austrain Academy. We are a leader in the supply of Hospitality and Retail Qualifications at Certificate levels II, III & IV and also Work Health & Safety Certificate IV.

We are a Registered Training Organisation (RTO) accredited nationally by the Australian Skills Quality Authority (ASQA). These details may be found on training.gov.au under provider # 91269

We are approved to conduct training throughout Australia.

Our RTO currently delivers the following Qualifications and their associated Units of Competence and Skill Sets:

SIT20316 Certificate II in Hospitality
SIT30616 Certificate III in Hospitality
SIT30816 Certificate III in Commercial Cookery
SIT40416 Certificate IV in Hospitality
SIT50416 Diploma of Hospitality Management
BSB41419 Certificate IV in Work Health and Safety

These full and part qualifications may be offered as a Fee For Service arrangement or as part of the NSW Government Smart and Skilled funding arrangements. Information on eligibility and other aspects of this program are available at smartandskilled.nsw.gov.au

Other methods of funding training programs are available from time to time and will be advertised accordingly. The type of funding / payment applicable to your course will be clearly outlined on the enrolment form.

We offer a wide variety of non-accredited courses and consultancy services.

These include:

Food Safety Management
Work Health and Safety

Our trainers and assessors are highly qualified and have extensive experience. They participate in ongoing professional development and industry consultation to ensure the accuracy and currency of the training. We are here to support you throughout your training program and we hope you have an enjoyable learning experience.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This applies whether you are doing a full qualification or a single Unit of Competence.

If you have a USI, you must provide it to Austrain Academy for verification with the Student Identifiers Registrar. Austrain Academy cannot issue a Statement of Attainment or Testamur and Record of Results without a verified USI.

We will use the number you provide as well as the name and date of birth and number from one of the forms of identification in Section 14. This identification information must be the same as when the USI was created. You may access your USI account and provide permission for Austrain Academy to view your training records/transcript to assist with an application for Recognition of Prior learning (RPL). You may also give Austrain Academy permission to view and update your account details. See www.usi.gov.au/students for more information.

If you do not already have a Unique Student Identifier (USI) and you want Austrain Academy to apply for a USI on your behalf, you must authorise Austrain Academy to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf> You must also provide some additional information as noted in the Identification Section 14 so that we can apply for a USI on your behalf.

When we apply for a USI on your behalf the Registrar will verify your identity through the Document Verification Service (DVS) managed by the Attorney- General's Department. This service is built into the USI online application process and verifies documents such as a Medicare card, birth certificate, driver's licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa. If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the [Student Identifiers Act 2014 \(SI Act\)](#), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the [Privacy Act 1988 Cth \(Privacy Act\)](#). The collection, use and disclosure of your USI are protected by the SI Act.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](http://www.usi.gov.au/Pages/privacy-policy.aspx) www.usi.gov.au/Pages/privacy-policy.aspx or by contacting the Registrar on 13 38 73. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Austrain Academy collects, uses, discloses and stores your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Austrain Academy's Privacy Policy and Student Record Policy which can be found in our Handbook and at www.austrainacademy.com.au

The VET Quality Framework (VQF).

You are about to become a student in a process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the VET Quality Framework. This is comprised of the following elements:

- Standards for Registered Training Organisations (RTO's) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

This is assessed nationally by ASQA.

The service standards you can expect are set out in the **Standards for Registered Training Organisations (RTO's) 2015**.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the VQF and will be re-audited during its subsequent five year registration period.

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

These are described in more detail in the **National Vocational Education and Training Regulator Act 2011** and confirm the right of ASQA to audit Austrain Academy, apply penalties for non-compliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO.

Our training is consistent with the Australian Qualifications Framework and the requirements of the relevant training packages and Vocational Training orders (where applicable). It is in accordance with the applicable Commonwealth or state legislative, regulatory and licensing requirements where applicable.

Austrain Academy Code of Practice

Training and assessment services	Austrain Academy management and personnel are committed to providing Training and assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	Austrain Academy will promptly provide a testamur / statement of attainment and a record of results for qualifications / units of competence achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of results and statements of attainment.
Financial Management	Austrain Academy applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.
Records and Information Management	Austrain Academy is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests for information from present and past students. All personnel / contractors employed by Austrain Academy will be required to apply themselves to the provisions of the Privacy (Amendment) Act 2012.
Access and Equity	Austrain Academy Management and personnel / contractors provide assistance to all clients to identify and achieve their desired outcomes. Austrain Academy is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	Austrain Academy management and personnel / contractors are committed to supporting RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Stakeholder feedback	Austrain Academy is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling students at Austrain Academy. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	Austrain Academy Management and personnel / contractors conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.
Marketing Accuracy	Austrain Academy Management and personnel / contractors are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of Austrain Academy shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the monthly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at a satisfactory resolution of each complaint and grievance.

Student Code of Conduct

You must:

- Treat all personnel, students and the general public with respect, fairness and courtesy
- Be punctual
- Submit your assessments by the due date
- Wear appropriate clothing and footwear i.e. thongs are not recommended
- Use protective equipment where required and follow all WH&S instructions

You must not:

- Plagiarise, collude or cheat in any assessment event or examination
- Swear
- Smoke in any designated non-smoking areas
- Harass fellow students, personnel or the general public, or engage in behaviour which may offend, embarrass, threaten or harm other students, personnel or the general public
- Use cameras or recording devices (including phones), without the consent of the person being photographed or recorded
- Damage, steal, modify or misuse Austrain Academy property
- Be under the influence of alcohol or illegal drugs.

Further information on your rights and responsibilities will be found within the policies contained in this handbook.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

This includes women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

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

All students will have all the reasonable opportunity to enrol and undertake learning opportunities and outcomes in an environment free from discrimination and harassment.

All students who meet our entry requirements will be accepted into any of our training programs. Where our training programs have a limited number of available places, these will be filled in order of completed bookings.

More information on Australia's anti-discrimination laws can be found at:

www.humanrights.gov.au and www.austlii.edu.au

Any issues or questions raised regarding access and equity can be directed to Austrain Academy's Chief Executive Officer (CEO) and or Office Manager.

Client Selection (Pre-Requisites)

There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation and the Training and Assessment Strategy.

If you have any questions please do not hesitate to discuss the course with your trainer, our Office Manager, or the CEO.

Smart & Skilled

This training is subsidised by the NSW Government. Eligibility criteria apply:

- 15 years old or over
- no longer at school or equivalent (excluding home schooled students)
- living or working in NSW
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

Go to the **Course Finder** and click the 'Estimate your fee' button. You can then check your eligibility and get an estimate of the fee for your course.

Austrain Academy has been approved to deliver the following qualifications in the below regions as either an Entitlement Full Qualification or a Trainee / Apprenticeship program:

Capital Region

- SIT30816 Certificate III in Commercial Cookery*
- SIT30616 Certificate III in Hospitality*
- SIT40416 Certificate IV in Hospitality*

Illawarra

- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate IV in Hospitality
- SIT30816 Certificate III in Commercial Cookery
- BSB41419 Certificate IV in Work Health and Safety
- SIT50416 Diploma of Hospitality Management

Southern Highlands and Shoalhaven

- SIT30816 Certificate III in Commercial Cookery*
- SIT30616 Certificate III in Hospitality*
- SIT40416 Certificate IV in Hospitality
- BSB41419 Certificate IV in Work Health and Safety
- SIT50416 Diploma of Hospitality Management

Sydney

- SIT30816 Certificate III in Commercial Cookery*
- SIT30616 Certificate III in Hospitality*
- SIT40416 Certificate IV in Hospitality
- BSB41419 Certificate IV in Work Health and Safety
- SIT50416 Diploma of Hospitality Management

**These qualifications only available as an Apprenticeship or Traineeship in these regions*

Financial caps apply to funding under this program and as such, places may be limited. Further details on this program and eligibility criteria are available by contacting Austrain Academy, www.smartandskilled.nsw.gov.au or P 1300 772 104. Additional Student Information is also available in the **Student Handbook**, on the Austrain Academy website or the Austrain Academy **Enrolment Form**.

Prevocational & Part Qualification Training

The NSW Government is fully subsidising approved Part Qualification training. This means the training is FEE FREE. Austrain Academy conducts these hospitality training programs in partnership with local employers and Jobactive providers. This training will give you a taste of the hospitality industry and prepare you for employment and/or further study in hospitality. Please [contact our Administration Team](#) to find out the details for the current program or see our home page.

For all Smart & Skilled students, Austrain Academy must adhere to the Notification of Enrolment Process as follows:

- a) (Consent) Austrain Academy (the Provider) must first obtain the consent of the Prospective Student to the Department's use of the Prospective Student's information by:
 - i) the Prospective Student signing or electronically accepting (including by ticking a check box) a consent form that includes the wording set out in Schedule 1 of the Smart and Skilled Operating Guidelines; or
 - ii) the Prospective Student verbally providing their consent provided that a consent statement is recited to the Prospective Student or is made available for the Prospective Student to read.
Note – if consent is not received, the Notification of Enrolment process cannot proceed.
- b) (subcontractor) if the Provider has approval from the Department for any part of the Approved Qualification to be delivered by a subcontractor, the provide must notify the Prospective Student (and any relevant employer) of the subcontracting arrangement
- c) (Provider Calculator) the Provider must use the Provider Calculator to validate eligibility, input details of any Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any Loadings (if applicable). The Provider must provide the Prospective Student with details of the Fee chargeable.
- d) (Notification of Enrolment Report – provider Copy) the Provider should generate and maintain a hard copy or electronic copy of the Notification of Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.
- e) (prospective student declaration) the Provider must confirm that the Prospective Student has signed or electronically accepted a declaration confirming:
 - i) All information provided by the Prospective Student to the Provider, in connection with the Notification of Enrolment Process is true, accurate and not misleading in any way
 - ii) The Prospective Student is aware of any subcontracting arrangements (if applicable); and
 - iii) The Prospective Student had been provided with the details of the Fee chargeable and the Student Information.

This process will be carried out as part of Austrain Academy's Enrolment process. Successful completion of this process will result in the issue of a Commitment ID.

The Notification of Enrolment Process must be completed before the Provider delivers any training to the Student.

Student Information:

- Fee Information is available on the Smart and Skilled [website](#) and in Austrain Academy's Fee Administration Policy and in your enrolment information
- Additionally, the Smart and Skilled fee Administration Policy available on the TSNSW website or [click here](#)
- Information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) is available in the RPL Policy and Procedure in this document and on our website. Where an eligible student is granted CT or RPL for one or more units of competency, the qualification price will be adjusted and a new student fee determined.
- Consumer Protection Information is contained in this Handbook and a dedicated Consumer Protection Officer is available – Austrain Academy CEO

- If you wish to defer or discontinue your training:
 - Complete Austrain Academy **Withdrawal / Refund Form** including reasons. If this reason relates to the performance of Austrain Academy, then the procedure outlined in the Consumer Protection & Fee Administration Policies will be followed
 - Deferral for a maximum of 12 months from the date of receipt of the above form will be permitted
 - Discontinuing students will be issued with a Statement of Attainment and associated Record of Results for Completed Units of Competency and an updated Training Plan within 21 days of the receipt of the form
 - In the case of discontinuing apprentices & trainees, Austrain Academy will notify the local State Training Services Regional Office within 14 days of receipt of the Withdrawal / Refund Form
- Support and assistance during your training may be accessed by contacting your trainer or personnel at Austrain Academy. Requests for support and assistance outside the capability of Austrain Academy will be referred to an appropriate agency or you will be assisted to transfer to an RTO that can assist.

Fee for Service / Commercial Programs

Austrain Academy will advertise and enrol students into Fee for Service programs as they are available. Fees and eligibility for these programs will be disclosed to potential students through our website, partner websites, marketing flyers etc.

Policies and procedures as disclosed in this Handbook will apply unless otherwise stated.

Where apprentice / trainee qualifications are part of fee for service arrangements made between Austrain Academy and a student / organisation, student fees will be covered through these arrangements. Qualifications achieved under these arrangements will be subject to many of the requirements of NSW State Training Services. The outcome achieved will be the same as those students studying under Smart & Skilled.

Enrolment & Student Information

Austrain Academy management and personnel are committed to determining client needs through initial contact and interview, and providing services to meet those needs. Austrain Academy personnel provide timely and accurate advice to all potential and enrolling students. Austrain Academy personnel will at all times respond in a timely manner to all reasonable requests for information about Austrain Academy's Training and assessment services.

Where there are any changes to agreed services, Austrain Academy will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

While we take training program bookings and payment over the telephone, all students will not be considered "Enrolled" until they have been provided access to the student Handbook and completed an enrolment form /process.

Students proposing to enrol in a full or part qualification will be provided with a Training Plan, Enrolment Form/Process and this Handbook. These will contain as a minimum:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i. estimated duration
 - ii. expected locations at which it will be provided
 - iii. expected modes of delivery
 - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
 - v. any work placement arrangements.
- c. Austrain Academy's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation.
- d. the learner's rights, including:
 - i. details of the RTO's complaints and appeals process, and
 - ii. if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- e. the learner's obligations:
 - i. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - ii. any materials and equipment that the learner must provide, and
- f. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services

All applicable fees and conditions will be disclosed prior to enrolment.

Austrain Academy will ensure the student has been provided access to the student Handbook by the enrolment process, our website or by hard copy or email.

Fee Administration Policy

Austrain Academy offers programs / services on a government subsidised or commercial basis.

The policy applies to:

- AQC Qualifications and Statements of Attainment
- Recognition of Prior Learning (RPL)
- Customised training developed for individuals, enterprises and client groups
- Commercial non-accredited courses
- Consultation Services
- Compliance Systems

There are two fee structures:

1. Government funded/subsidised training under Smart & Skilled – see also

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administration_policy_20_21.pdf

Austrain Academy conducts government subsidised training & assessment for the following types of Qualifications or Part Qualifications: Entitlement Full Qualifications; Entitlement Apprenticeships and Traineeships Qualifications; Targeted Priorities Full Qualifications and Targeted Priorities Prevocational and Part Qualifications. Eligibility criteria apply to these programs and these may be found at

www.smartandskilled.nsw.gov.au

Austrain Academy must charge the relevant fee set by the NSW government. These fees are based on the qualification and the characteristics of the student. The fee is set for the whole qualification and is not an annual fee. The fee should be determined at enrolment. The student will pay the fee for the qualification that applies in the year when they commence training and will not be affected by any subsequent changes to Smart and Skilled fees. These fees can be accessed at the above website and will be confirmed in writing to the prospective student prior to the completion of the enrolment process. We will provide you an Eligibility Enquiry Report detailing the student fees payable. If you wish to proceed with your enrolment, Austrain Academy will provide a Notification of Enrolment.

These fees may be adjusted by any Recognition of Prior Learning (RPL) or Credit Transfer (CT) granted and will reduce the total Student Fee. This is determined by using the Smart and Skilled Provider Calculator. You MUST provide any copies of Transcripts for UOC's you have previously attained - any delay may result in incorrect fees charged. You may also visit the [USI Registry](#) to download a transcript of previous training you may have completed. You will be informed and your fees adjusted if any RPL or CT is reported after the Notification of Enrolment process.

Fees will be invoiced to either the Student or Employer (some Modern Awards include provision for Employer payment of fees on behalf of their apprentice or trainee and where this is the case the employer will pay the Student Fee – see www.fairwork.gov.au) as indicated on Austrain Academy's enrolment form. If not indicated, fees will be invoiced to the student. Employers will be invoiced on the same basis as students, with provision for payment by instalments if required by the employer. (All references in this policy to charging a Student Fee encompasses charging anyone else who may pay the fee on behalf of the student. This includes, but is not limited to: the student; the student's employer; parent / guardian.)

Fees will be invoiced at 50% of the total qualification student fee upon completion of the enrolment process. (These fees will not exceed \$1,000.00 prior to qualification/course commencement).

The balance of the student fee will be triggered by commencement of 50% of the units of competence for the qualification / course. (These fees will not exceed \$1,500.00 in advance).

(Commencement of the course / qualification is defined by Austrain Academy as the student receiving or being given access to learning / training materials for at least one Unit of Competence (UOC). The student must sign to acknowledge receipt of these materials.)

You may make an arrangement with Austrain Academy to pay off these fees. The minimum arrangement is \$25.00/week. You MUST contact Austrain Academy office to make this arrangement, prior to your invoice due date. (14 days from invoice issued date). You will be contacted by Austrain Academy Administration within 7 days of failure

to meet the payment terms. Failure to meet the terms of the payment arrangement will result in the full invoice amount falling due. This may also result in training not commencing or suspension of training. All outstanding fees MUST be paid by completion of your course/qualification. Failure to complete payment will result in non-issuance of your statement of attainment / record of results/testamur and your debt may be referred to an independent Debt Recovery Agency.

Withdrawal without Penalty

Austrain Academy will refund/credit any fees paid, without incurring an administration fee, if you wish to withdraw from the course/qualification within 10 working days from the date of your signing the Austrain Academy enrolment form.

You must provide your withdrawal notice including your reasons for withdrawal in writing to Austrain Academy, utilising the [Withdrawal / Refund Application Form](#) if you wish to withdraw at any time during the course.

Discontinuing / Transferring Out / In

Withdrawal after 10 working days will incur the following fees, based upon commencement of UOC's in your qualification/course.

Total student fee divided by number of UOC's in the qualification times by the number of UOC's commenced.

Example:

Certificate III in Hospitality – SIT30616

Total Student Fee First Qualification: \$1450.00

Total UOC in Qualification/course: 15

Commenced UOC's: 1

$1450 \div 15 \times 1 = \97.00 fee (rounded up to nearest \$1.00)/unit commenced.

In this example if you had commenced 4 UOC's the fee would be \$388.00.

If you have paid more than this amount a refund will be issued via your original payment method, and an invoice detailing all fees applied and any refunds due will be provided.

All discontinuing / transferring students will be provided –

- A statement of attainment within 30 days of the notice of discontinuance
- An up-to-date Training Plan
- A statement of fees issued by Austrain Academy including any refunds for fees paid for UOC's not completed.
- For apprentices or trainees – notification / cancellation form to the local Training Services NSW office within 14 days of notification of discontinuation of the training

Note - The above process is also applicable if a student withdraws from training not of their own accord eg. Austrain Academy ceases to operate as a training provider, is no longer approved to deliver Smart and Skilled training or changes to delivery mode post enrolment. Students in these situations will be supported to complete their training in a replacement course with a subsequent provider. If the student in this situation elects to transfer to another provider, the student fee charged in total by the two Smart and Skilled providers cannot exceed the Student Fee quoted by the initial provider.

Students transferring to Austrain Academy in this situation must supply the documentation listed above from their former training provider to Austrain Academy. If this documentation cannot be sourced (due to eg. Provider closure); Austrain Academy will contact the Department to determine the fee to be charged to the student.

Deferring Students

Enrolled students may defer their training for a maximum period of 12 months. Students must notify Austrain Academy in writing of their request to defer. There will be no requirement to pay student fees during the deferral period. A new invoice will be issued with the balance of student fees owing once the deferral period is completed. Enrolled students who do not recommence within a 12 month period will be subject to the withdrawal process outlined above.

Training Package Transition

Where a student is enrolled in a qualification that is superseded and is required to / chooses to transition to the new qualification, the student fee will remain the same.

Fee Categories:

Standard Student - First Qualification

This fee applies to students who do not hold a post school qualification from any tertiary sector in Australia or overseas. Qualifications not deemed to be post-school qualifications are qualifications achieved:

- while at school as part of secondary education, or
- prior to turning 17 or aged 15 - 17 at commencement of training

The following qualifications have been determined not to be post-school qualifications:

- Certificate I Qualifications
- Smart and Skilled Entitlement Foundation Skills Qualifications
- Any other foundation skills qualification (up to and including Certificate III) eg. English LLN & Employability Skills qualifications
- Certificate IV NSW Tertiary Preparation Certificate

Standard Student - Subsequent Qualification

This fee applies to students who already hold a post-school qualification from any tertiary sector in Australia or overseas. This fee is the higher of the two Standard Student Fees. Where a student completes a Smart and Skilled Qualification and enrolls in another (except an apprenticeship or traineeship), the student will be charged this fee for the subsequent qualification.

Apprenticeship and Traineeship Fees

The fee for a qualification delivered under an apprenticeship or traineeship pathway is lower than the fee for a qualification not delivered under these pathways.

Apprenticeship qualification fees are capped at \$2,000 and Traineeship qualification fees are capped at \$1,000.

Fee Free Apprenticeships & Traineeships

NSW apprentices & trainees who are funded under Smart & Skilled and who commence training for the first time on or after 1 July 2018 (for apprentices) and 1 January 2020 (for trainees) are eligible for a Fee Free Apprenticeship or Traineeship. This includes:

1. Apprentices who commence subsidised training for the first time on or after 1 July 2018 and Trainees who commence subsidised training for the first time on or after 1 January 2020
2. Apprentices & Trainees whose apprenticeship/traineeship is cancelled and subsequently recommence an apprenticeship in the same vocation with a different employer, and recommence subsidised training on or after the above dates
3. Apprentices & Trainees whose apprenticeship/traineeship is cancelled, and subsequently commence a new apprenticeship in a new vocation with a same/different employer, and commence in subsidised training on or after the above dates
4. An Apprentice or Trainee who has completed an apprenticeship/traineeship and is undertaking a subsequent apprenticeship/traineeship and is commencing the subsidised training on or after the above dates

For 2 and 3 above, and in some scenarios 4; must be awarded Credit Transfer (CT) and / or Recognition of Prior Learning (RPL) (where relevant), and this is reflected in the Notification of Enrolment through the Provider Calculator. Where this occurs, only the proportion of training that is undertaken after 1 July 2018 for the new apprenticeship qualification and 1 January 2020 for the new traineeship qualification is fee free.

Specific apprentice exclusions from eligibility for fee free training, are where a NSW apprentice or trainees who commenced training prior to 1 July 2018 (apprenticeship) and 1 January 2020 (traineeship) recommences their subsidised training:

- a) with the same provider, and is employed by the same employer in the same vocation, or
- b) changes provider and remains party to a training contract with the same employer and in the same vocation
- c) commenced training under a school based apprenticeship/traineeship prior to the above dates and then transitions to a full apprenticeship on or after those dates.

The apprentice / trainee must be granted CT / RPL and be subject to reduced fees due to CT / RPL.

Concession Fees

Concession Fees are discounted fees and are a flat fee of up to \$240.00 (depending on the qualification chosen) for all Certificate levels up to and including Certificate IV. A Fee Concession is available and may be applied for using the appropriate **form** if the student is a recipient of eligible Commonwealth benefits or allowances, or a dependent child, spouse or partner of a person receiving the eligible benefit.

Where a student is eligible for a concession and has been awarded CT and/or RPL, if the relevant adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the student will pay the lower fee. (See the Concession Form for the list of eligible benefits and required documentary proof, or contact Austrain Academy.)

Note - there are no concessions for students enrolling in Diploma and Advanced Diploma level qualifications.

Fee Free Training & Fee Exemptions / Waivers

Students who qualify for fee free training are:

- Australian Aboriginal and Torres Strait Islander people
- Students with a disability(ies) (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension)
- School Based Apprentices and Trainees are exempt from fees
- Recipients of Fee-Free Scholarships – for training up to and including Certificate IV
- Refugees and Asylum seekers (and eligible partners) – for training up to and including Certificate IV
- Most students studying apprenticeship or traineeship qualifications under the EAT program
- Students studying a qualification under the Entitlement Foundation Skills Program
- Students eligible for the Skilling for Recovery Initiative

A Fee Exemption/Waiver may be applied for using the appropriate **form**. (See the form for the list of eligible benefits and required documentary proof, or contact Austrain Academy.)

Note - Australian Aboriginal and Torres Strait Islander students; students who meet the disability fee eligibility requirements and students who meet the refugee or asylum seeker eligibility and exemption criteria, will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.

Under the Skilling for Recovery Initiative, students who meet the eligibility criteria will also be eligible for fee-free training. Please see the **Exemption Concession Form** for eligibility criteria and required documentation.

Part Qualification Fees

Students undertaking a part qualification will not be charged a fee as these programs are fully subsidised by the NSW Government. Completing a part qualification under the Targeted Priorities Prevocational and Part Qualifications Program does not affect the fee eligibility of a student subsequently undertaking a full qualification under Smart and Skilled EFQ or TPFQ Programs. If they are required to pay a student fee, then the student must pay either the Standard Student – First Qualification Fee or the Concession Fee.

Where a student, as a result of undertaking two or more part qualifications under the Targeted Priorities Prevocational and Part Qualifications Program is awarded a full qualification, and subsequently undertakes a full qualification under the Entitlement or Targeted Priorities Full Qualifications program, and they are required to pay a student fee, the student must pay either the Standard Student – Subsequent Qualification Fee or the concession fee if a fee exemption is not applicable. **The student must indicate at enrolment that they have previously achieved a full qualification.**

2. Commercial or fee-for-service training/assessment, consultation and Compliance systems

There are no fee exemptions or concessions for these programs or courses.

A. Short Course (RSA, RCG etc.)

These programs may include training and assessment of single units of competence to fulfil an industry need or licensing outcome.

- Commercial fees will be advised and collected prior to enrolment.
- All short course (RSA, RCG etc.), consultation and or system fees to be paid in advance.
- Booking/s will be confirmed (by email/SMS) once payment received.
- Austrain Academy reserves the right to cancel a course if there are insufficient participants enrolled.
- Non-attendance without notice will result in the full course fee being charged.
- A substitute may be nominated to attend the course/program without penalty prior to the commencement of the course/program
- No refund/s will be given after the training has commenced

Transfers

- 7 days' notice must be given for any transfers without penalty.
- For transfers less than 7 days a re-booking fee of 25% of the set fee applies per person.
- Transfers made within 48 hours are subject to a re-booking fee of 50% of the set fee per person.

Cancellations

- Cancellations made seven days or more prior to a course will be given a full refund.
- Cancellations made within 7 days of a course shall incur an administration fee of 25% of the course fee.
- Cancellations made within 48 hours of a course shall incur an administration fee of 50% of the course fee.

B. Full Qualification Fees – existing worker, trainee, Fee for Service, Trade Recognition etc.

Fees for full qualifications will be advised prior to enrolment, and initial invoicing will not exceed \$1,000.00 prior to commencement of training/assessment.

Balance for full qualification fees will be invoiced as you progress through UOC's.

A schedule of fees will be provided prior to your enrolment and included with your training plan.

Austrain Academy reserves the right to cancel a course if there are insufficient participants enrolled.

You may transfer courses, but will be subject to the difference between the course fees (if any).

Full qualifications will be refunded on the following basis -

You must provide your withdrawal notice including your reasons for withdrawal in writing to Austrain Academy, utilising the **Withdrawal / Refund Application Form** if you wish to withdraw at any time during the course. You will incur the following fees, based upon commencement of UOC's in your qualification/course:

- Total fee divided by number of UOC's in the qualification times by the number of UOC's commenced.

For Example:

Certificate IV Work Health and Safety – BSB41415

Total Qualification Fee: \$1700.00

Total UOC in Qualification/course: 10

Commenced UOC's: 1

$1700 \div 10 \times 1 = \170.00 fee (rounded up to nearest \$1.00)/unit commenced.

****NOTE:** if no UOC's have been commenced you will be charged an administration fee of \$50.00

In this example if you had commenced 4 UOC's the fee would be \$680.00.

C. Consultation/Compliance Systems

All compliance consultation and system fees will be detailed in the training proposal provided. Invoicing will occur upon receipt of your "Proposal Acceptance".

No refund/s will be given for consultation/compliance systems, after the consultation has commenced, or the system has commenced development.

Austrain Academy accepts only the following forms of payment:

- Credit Card - American Express, Mastercard & Visa Card
- Paypal – payment proof if requested
- Internet Banking and Direct Deposits must be received 3 working days prior to a course
- Cheques – Only to approved clients
- Money Orders - Only to approved clients
- Cash (Austrain Academy office)
- 14 day Accounts and Purchase Orders are only available on request to approved clients

Refund Policy

Austrain Academy has in place a fair and equitable refund policy

Austrain Academy will refund on the following basis:

- Any overpaid monies
- Has cancelled the booking or course

All requests for refunds must be submitted using the Austrain Academy **Withdrawal / Refund Application Form**. Participants in exceptional circumstances can make application for special consideration to Austrain Academy's Chief Executive Officer and or Compliance Administrator.

For all programs

- Before enrolling, please contact Austrain Academy on 1300 20 40 20 or info@austrainacademy.com.au to find out your eligibility for the different types of programs and to confirm the documentation required to support your application.
- All payments will be recorded in the MYOB accounting system and receipts issued.
- Only when your enrolment is complete and the applicable fees have been paid (or payment plan agreed), will you be entitled to attend classes/engage in training, participate in assessments and receive statements of attainment, testamurs and academic transcripts.
- Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.
- Requests for Refunds, withdrawals, concessions & exemptions must be submitted to Austrain Academy using the applicable form and accompanied by required evidence.
- Requests will be responded to in writing by Austrain Academy CEO within 7 days of receiving the request with the reason for granting or denying the request. All requests and their outcomes will be recorded in Austrain Academy's Student Management System.

Other Fees & Incidental Expenses - for all programs - See

<https://www.austrainacademy.com.au/info/pricing>

Additional fees may be payable for:

- Reissuance of course materials
- Course extensions
- Reissuance of qualifications/statements of attainment
- Statutory government charges for certificates / competency cards
- Tools, equipment and clothing required for training/assessment
- Licence Fees
- UOC's repeat attempts for completion – more than 3 attempts will incur a UOC fee calculated as follows:
Total fee divided by number of UOC's in the qualification = UOC reattempt fee
- Express Post
- Other – will be disclosed prior to enrolment

Incidental expenses may include:

- Field trips and food, transport and accommodation costs associated with field trips that form part of the training

For Commercial Cookery Students only:

- Chefs tool kit & uniform (including an Austrain Academy Apron \$25) must be supplied / purchased by the apprentice/student

Induction

Once all students have completed the enrolment session they will complete an induction program which will cover:

- Introduction to Austrain Academy training personnel
- Location of amenities, exits, safety marshalling points, contacts details etc.
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment
- Qualifications to be issued

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the student.

Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programmes. We will make all reasonable effort to make adjustments to support the needs of those we identify as requiring extra support.

There are many reasons students may need extra support. Some of these reasons may include: People with disability; long term unemployed people; people from culturally and linguistically diverse backgrounds and people experiencing poverty. We will discuss with these students how we will plan, deliver and assess training to take into account their needs.

If you are experiencing difficulties with your studies for any reason; we recommend that you contact your trainer or another member of Austrain Academy's staff.

Disclosure of a particular status (for example, diagnosis of a specific disability or condition) is not a requirement to access support. However, the more information we have, the easier it is to determine appropriate supports for you.

Please click on the following link [Disability Support Good Practice Guide](#) for information on the types of support / adjustment that may be available for students with disability or learning support needs.

[A Disability Supplement](#) is available which will assist with answering the Disability question in our enrolment forms. Both of these documents may be found on our website under the Information heading.

Some students may be eligible for Fee Free or Concession Fee training.

Please see our [Application Form](#) for more information and eligibility information.

If we do not have the resources to offer a student with additional needs the support they require, we will:

- Assist the student to find a more appropriate course; or
- assist the student to locate another Registered Training Organisation (RTO) who has the necessary resources

In all cases, we will comply with the Disability Standards for Education found at:

www.education.gov.au/disability-standards-education

Examples of supports that may be available:

E.G - Reasonable adjustments

Given the diversity of the student population, a wide range of different reasonable adjustments have been used for different students. These adjustments may include (subject to availability):

- use of a computer rather than writing by hand
- use of a scribe
- allowance of food and beverages
- extended exam time
- location moved to a quiet room to decrease anxiety
- extended assessment due dates
- changed assessment formats (for example, oral instead of written presentation)
- submission of assessment tasks via email rather than at the institution
- screen reader
- audio recorder
- adjustable seating
- specialist software
- regular monitoring, encouragement and empowerment
- additional tutoring or training classes
- individual / small group tutoring or training in the development of study skills
- online course materials, enabling more flexible access

Students may also choose to use some of the following strategies to manage their studies:

- using non-specialist equipment (for example, bags with wheels for carrying books)
- using mobile devices to organise their schedules, develop study skills, or record, watch and listen to lessons
- searching online for information and resources/tools to assist with their studies
- listening to audio books, where available, instead of using printed books
- adjusting study loads, such as studying part-time or taking study breaks
- developing and using stress management strategies

Please let us know if there is anything else that would assist you with the successful completion of your studies.

Please bear in mind the following is applicable to adjustments:

A reasonable adjustment is:

- an individualised modification made to the learning environment, training delivery or assessment method
- used to enable a student with a disability or an ongoing health condition to access and participate in education and training on an equal footing with other students.

It should not:

- advantage students with disabilities above other students
- alter course standards or outcomes
- guarantee success
- weaken the integrity of the qualification

Please do not hesitate to **contact us** if you would like more information or assistance.

Austrain Academy's staff will assist you to the full extent of our capacity.

If your needs exceed Austrain Academy's support capacity, we will refer you onto an appropriate external agency or an RTO with the appropriate resources to support you.

Below are some examples of external organisations that may be available to provide support. This list is not exhaustive – we can help you find others:

In an emergency:

Police / Fire / Ambulance

Phone: 000

Lifeline:

Web: www.lifeline.org.au

Phone: 131 114

Interpreting Services:

Translating & Interpreting Service (TIS)

Web: <https://www.tisnational.gov.au>

Phone: 13 14 50

Literacy and Numeracy Support:

National:

Reading Writing Hotline

Web: <https://www.readingwritinghotline.edu.au>

Phone: 1300 6555 06

Email: info@acal.edu.au

Drug and Alcohol Policy

Austrain Academy has a duty of care to ensure the health and safety of all employees / contractors / student, customers and visitors. The effects of drugs and alcohol can have a significant impact on the incidence of accidents and injuries in the workplace. In addition, dependence on the consumption of drugs and alcohol can have significant short term as well as long term effects. We ask employees / contractors to note the following points:

- no employee / contractor / student is to consume alcohol or partake of any illegal or recreational drugs of any kind whilst on duty or undergoing training & / or assessment (including their breaks)
- where prescribed medication is to be taken it should be done so as directed
- employees / contractors / students must inform Austrain Academy and abide by any warnings that come with their medication (i.e. some medication may cause drowsiness or not be recommended to operate machinery, etc.)
- the above two points also apply for any over-the-counter medication
- if you appear to show signs of having taken drugs or alcohol, your training / assessment session may be discontinued temporarily or permanently or you may be required to submit a medical test

Failure to adhere to the above points may result in Austrain Academy initiating disciplinary procedures against you.

The CEO and Office Manager or Trainer / Assessor of Austrain Academy are advised to detect early or potential signs of drug and alcohol consumption. If you feel you may have a problem related to drugs or alcohol, Austrain Academy encourages you to speak to your Trainer / Assessor, the CEO and / or the Office Manager who will assist you in obtaining further professional advice on a confidential basis.

Discipline

Austrain Academy attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

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

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

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

We expect that our personnel will maintain a professional and ethical working relationship with all other personnel, management and students. Any breach of our disciplinary standards will be discussed with the trainer and Austrain Academy's CEO and / or Office Manager and the appropriate action will be taken.

Plagiarism

Plagiarism is the act of copying and using another person's expressions or ideas without acknowledging them. You will be required to sign a declaration confirming that all assessments submitted are your own work.

Language, Literacy and Numeracy (LLN) Assistance

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

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone experiencing difficulties with language, literacy or numeracy.

In the event that a student's needs exceed our skill we will initially:

- 1) Provide reasonable adjustment to our Training and assessment Strategies to accommodate the student.
- 2) Refer the student to an external support provider or bridging course.
- 3) Provide access to an Interpreter (Ph. 13 14 50) that may provide mentoring assistance.

Literacy and Numeracy Support:

National Australian Council of Adult Literacy

Phone: 03 9469 2950

Email: info@acal.edu.au

The cost of the external provider will be at the expense of the student.

Stakeholder Feedback and Survey Policy

Austrain Academy is committed to securing and reviewing advice and feedback from all its stakeholders. Austrain systematically evaluates this feedback and uses the outcomes of the evaluations to continually improve our training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data, validation outcomes, client trainer and assessor feedback and complaints and appeals.

Quality Indicator data gathered from students and employers using the required learner engagement and employer satisfaction questionnaire is reported annually to ASQA.

Consumer Protection Policy – (Complaints and Appeals)

We will deal with any student complaints or appeals in an effective and timely manner. The complaints / appeals process will be instigated by the staff member responsible for taking the complaint / appeal. All known details of the complaint / appeal shall be recorded on the Complaints / Appeal Form by the complainant or staff member taking the complaint. The form will be forwarded to the CEO who is the Consumer Protection Officer who will attempt to resolve the complaint or appeal in consultation with management and the complainant / appellant.

All complaints & appeals shall be reported at the next Management Meeting and recorded in the complaints or appeals register detailing the actions taken / required to arrive at a satisfactory resolution of each complaint and appeal.

The CEO and / or Office Manager are responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant feedback, appeal or complaint form. These forms are also available on the Austrain Academy website: <https://www.austrainacademy.com.au/info/download-forms>

- Each appeal and complaint and its outcomes will be recorded in writing via the appropriate form.
- We will act upon any substantiated complaint or appeal and these may result in a Continuous Improvement activity within Austrain Academy.
- If an appeal for re-assessment is lodged, we will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned. An alternative assessor may be appointed to reassess the unit of competence.
- We will ensure complaints and appeals are finalised as soon as practicable and will inform complainants/appellants in writing the reasons when a complaint or appeal will take longer than 60 days to finalise, and will update the complainant/appellant of progress.
- The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal that will state the reasons for the decision.

If the issue is not resolved through this process, each appeal and complaint can be heard by an independent adjudicator, person or panel. The suitable independent person or panel will need to be agreed upon by both the student and Austrain Academy and could include another external Trainer Assessor. Alternatively, it could include independent commercial mediators such as **Leadr** and **InterMEDIATE**. Government managed organisations such as **Community Justice Centres** may also be utilised. A full list of accredited mediators may be found at <http://www.msb.org.au>

Costs for the independent person or panel, will be borne by Austrain Academy.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If, after following Austrain Academy's internal procedures, you still believe Austrain Academy is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the **online complaint form**. Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's (Austrain Academy's) formal complaints procedure, and
- the RTO's response

Further details are available at <http://www.asqa.gov.au/complaints/making-a-complaint.html> or by contacting ASQA on **1300 701 801** or email enquiries@asqa.gov.au.

Students enrolled under Smart and Skilled NSW government funded training, must first make their complaint to Austrain Academy following the procedure outlined. If the issue is not resolved, STS will assist with complaints. See <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or phone 1300 772 104.

If STS is unable to resolve the dispute, an independent adjudicator may be appointed as outlined above.

Please do not hesitate to **contact us** if you have any questions or need assistance.

Austrain Academy
 P 1300204020
 E info@austrainacademy.com.au

Continuous Improvement Policy

Austrain Academy recognises the need for ongoing continuous improvement.

We recognise that opportunities for continuous improvement will occur in every facet of our business and that they can occur through any means. This includes quality indicator data, stakeholder feedback, complaints and appeals, validation sessions and suggestions for improvements.

We recognise the value of these opportunities and have developed a continuous improvement record and register within our Management System. The record and register allow us to record all improvement activities and review these at our monthly management meetings.

Minor improvements generally fall into the category of spelling mistakes, typos or other items that can be added to a list and corrected for the next version. Most documents are reviewed annually, thus the longest a spelling mistake can be in existence is 12 months.

A significant change will precipitate an immediate document change, a new version number and contact to all affected parties resulting in a new document being issued. There is an 'error report' form located within all materials and available on our SMS (JobReady) to be utilised for updates to documentation, materials etc. We will use our continuous improvement process as the corrective action tool for any changes required within our documentation or procedures.

Some of the changes required will occur as a result of a structured review of our tools and processes, such as our moderation meetings, client complaints or appeals, our risk assessment review meetings held with our monthly meetings, self-assessment or even external audit or as a result of feedback from our stake holders. Some of our continuous improvement activities will be as a result of "ad hoc" or "inspirational ideas". Progress with continuous improvement activities is monitored at the monthly meetings. Here the continuous improvements are discussed and implementation results confirmed.

The continuous improvement system is aware that there can be unexpected results of implementing change and thus continuous improvement activities are monitored to check for any "knock on" effects.

In the event of a “knock on” effect, we will re-evaluate the improvement and determine if another solution is possible without the knock on effect, or if not the desired choice, we will implement further continuous improvement activities to deal with the “knock on” effects.

Stakeholder Feedback forms are held by the Chief Executive Officer and are available on our website. Continuous improvement items can be raised by any staff member. In the event that a student has raised a continuous improvement item, the staff member receiving the item shall complete the form and act as the student’s proxy at all relevant meetings.

Harassment and Discrimination Policy

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

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

Personnel and students should be aware of the following definitions:

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

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

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

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

'Personnel' - refers to all employees / contractors of Austrain Academy.

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

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

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

Specific principles

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

If you feel that you are being harassed, you may like to let the other party know that their behaviour is not acceptable and that you need it to stop. You may also choose to discuss the situation and seek advice from your trainer or the Austrain Academy CEO or Office Manager. You may also lodge a formal complaint.

Work Health and Safety Policy

Austrain Academy is committed to ensuring the health, safety and welfare of all workers, contractors and visitors. In fulfilling this obligation Austrain Academy will consider work health and safety in all activities conducted at the workplace.

To achieve this, Austrain Academy will:

- Develop and implement work health and safety programs to ensure that all risks to health and safety at the workplace are identified, assessed and eliminated or controlled.
- Consult with workers and implement agreed WHS consultative arrangements to improve the management of work health and safety.
- Communicate with government and community bodies on work health and safety issues.
- Provide safe systems of work to reduce accidents and incidents and the risk of injury to personnel.
- Comply with relevant work health and safety legislative requirements.
- Provide adequate information, instruction, training and supervision to ensure that all workers and contractors can undertake their duties safely.
- Ensure that all visitors to the workplace are informed and instructed on site safety requirements and provided with adequate supervision and necessary protective equipment.

All directors and workers will ensure that the objectives of this policy are implemented and integrated into day to day work practices.

All workers have a responsibility to take care of the health and safety of themselves and others and to comply with Austrain Academy work health and safety policy and supporting procedures.

Date: 1st January 2021

Review date: 31st December 2022

Approved: Office Manager
Austrain Academy

All personnel will ensure that the objectives of this policy are implemented and integrated into day to day work practices.

Your orientation session will provide further details about emergency situations and First Aid.

All employees and students have a responsibility to take care for the health and safety of themselves and others and to comply with Austrain Academy work health and safety policy and supporting procedures.

You should report any safety issues or concerns to your trainer as soon as possible.

Privacy

Austrain Academy takes the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act (1988) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. For the latest version of these acts please visit <http://www.comlaw.gov.au/>

We will adhere to the [Australian Privacy Principles](#) as effective from 12th March 2014.

Individuals may contact Austrain Academy by phone or email anonymously or pseudonymously for general information on our training & assessment services. However, personal information is required for enrolment into our programs to carry out the functions and services of our organisation, and to satisfy eligibility and reporting requirements.

If you do not wish to complete some forms or sections of required documentation, please advise an Austrain Academy representative and they will inform you if that information is required for enrolment into a specific program.

Austrain Academy generally requires personal information such as contact details, employment details, educational qualifications and sensitive information such as citizenship status through the completion by potential students of our [Enrolment Form](#).

This information is collected directly from the individual and will be assumed to be correct information to form the student record. It will take precedence over any information collected from third parties and will be used to inform any third parties of errors in personal information (with the consent of the individual).

Failure to provide this information or other documents required by Austrain Academy may result in an individual's exclusion from the program or a limiting of services that Austrain Academy is able to provide.

Personal data is stored as hard copy and electronic data. Further information on the collection and storage of student records is available in the [Student Records Policy and Procedure](#) available in our Handbook.

In some cases as required by law and as required by the VET Quality Framework, we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the student.

Access to individual student training records will be limited to the student themselves or those required by the Vet Quality Framework such as:

- trainers / assessors and administration staff to access and update the records of the students whom they are working with,
- management personnel as required to ensure the smooth and efficient operation of the business,
- officers from the Department of Education and Communities, the Australian Skills Quality Authority or their representatives for activities required under the Standards for Registered Training Organisations.
- Results and attendance details will be provided to the employers of apprentices and trainees.

Or those required by law such as:

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

Or

- students authorising release of specific information to third parties in writing via the [Student Record Access Form](#) or [Enrolment Form](#).

Individuals have a right to access their personal information and to request its correction. This may be done via the Student Record Access Form (these requests will be actioned within five working days), or the Student Portal that students are given access to upon enrolment.

Internal procedures and systems include periodic data integrity checks for accuracy and ongoing opportunities to update and correct personal information.

Individuals have the right to complain if they feel the Australian Privacy Principles have been breached by Austrain Academy. Our Complaints Appeals Policy and Procedures are available in our [Handbook](#).

All Austrain Academy systems and data are located in Australia and will not be disclosed to overseas recipients.

Austrain Academy may direct market to students with their consent. For example, an email to advertise upcoming refreshers for training previously undertaken by the individual. An easy option to 'opt out' of these communications will be provided; usually by return email.

Austrain Academy will not provide personal details to a third party for the purposes of marketing.

A copy of this policy is available free of charge from the [Austrain Academy website](#), in our [Student Handbook](#) and through the student and employer portals in our Student Management System. You may also contact the Austrain Academy CEO:

P: 1300 20 40 20

E: info@austrainacademy.com.au

A: PO Box 5177

Wollongong NSW 2520

AUSTRAIN image & testimonial use permission	
Name	
Phone No.	
Date	
I hereby declare that I have provided permission for the usage of my image and or testimonial in the Marketing and Advertising materials of AUSTRAIN.	
Signature _____	Date _____

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Personal information is required for enrolment into our programs to carry out the functions and services of our organisation, and to satisfy eligibility and reporting requirements. If you do not wish to complete some forms or sections of required documentation, please advise an Austrain Academy representative and they will inform you if that information is required for enrolment into a specific program.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Austrain Academy using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

For students enrolling in subsidised training under Smart and Skilled:

The Department may disclose your personal information to other Australian Government agencies, including those located in States and Territories outside NSW.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone, email or post during or after I have ceased subsidised training with Austrain Academy, for the purposes of evaluating and assessing my subsidised training.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Austrain Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

A copy of Austrain Academy's [Privacy Policy](#) is available free of charge from the Austrain Academy website, in our Student Handbook and through the student and employer portals in our Student Management System. You may also contact the Austrain Academy CEO:

P: 1300 20 40 20

E: info@austrainacademy.com.au

A: PO Box 5177 Wollongong NSW 2520

Student Records Policy & Procedure

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

Individual student hard copy records will be stored in a locked secure office area. Our electronic records are stored in “JobReady” Student Management System (which is held on an external Server and Managed by JobReady). The Student Management System is protected by password access allocated to authorised personnel. We further protect our records by maintaining up to date virus, firewall and spyware protection software. Further data security information is available from the CEO.

We conduct an overnight download to an external device of our computer systems; this is the responsibility of our CEO and or Office Manager.

We will securely retain an electronic copy of all completed assessment items relating to each unit or module for at least three years from the date the decision on competence for the individual unit or module was made. This is in alignment with NSW Smart & Skilled contract requirements.

We will upload to the SMS all records associated with students including:

- enrolment and identification documents;
- eligibility evidence
- evidence of fee status;
- Notification of Enrolment Process (where applicable)
- training plan (if applicable);
- training participation evidence such as attendance sheets;
- all RPL / CT evidence and forms;
- completed assessments;
- competency record for every completed unit;
- completion / cancellation / withdrawal / transfer documents & forms;
- copy of credential issued;
- evidence of learning support provided to students

Hard copy records are shredded after uploading and placed in a locked container for collection by a secure service.

Our Student Management System has automated functions and tasks such as file notes and checklists to ensure records are accurate and current.

Our software systems will retain student results for a period of not less than 30 years. In the event that we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and details as specified by ASQA at the time of ceasing RTO operations.

Austrain Academy will provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

All other records including training records, taxation records, business and commercial records will be retained for a period of six years.

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

Upon confirmation of your enrolment, you will be provided with a user name and password to our Student Management System via the student online portal. The URL to access this portal is:

<https://austrain.jobreadyrto.com.au/user/signin>

This will allow you to check your progress, view your timetable, communicate with your trainer and Austrain Academy administration and view important documents, and view and update personal information.

All learners who hold a verified USI, and whose results have been reported into the USI system (from 1st January 2015), will be able to access their records through the USI system.

For those students without internet / computer access – please **contact** your trainer or Austrain Academy administration who will assist you to obtain the required information.

Please note – you will be required to verify your identity with a series of questions i.e. date of birth, address, employer, name of trainer. You may be requested to complete the Student Record Access Form if we cannot verify your identity.

We are able to reissue the following:

- certificates and / or statements of attainment,
- copies of personal information,
- assessment results.

These records will require the completion of the Student Record Access Form.

(Please note – there may be administration charges. Please contact our office for charges.)

Access to individual student training records will be limited to the student themselves or those required by the Vet Quality Framework such as:

- trainers / assessors and administration staff to access and update the records of the students whom they are working with,
- management personnel as required to ensure the smooth and efficient operation of the business,
- officers from the Department of Education and Communities, the NSW Department of Industry, the Australian Skills Quality Authority or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

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

Or

- students authorising release of specific information to third parties in writing via the **Student Record Access Form** or **Enrolment Form**.

In some circumstances, we may be unable to provide access to these records. In that case, we will advise you in writing within five working days of the reasons for refusal and the steps that may be taken by the individual to complain or re-frame the request to mean that access will not be refused.

External Reporting

Austrain Academy management provides accurate and current data to its Registering Authority in a timely and systematic manner and consistent with the **Data Provision Requirements**. Personnel employed by Austrain Academy will undertake feedback gathering exercises in accordance with Austrain Academy management procedures and in accordance with Quality Indicator Reporting guidelines. Total VET activity Data is collected by our SMS and reported according to submission requirements.

Austrain Academy will cooperate with ASQA in responding to requests for information, undergoing audits and managing records.

We will notify ASQA within 90 days of changes to the following:

- executive officer or high managerial agent
- financial administration status e.g. liquidators being appointed
- legal name or type of legal entity
- ownership, directorship or control
- anything that may affect the fit and proper person status of an influential representative of the RTO
- any fundamental funding/revenue source (e.g. government funding contract allocation)
- the RTO's business strategy driven by a change to government policy
- delivery to apprentices or trainees employed under a training contract, or
- any other significant event.

Marketing Policy

Austrain Academy management and staff / contractors are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information prior to enrolment.

In authorising marketing and advertising, the CEO shall ensure that:

- **written permission** has been obtained from any person and organisation featured in Austrain Academy's marketing or advertising materials in name or image.
- all clients are provided with clear and accurate information relating to Course Fees for all courses on Austrain Academy's scope of registration prior to enrolment. The Course Fee Information is included on the enrolment form and the FFS Training Plan/Eligibility Enquiry Report (for Smart & Skilled Students only) shall contain the following:
 - the total amount of all fees including course fees, administration fees, materials fees and any other charges
 - payment terms, including the timing and amount of fees to be paid and any non-refundable deposit / administration fee
 - the nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course
 - the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
 - the organisation's refund policy.

- all advertising contains accurate information regarding current course fees and course refund procedures are available in this handbook and on our website.
- all promotional and marketing materials contain a confirmation that Austrain Academy will recognise the AQF qualifications and statements of attainment issued by any other RTO.
- all materials developed for marketing and advertising purposes receive authorisation from the CEO prior to release. The authorisation shall be applied through the footer of the document. This shall also apply to our website, and social media marketing.
- the marketing and advertising of Austrain Academy accurately represents its training and assessment services and the AQF qualifications on its scope of registration.
- the title and code of any AQF qualification, skill set or Unit of Competence is used in any information / marketing materials published.
- all information / marketing shall include Austrain Academy's ASQA RTO approval code
- will only advertise a licenced or regulated outcome if approved by the applicable industry regulator. For example, RSA competency cards issued in NSW
- training and assessment that leads to AQF qualifications and statements of attainment are marketed and advertised separately from any other training and assessment service offered by Austrain Academy.
- the Smart and Skilled contract acknowledgement – “This training is subsidised by the NSW Government”, NRT logo and AQF logo is employed in Austrain Academy promotional and advertising materials in accordance with its current conditions of use.
- Austrain Academy will maintain a current and accurate website. It will include a direct link to the Smart and Skilled website and include the following Smart and Skilled information:
 - The details of all Approved Qualifications
 - Details of the Notification of Enrolment Process and the enrolment process including the information and evidence that the student must provide
 - The process for obtaining a Unique Student Identifier
 - The Fee Administration Policy
 - Information regarding RPL, CT, deferring or discontinuing Subsidised Training
 - Consumer Protection Information (Complaints & Appeals Policy)
 - How to access support and assistance during the training
- All marketing, promotional, communication and information materials used by Austrain Academy related to Smart and Skilled, will display Austrain Academy's legal name, code and the statement “This training is subsidised by the NSW Government.”
- a copy of all materials will be retained

Austrain Academy marketing will not guarantee that:

- a learner will successfully complete a training product on its scope of registration,
- a learner will obtain a particular employment outcome where this is outside the control of the RTO
- a training product can be completed in a manner which does not meet the requirements of the **AQF Volume of Learning**

Qualifications Issuance Policy & Procedure

**A qualification certificate is a Testamur and a unit of competence certificate is a Statement of Attainment.
AQF certification (testamurs and statements of attainment) cannot be issued without a verified USI.
All certification will be issued within 30 days of course completion.**

Qualifications Policy

AUSTRAIN management shall ensure qualifications issued by AUSTRAIN are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses.

Qualifications Procedure

- The CEO shall ensure that a register of all AQF qualifications that AUSTRAIN is authorised to issue is maintained.
- The CEO shall ensure that a register of all AQF qualifications that AUSTRAIN has issued is maintained.
- Austrain Academy has in place enrolment procedures to ensure the Unique Student Identifier (USI) is verified well in advance of certificate issuance (as certificates may not be issued without a verified USI).
- Within 30 calendar days of the learner's final assessment being completed or their exiting their course, (providing all fees have been paid)
- The Office Manager shall formalise the competency decision by issuing a statement of attainment or testamur & record of results.
- Only the CEO & Administrators / Office Manger shall have the authority to sign AQF qualifications and statements of attainment.
- Prior to generation of certificates, a completion checklist must be completed in our Student Management System (SMS). This includes all completed assessment items being sighted by the RTO Manager prior to signing and issuance of certificate/s.
- Before signing AQF qualifications and statements of attainment the CEO shall ensure that these are formatted in accordance with the:
 - Australian Qualifications Framework Second Edition January 2013 especially the **AQF Qualifications Issuance Policy** and **NRT logo specifications**.
- The CEO shall ensure that all AQF qualifications and statements of attainment contain the following features:
AQF Qualifications (Testamur)
 - name, code and logo of the issuing body;
 - name of person receiving the qualification;
 - awarded AQF qualification by its code and full title;
 - date issued;
 - authorised signatory;

- the AQF logo or the words, *'The qualification is recognised within the Australian Qualifications Framework'*
- the Nationally Recognised Training (NRT) logo
- the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, e.g. within User Choice contracts); and
- the issuing organisation's seal/ watermark or corporate identifier
- A record of results will be issued together with the qualification.

AQF Statements of Attainment

- name and code of the issuing RTO
 - name of the person who achieved the competencies or modules
 - date issued
 - a list of competencies (or modules where no competencies exist) showing their full title and the national code for each unit of competency
 - authorised signatory
 - the Nationally Recognised Training (NRT) logo
 - the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, e.g. within User Choice contracts)
 - the words *'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'*
 - the words *'These competencies form part of [code and title of qualification(s)/course(s) (this is optional, where applicable)'*
 - the issuing organisation's seal/ watermark or corporate identifier
 - Statements of Attainment issued to recognise achievement of a skill set identified in a particular Training Package contains the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.
- Any delivery of training and assessment in another language other than English shall be noted on AUSTRAIN's qualifications and statements of attainment.
 - AUSTRAIN Management permits the replacement of certification documentation. All re-issuance of certification documentation will be based on the verification and authentication of any replacement certification documentation prior to issue.
(Refer to AUSTRAIN's current fees schedule for replacement cost)

Anti-Fraud Measures

- Austrain Academy has mechanisms in place to reduce fraudulent reproduction of certification. All Testamurs and Statements of Attainment are issued with the Austrain Academy Watermark on paper that includes the following security features:
 - Austrain Academy Watermark logo behind the text of the students name
 - A micro printed Line
 - A copy preventative background
 - Thermochromic security icon

The absence of any of the above could indicate a fraudulent document.

▪ Short Course /Skill Set / UOC

Please be aware that Statements of Attainment ARE NOT issued on the day / night of the course.

On successful completion of an RSA and / or RCG, an interim certificate will be issued to you within five working days and you will be required to take this to participating **Service NSW** outlets with 100 points of Identification, **BEFORE** your interim certificate expires, to receive your photo card.

PLEASE NOTE: Austrain Academy is not responsible for the issuing and / or replacement of your Photo Competency Card – Please contact the Liquor and Gaming NSW directly on 1300 024 720 or visit their website <http://www.liquorandgaming.nsw.gov.au/> to request a replacement.

Arrangements can be made to express post your certificate if you require it urgently-ask your trainer for details. Austrain Academy bears no responsibilities for the following events after the statements of attainment and or certificates have been sent. These events are:-

- The weather and subsequent damage to your statement(s) of attainment and or certificate(s) received by post to your address.
- The placement of your mail into your letter box by Australia Post and or a Contractor.
- The size of your letter box.
- Incorrect information on your enrolment form and or attendance sheet.
- A change of address (by the student) without notification between sitting a course and the posting of a statement(s) of attainment and or certificate(s).
- Failure to apply for the photo competency card within the specified time frame (90 days from date on the Interim Certificate).

Replacement Qualifications and Statement of Attainments

A Qualification or Statement of Attainment can be re-issued. These shall be issued upon receipt of a **Replacement Certificate Form** (available from our office or website) and a fee payable prior to printing. This fee shall include postage.

The scale of fees is on the form and is also available from Austrain Academy CEO and / or Office Manager.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Austrain Academy.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Before providing credit on the basis of a qualification, statement of attainment or record of results, Austrain Academy will authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

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

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

In the case of superseded UOC's, a judgement will be made by an assessor which completed superseded units may be given a Credit Transfer outcome and which will need to be completed in full or subject to an RPL process. Only units deemed equivalent in the training package will be granted credit transfer.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Credit transfer applications received by Austrain Academy personnel shall be judged according to Austrain Academy policies and any appeals shall be forwarded to the next scheduled meeting for consideration.

Flexible Delivery and Assessment Procedures

Austrain Academy recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results.

Austrain Academy will make any necessary adjustment to meet the needs of a variety of students. The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally and physically demonstrate competency.

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

Austrain Academy undertakes to assist students achieve the required competency standards where it is within our ability.

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

Any further questions can be referred to your trainer or Austrain Academy's CEO and or Office Manager. See also the Student Support, Welfare and Guidance Policy.

RPL Policy and Procedure

RPL

RPL is a form of assessment that acknowledges skills and knowledge gained through:

- Formal training conducted by industry or education
- Work experience
- Life experience

The main principle of RPL focuses on the outcomes rather than when or where the learning occurred. Evidence of competency is collected by the applicant and submitted to the nominated assessor and assessment is made based on the required industry standard within the relevant training package unit of competency.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit transfer is applicable for the equivalent Training Package Units only. A certificate / statement of attainment / testamur is required to apply for credit transfer.

Austrain Academy is committed to providing up to date and relevant RPL information to all students during enrolment and whilst enrolled. Austrain Academy staff / contractors will provide support and guidance regarding RPL enquiries.

All applicants for Recognition of Prior Learning (RPL) will be provided with a copy of the relevant unit of competency and evidence requirements for the units being applied for as well as our [Recognition of Prior Learning Information Kit](#).

Applicants who are able to provide satisfactory evidence that they have achieved the required unit of competency or competencies may progress through the course with an exemption for the RPL units.

Further information is available in Austrain Academy's Recognition of Prior Learning Information Kit; available from our office or online at www.austrainacademy.com.au

RPL Application Procedures

- Students must first nominate on their enrolment application form that they wish to be considered for RPL and pay any fee applicable (this will be disclosed prior to finalisation of enrolment).
- RPL evidence should be supplied at enrolment if possible or permission given for Austrain Academy to view your USI records when this function is available.
- Please note – RPL may be requested at any point prior to individual units of competence being commenced.
- On receipt of an RPL application / notification, Austrain Academy trainer / assessors will provide the student with the RPL Information Kit.
- Training Staff / contractors will monitor the students' progress in order to provide ongoing advice or assistance in the collection of competency evidence.
- Once a student has completed the collection of their competency evidence they should submit the RPL evidence to their trainer / assessor for assessment.
- Should insufficient evidence be provided further guidance may be provided by training staff / contractors or a scheduled assessment event may be negotiated where observation of the competency in a number of contexts may be conducted.
- All competency decisions shall be recorded with assessment advice and or statements of attainment or qualifications being issued as soon as practicable.
- If a student does not agree with the RPL decision, they may lodge an appeal to have the decision reviewed. (See Appeals Policy & Procedure in the student Handbook)

- Students who believe they have skills and knowledge that would be covered in the training programs offered by Austrain Academy should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.
- Students can make an application for RPL at any time during the training program.
- For Smart & Skilled students, any RPL granted will reduce the Student Fee payable.
- For other students, Evaluation of RPL applications is charged at \$330 (inc. GST) per Unit of Competence or part thereof. This fee is subject to change, so please contact Austrain Academy.
- Students who are funded through a Work Based Traineeship will be exempt from the above fee.

Training Package Transition and Teach out Policy

Transition Policy

Learners are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

To best meet the needs of students and industry, Austrain Academy will ensure that:

- a. where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the **National Register**
- b. where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register
- c. where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and
- d. a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified above, do not apply where a training package requires the delivery of a superseded unit of competency.

In the case of the qualification being removed or deleted from the National Register without being superseded by another, and completing the qualification is the best path for the learner, Austrain Academy will ensure that all training, assessment and issuance of certification is completed within two years of the date the qualification was removed.

Transition Procedures

- The CEO and Office Manager shall each maintain an active 'notification account' on training.gov.au website for each qualification and or unit of competency on Austrain Academy's scope of registration.
- The Office Manager shall respond to each superseded qualification or unit of competency on Austrain Academy's scope of registration via a course relevant, summary mapping review.
- The Office Manager shall provide a written report to the CEO detailing the findings from the summary mapping review and the required actions and scheduling to update all relevant Austrain Academy course material documentation and applicable training and assessment strategies.
- All Austrain Academy training staff will be required to implement required actions to deliver reviewed course materials relevant to updated training package qualifications, units of competency and accredited courses.
- The Office Manager shall ensure that specific assessment validation measures are applied to all updated course materials.
- The Summary Mapping Review Report shall be used and completed as a record by the Office Manager and CEO during the review and update.
- Equivalent qualifications / units of competence will be added to Austrain Academy's scope automatically by ASQA. Otherwise, the CEO shall ensure that the scope addition application for updated unit/s or replacement qualifications is submitted as soon as practicable but no later than 12 months from the date of publication of the updated unit/s or replacement qualification on the national register.
- The CEO shall also ensure that State Training Contracts are updated through the appropriate procedure.

- Austrain Academy Management will provide timely, adequate advice and guidance to all enrolled students concerning superseded, expired or deleted units and or qualifications delivered by Austrain Academy.
- The Office Manager will provide written advice to students identifying the publication date of updated unit/s of competency and information concerning the nature of the changes to the unit/s and Austrain Academy's current schedule of progress toward transitioning to the updated unit/s or qualification.
- Following the approval of Austrain Academy's transition of updated units on the National Register, Austrain Academy will commence enrolments in all relevant new courses.
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.
- A student who has not completed a superseded qualification / unit by 12 months following the publication of its replacement, will be immediately transferred to the replacement qualification / unit/s. If they are unable or unwilling to transfer, a Statement of Attainment and Record of Results will be issued detailing the units achieved to that point.
- The requirements specified above for units of competence do not apply where a training package requires the delivery of a superseded unit of competency.

Austrain Academy Summary Mapping Review Report			
This Report should be completed by Austrain Academy staff completing a summary mapping review and update for superseded qualifications, accredited courses and units of competency. This form should accurately record the documents reviewed and the findings of the summary mapping review detailing required actions.			
Date of TGA Publication :		List qualification / units of competency specific to transition:	
Date of Summary Mapping Review:		<ul style="list-style-type: none"> • List units 	
Summary Mapping Advice (list relevant units of competency advice)	√	Actions required to update course materials:	√
•			
•			
•			
•			
Office Manager Comments: (Provide advice on the scope of work to be undertaken on update work)			
Scheduled Update Advice (Provide advice on the scheduling of work to be undertaken on update work and the schedule for assessment validation)			
Office Manager - Signed:		Date:	
CEO Review Comments (CEO Sign off should only occur when a confirmation of completed update work is identified through the √ boxes provided)			
CEO - Signed:		Date:	

Volume of Learning

The **Australian Qualifications Framework (AQF)** provides a guide to the volume of learning, which describes how long a learner who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge. The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training provided by Austrain Academy is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning. Austrain Academy is required to comply with the AQF in applying the volume of learning to its programs. Austrain Academy has developed and implemented strategies for training and assessment that are consistent with the AQF. Different strategies will be developed for different delivery models and target groups.

If a course is structured so as to be completed in a shorter time period than that described in the AQF, then the specific learner cohort must have the characteristics to achieve the required rigour and depth of training, and be able to meet all of the competency requirements in a shorter timeframe.

All programs must take into account the need to allow learners to reflect on and absorb the knowledge, to practice the skills in different contexts and to learn to apply the skills and knowledge in the varied environments that the 'real world' offers before being assessed.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE10 qualification or the equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will adhere to the **Principles of Assessment:**

Fairness

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

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

Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

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

Reliability

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

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted at least annually or when new training packages (or updated versions) are published,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

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

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

Assessment Methods

Our assessments and assessment methods will ensure that we:

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

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency. Personnel are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment. Re-assessment is available on appeal; see further details in the appeal policy section.

Austrain Academy's assessment processes and documents allow for assessment of Foundation Skills. They are defined as the combination of:

English language, literacy and numeracy (LLN) – listening, speaking, reading, writing, digital literacy and use of mathematical ideas; and employability skills, such as collaboration, problem solving, self-management, learning and information and communication technology (ICT) skills required for participation in modern workplaces and contemporary life. Foundation skills development includes both skills acquisition and the critical application of these skills in multiple environments for multiple purposes. Foundation skills are fundamental to participation in the workplace, the community and in adult education and training.

Assessment Validation and Quality Control

Validation is a review of assessment judgements made by Austrain Academy. Validation is generally conducted after assessment is complete. The process must be undertaken in a systematic way. It involves checking that assessment tools have produced valid, reliable, sufficient, current and authentic evidence.

Validation may include engagement with industry to confirm the assessment system produces valid assessment judgements, and ensures graduates have the skills and knowledge required by industry, as expressed in the training package or accredited course.

Moderation is a quality control process aimed at bringing assessment judgements into alignment. Moderation is generally **conducted before the finalisation of student results** as it ensures the same decisions are applied to all assessment results within the same unit of competency.

The requirement in the Standards to undertake validation of assessment judgements does not affect our ability to undertake moderation activities, or any other process aimed at increasing the quality of assessment.

RTO Austrain Academy CEO will schedule validation and moderation activities so that each training product and associated materials and processes are validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET regulator. The sample of assessment judgments selected for validation is random and is representative of all assessment judgments. This will allow for reliable prediction of the likelihood of any assessment judgment being valid. The tools used to assist in determining the required sample size is ASQA's **validation sample size calculator**.

Systematic validation of Austrain Academy's assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

- a. vocational competencies and current industry skills relevant to the assessment being validated;
- b. current knowledge and skills in vocational teaching and learning; and
- c. the training and assessment qualification or assessor skill set referred to in **Item 1 or 3 of Schedule 1 of the Standards**.

Industry experts may be involved in validation to ensure there is the combination of expertise set out in (a) to (c) above. Industry representatives must have input into the skills and knowledge our trainers and assessors are required to hold, and the resources used for training and assessment.

Where updated materials are required outside of the scheduled review (eg. Training Package updates); all applicable materials will be updated and subject to the validation process prior to replacing the existing materials.

Using the Assessment Validation template or similar document, each assessment tool, mapping document, facilitator guide and associated materials and policy will be reviewed to ensure they:

- comply with the assessment requirements of the relevant training product
- ensure the principles of fairness, flexibility, validity and reliability are adhered to
- have been designed to produce valid, sufficient, authentic and current evidence
- are appropriate to the contexts and conditions of assessment (this may include considering whether the assessment reflects real work-based contexts and meets industry requirements)
- are appropriate in terms of the level of difficulty of the tasks to be performed in relation to the skills and knowledge requirements of the unit
- provide sufficient instruction to clearly explain the tasks to be administered to the learner (if the assessment samples demonstrate the evidence provided by each learner is markedly different, this may indicate that instructions are not clear)
- give sufficient guidance as to the evidence to be gathered from the learner
- outline appropriate reasonable adjustments that could be made to the gathering of assessment evidence
- provide sufficient instructions for the assessor on collecting evidence, making a judgement, and recording the outcomes of the assessment (assessment samples should validate recording and reporting processes)
- are supported with evidence criteria to judge the quality of performance (if the assessment samples demonstrate the judgements made about each learner are markedly different, this may indicate that decision-making rules do not ensure consistency of judgement), and
- adhere to the requirements of the RTO's assessment system.

Samples of completed assessments will be reviewed to determine any:

- Consistent misinterpretations of questions by participants
- Consistent erroneous answers by participants
- Consistent misinterpretation of questions or answers by trainer/assessors

The mechanism for initiating the change and monitoring progress will be the Continuous Improvement process and the Monthly Management Meeting will be the forum of communicating the intended change and implementation process for the new documentation.

Applying an Electronic Signature Policy

The following policy represents Austrain Academy's regulations regarding the application of a Trainer / Assessors Electronic Signature to student Assessment materials.

Policy & Procedure

- The student is informed of the use of the Trainer / Assessor electronic signature at Enrolment of a Qualification.
- Austrain Academy may elect to place the Trainer / Assessor electronic signature on assessment materials that are provided for use in a "short course", where a short course is defined as one where face-to-face delivery of training does not exceed 2 days duration. The application of an electronic signature may be done prior to enrolment.
- The Trainer / Assessor electronic signature will be applied only to units of competence undertaken by the student.
- The application of the electronic signature **WILL NOT BE** utilised on the following parts of the Assessment Materials, being:
 - The Competency Summary Record
 - The Third Party Feedback
 - The Workplace Observation
 - The student Feedback Form

Notations

- This policy may only be amended with the consent of the CEO & Directors
- The policy is in alignment with current standards as set by ASQA and Department of Education and Communities - NSW State Training Services

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all personnel are made aware of any changes. Current legislation is available online at <http://www.comlaw.gov.au> and <http://www.legislation.nsw.gov.au>.

We will keep you informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment through our website, your student portal or other means of correspondence.

The legislation that particularly affects your participation in Vocational Education and Training includes (this list is not exhaustive):

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2012
- Disability Discrimination Act 1992 and under this Act, the Minister has created the Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Schedule 1 of this Act contains the Privacy Principles 2014
- Skilling Australia's Workforce Act 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005.
- Student Identifiers Act 2014
- Competition and Consumer Act 2010

State Based Legislation:

- AT Act and Apprenticeship and Traineeship Regulation 2010
- Apprenticeship and Traineeship Amendment Act 2017
- Copyright Act 1968
- Privacy and Personal Information Act 1998
- NSW Anti-discrimination Act (1977)
- Child Protection (Working With Children) Act 2012
- Children and Young Persons (Care and Protection) Act 1998

Unique Legislation including:

- Work Health and Safety Act 2011
- Liquor Act 2007
- Gaming Machines Act 2001
- Food Act 2003 and a regulation made under this Act Food Regulation 2010
- Fair Trading Act 1987

Apprenticeships and Traineeships

Austrain Academy currently delivers Traineeships and Apprenticeships and we will ensure that we comply with the Skilling Australia's Workforce Act and Apprenticeship and Traineeship Act 2001 and Apprenticeship and Traineeship Amendment Act 2017.

These acts define our obligations to comply with Department of Industry (or its successor) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP), Approved Provider List (APL) funding and Smart and Skilled, including our reporting and other obligations.

Working with Children

Austrain Academy accepts people under the age of 18 for current selected programs.

- We deliver selected training programs for those under 18 years of age, and have complied with all Federal and State working with children legislation such as the Child Protection (Working With Children) Act 2012 and the Child Protection (Working With Children) Regulation 2013

All personnel who have contact with students under the age of 18 have undergone a Working with Children check and will have their status reviewed every five years.

All employees, management & contractors of Austrain Academy have an obligation to report concerns about the safety, welfare & well-being of students protected under the above Act to the NSW Department of Family & Community Services in accordance with the legislative requirements.

Further information on the Working with Children's check is available from Austrain Academy's CEO and Office Manager.

Acknowledgement Declaration

You will be required to sign your enrolment form to declare you have read and fully understand the contents of this student Handbook. Please contact Austrain Academy on 1300 20 40 20 if you require any additional information or have any queries. We are happy to assist.