



AUSTRALIAN INSTITUTE  
OF ACCREDITATION

## STUDENT HANDBOOK

A guide to assist you through your studies

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## Using the Student Handbook

Providing you with an easy reference guide to Australian Institute of Accreditation student related policies, procedures and processes this Student Handbook has been designed to provide you with information relevant to your enrolment. Information contained in this guide has been divided into five sections. Each section aims to help prospective and current students make informed decisions about their enrolment, understand their rights and responsibilities and learn more about our organisation. The Student Handbook is best read in conjunction with any pre-enrolment information provided and your Course Handbook.

If you have a question or require additional information on any aspect of your enrolment not covered in this handbook you are encouraged to contact our Training Coordinator at [info@aia.edu.au](mailto:info@aia.edu.au) for more information.



## About us

Australian Institute of Accreditation is an RTO or Registered Training Organisation who is registered with the Australian Skills Quality Authority (ASQA). This means that an external body audits our service, product and processes to ensure that they are of the highest quality and consistently meet the needs our students and industry partners. As an RTO we are legally required to comply with the Standards for Registered Training Organisations (RTOs) 2015, the National Vocational Education and Training Act 2011, Data Revision Requirements 2012, the Privacy Act 1988 and the Student Identifiers Act 2014 as well as all other relevant pieces of State and Commonwealth legislation and regulation.

Under our scope of registration, we provide high quality online training and assessment in the form of online short courses. We specialise in providing food safety and barista programs. Our registration enables the units of competency listed below to be recognised throughout Australia.

- SIRRFSFA001\_Handle food safely in a retail environment
- SITHFAB005\_Prepare and serve espresso coffee
- SITXFSA001\_Use hygienic practices for food safety
- SITXFSA002\_Participate in safe food handling practices

All nationally recognised training is clearly identified by the use of a Nationally Recognised Training Logo and has the full unit code and title of the training product. For more information, you are encouraged to visit our website or speak with one of our friendly team members. If you would like to obtain more information about ASQA, we suggest that you visit the ASQA website [www.asqa.gov.au](http://www.asqa.gov.au) or phone the ASQA information line on 1300 701 801.

## What we believe

Australian Institute of Accreditation (AIA) was a technology company established in 2014. Our speciality is using our extensive knowledge about how people learn to deliver high quality online Food Safety and Barista programs. We are so intent on delivering excellent training and development that we developed our custom learning platform!

Our team has worked in the Education sector for the past 19 years and has been recognised for leading business practice and outstanding systems design. We are proud to be able to showcase the talents of a diverse team of technical and educational experts that can help individuals and businesses realise their potential.

## How we can support your learning

Australian Institute of Accreditation is committed to assisting our students complete their qualification by providing them with the specialised support required to meet their individual learning and assessment needs. Through the completion of an enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, our Training Coordinator will contact the relevant Trainer is notified and a discussion is undertaken with the student to identify how to best meet their learning needs.

So that the prospective student is able to make an informed decision, at this meeting the Trainer will also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the students' individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised. These additional external services may occur on a fee for service basis and be provided by external specialist.

To optimise the student's ability to complete their program/qualification an *"Individualised Learning and Assessment Plan"* (Plan) is developed by the Trainer in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can depending on the students' needs be developed and implemented at any point throughout their enrolment.

Australian Institute of Accreditation provides its students with support services related to study support and study skill programs. As students may need to link with organisations who have a specific area of expertise outside of training and assessment (e.g. development of foundation skills and or counselling) Australian Institute of Accreditation has developed a list of relevant referral organisations. You are encouraged to contact our Training Coordinator to discuss your needs and obtain a copy of the list that is relevant for your particular State. Alternatively, you can speak to one of our friendly staff members on 1300 855 127 or [info@aia.edu.au](mailto:info@aia.edu.au)

## Our Staff

Australian Institute of Accreditation has a commitment to ensuring that it provides its clients with a high quality education service that meets the expectations and compliance requirements of industry, government and our regulatory body. To do this Australian Institute of Accreditation through its recruitment, induction and performance management processes have set expectations and built support and monitoring mechanisms to maintain and develop the capabilities of all individuals working within its service.

All of our staff have the right qualifications, experience, skills and knowledge required to support and deliver qualifications that are industry relevant, educationally sound and focussed on our customers. To deliver nationally recognised training and assessment Australian Institute of Accreditation Trainers and Assessors hold the Certificate IV in Training and Assessment (TAE40110) or a diploma or higher level qualification in adult education (e.g. TAE50111 Diploma of Vocational Education and Training or TAEDES50211 Diploma of Training Design and Development or their successor).

Only Trainers/Assessors who have industry relevant qualifications, current experience in completing the tasks required by the qualification and or program and extensive knowledge in the particular industry areas (as outlined in the relevant training package and demonstrated at the qualification and unit of competency level), are employed and authorised to deliver/assess nationally recognised training.

Australian Institute of Accreditation has an expectation that to deliver industry relevant and high quality vocational education all trainers/assessors must undertake a variety of activities in their industry specific area to maintain and develop their industry currency. Examples of activities that our Trainers/Assessors may participate in include but are not limited to;

- Regular exposure to industry workplaces and participation in work related tasks (e.g. working in industry on a volunteer, casual or part time basis).
- Participation in industry relevant professional development activities.
- Participation in networks and/or attend industry related conferences.
- Completion of accredited and/or non-accredited training.
- Self –directed learning activities – e.g. reading journal or online articles.
- Participation in validation/moderation activities.

Trainers and Assessors are as educational professionals also expected to participate in professional development activities related to the delivery of vocational training and assessment. By participating in a variety of professional development activities each year trainers and assessors are able to maintain, upgrade or develop how they deliver and assess vocational education.

## Our Programs

All Australian Institute of Accreditation programs are developed, reviewed, validated and evaluated systematically to ensure that they are compliant, of high quality and meet the requirements of the relevant training package and unit of competence.

To ensure that our training and assessment practices and resources are relevant to the needs of industry and informed by industry engagement, Australian Institute of Accreditation engage with industry in the development, assessment and evaluation of all learning and assessment products. Australian Institute of Accreditation also consult with industry to ascertain the current industry skills to be held by Trainers/assessors and the types and amounts of professional development required to demonstrate vocational competency. The strategy for industry consultation for each product is contained in the Training and Assessment Strategy. Where possible industry representatives are invited to participate in relevant validation and moderation activities.

In accordance with the Product Development Procedure all products listed on our scope of registration are prior to their release reviewed by a person independent of the design process who has extensive experience in instructional design, and who holds the Certificate IV in Training and Assessment (TAE40110 or higher). The purpose of the review is to ensure that the Training and Assessment Strategy/ Assessment Tool(s) meet packaging rules/unit of competence requirements and are informed by the needs of the learner group and industry, and are written in accordance with the principles of assessment and the rules of evidence.

To ensure graduates have the skills and knowledge required by industry (as outlined in the training package or accredited course) and to maintain the quality, validity and integrity of assessments and assessment judgements, Australian Institute of Accreditation uses a systematic approach to the validation and moderation of its training products. This means that each month we review the process and assessment judgements made by our Trainers and Assessors checking that our processes, systems and tools and templates are compliant with the Standards for Registered Training Organisations (RTOs) 2015 and the requirements of each unit of competence.

## Pre enrolment information

The Australian Institute of Accreditation will, prior to course enrolment, give participants all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Participants will also be given details about the units of competency that can be attained through successful completion of the course. We will ensure training and assessment occurs in accordance with the requirements of the training package, the Australian Qualifications Framework (AQF), the Australian Skills Quality Authority (ASQA) and also, where appropriate, the state training guidelines. As well as the course information, participants will be given accurate, relevant and up-to-date information about;

- The enrolment process
- Refund policy
- Privacy policy
- Assessment procedures
- Arrangements for national recognition (credit transfer)
- Arrangements for recognition of prior learning (RPL)
- Our complaints procedure
- Our appeals procedure
- Available support services
- Fees and refunds

## Your Rights and Responsibilities

We are an organisation that prides itself on high quality customer service. You can expect individual attention and assistance when you require it.

## Students selection and enrolment

Australian Institute of Accreditation has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows;

- Australian Institute of Accreditation is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Student selection is based on;
  - The prospective student's application being fully completed.
  - All required documentation being submitted, including the students USI.
  - Program/course eligibility and pre-requisite requirements being met.
  - Fees paid in accordance with the organisations 'Fees and Refund Policy and Procedure'
  - Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organisations "Complaint and Appeals Policy and Procedure".
- Refunds where required are provided to students in accordance with the organisations 'Fees and Refund Policy and Procedure'.

For more information or to obtain a copy of Australian Institute of Accreditation "*Student Selection and Enrolment Policy and Procedure*" you are encouraged to send through a request for this information on our website <https://www.aia.edu.au/contact-us>

## Protecting the rights of our consumers

Australian Institute of Accreditation is committed to ensuring that the rights of our consumers are maintained at all times. We do this by;

- the use of ethical and accurate advertising and marketing material,
- providing prospective students with sufficient information so that they can make an informed enrolment decision,
- protecting any student's fees paid in advance,
- safe guarding consumer personal information through a robust privacy policy and procedure and by providing our consumers with access to a transparent complaints and appeals process.

If you are wanting to find out more information on how Australian Institute of Accreditation protects the rights of our consumers, you are encouraged to read our "Consumer Protection Policy and Procedure" and Complaints and Appeals Policy and Procedure" found on our website. If you would like to provide feedback or make a complaint about our service or your experience, please contact our Consumer Protection Officer.

Attention: Consumer Protection Officer  
Email: support@aia.edu.au  
Phone: 1300 701 801

## Making a complaint or appeal

Australian Institute of Accreditation understands that from time to time consumers may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. Our organisation welcomes such feedback as it provides valuable information that can be used to meet the needs of our consumers and improve the delivery of our service.

### ➤ Lodging a complaint or appeal

#### ▪ Informal Complaint

In an attempt for early resolution consumers/students are encouraged to raise their complaint/appeal with the relevant person or speak to our Training Coordinator as soon as a grievance arises. Our friendly staff are approachable and experienced in assisting students resolve issues at an informal level and ensure that our students have a positive experience through the complaints and appeals process. All complaint/appeal communication/ documentation is managed in accordance with the organisations Privacy Policy and Procedure.

#### ▪ Formal Complaint

If the complaint/appeal remains unresolved at a local level consumers are able to escalate their complaint or appeal to the Consumer Protection Officer by writing an email or a letter outlining the type and the cause of their grievance. Contact details for the Consumer Protection Officer are as follows;

Attention: Consumer Protection Officer  
Email: support@aia.edu.au  
Phone: 1300 701 801

To ensure the finalisation of results students are asked to lodge an appeal within 28 days of the unfavourable assessment decision being made.

### ➤ Acknowledgement of Complaint/ Appeal

Within 10 working days of receiving a formal complaint/appeal, Australian Institute of Accreditation will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

### ➤ Investigation/Moderation

A comprehensive and objective investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal the student's assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of the student's appeal.

### ➤ Continuous Improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisations continuous improvement process. See Quality Assurance Policy and Procedure for more information.

➤ Outcome Notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed. Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the student will be offered a reassessment opportunity however if the moderation activity disagrees with the initial outcome the student's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 days from the date the complaint was initially received.

Where the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.

➤ Independent Review

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Australian Institute of Accreditation will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint/appeal by an independent party.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal they are able to complain to either the Training Ombudsmen in their relevant state or the Australian Skills Quality Authority. Further information can be found on [asqa.gov.au](http://asqa.gov.au).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the consumer can complain to the Office of the Australian Information Commissioner. Further information can be found on [www.oaic.gov.au](http://www.oaic.gov.au).

➤ Documentation and Record Keeping

All complaints and appeals (informal and formal) are recorded in the organisations Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

➤ Monitoring

The Continuous Improvement Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers. The Managing Director will be made aware of all complaints and appeals and the outcomes of those complaints/appeals.

For more information or to download a copy of Australian Institute of Accreditation "*Complaints and Appeals Policy and Procedure*" you are encouraged to visit our website.

## Confidentiality and Privacy of Personal Information

Australian Institute of Accreditation is bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All prospective and current consumer personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- Australian Institute of Accreditation only collects personal information for the purposes of application/enrolment.
- Consumers are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Australian Institute of Accreditation to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual's enrolment.
- Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.
- Students complete a declaration stating that they consent to their personal information being collected and used by Australian Institute of Accreditation, governments and other agencies for the purpose of administration and research.
- Consumer's personal information is not disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

Feedback on the organisations compliance with the privacy policy and procedure is encouraged by contacting the Training Coordinator or by making a complaint. Details of the Consumer Protection Officer are provided below.

Attention: Consumer Protection Officer  
Email: support@aia.edu.au  
Phone: 1300 701 801

For more information, see Australian Institute of Accreditation "*Privacy Policy and Procedure*" found on the Australian Institute of Accreditation website or visit the Office of the Australian Information Commissioner - [www.privacy.gov.au](http://www.privacy.gov.au).

## Unique Student Identifier

A USI or Unique Student Identifier is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia. A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a nationally recognised qualification or course must provide a copy of their valid USI on before they submit their enrolment form. Getting a USI is free and easy and can be done in under 10 minutes. You can apply directly at <http://www.usi.gov.au/create-your-usi/>

Australian Institute of Accreditation is not able to issue AQF certification documentation (your certificate, record of results or statement of attainment) without a verified USI. For more information, please visit: [usi.gov.au](http://usi.gov.au) or contact Australian Institute of Accreditation to obtain a copy of [Students and the USI – A Fact Sheet for Students](#) or alternatively you can speak to one of our friendly staff members.

## Updating your Personal Information

As your personal information changes such as your name, banking details (if a direct debit arrangement is in place), address or contact details it is important to let us know as soon as possible. To advise us of a change to your personal information you can speak to one of our friendly staff members.

## Fees

Australian Institute of Accreditation charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. *Commercial course* fees are determined based on the programs duration, delivery method, resource requirements and commercial viability. Where students receive a credit transfer they are not charged for the already completed unit. The Managing Director is responsible for determining all fees and charges, which are reviewed annually.

Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees. Additional fees are charged for;

- The reissuance of misplaced or lost awards. A fee of \$30.00 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting or resending in an electronic format.
- Students who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged a fee of \$100.00 for the third submission.

Fees are advertised on the Australian Institute of Accreditation's website and are listed in all marketing material and can be paid via the ecommerce facilities on the website. Where a participant is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Any miscellaneous charges are on a cost recovery basis and are not intended to be a source of profit.

To download a copy of the Fees and Refund Policy and Procedure visit our website.

## Refunds

A full refund will be provided under the following circumstances;

- Where an overpayment of a fee has occurred.
- The course has been postponed or cancelled.
- The RTO closes or loses the relevant government contract
- The student provides notification of their intention to withdraw no later than 7 days after the purchase of the course
- The Managing Director feels that the student would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when the item;

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

If the problem is not major, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement. As accreditation services are attached to the product, a participant will be eligible for a refund of 100% of any monies paid if the additional two conditions have been satisfied: (1) The request for refund has been received in writing within 7 days of enrolment AND (2) The participant has not yet submitted any part of their assessment.

Where a student commences a course but withdraws voluntarily prior to completion or are deemed not yet competent they are not entitled to a refund for any current or remaining units. Where student's voluntary withdraws from a qualification but have completed all the requirements of a lower level qualification they will not receive a refund for the remaining units.

If the Australian Institute of Accreditation is unable to fulfil its service agreement, it must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based

on the units of competency completed by the participant and which can be issued in a statement of attainment at the time the service is terminated.

## Requesting a Refund

Students are asked to email our Administration team at [info@aia.edu.au](mailto:info@aia.edu.au) and they will be provided with a refund request form to complete. Students will be notified in writing of the outcome of their application within 14 working days of their application receipt. For those students granted a refund, refunds will be paid via electronic funds transfer back onto the credit card used for the original purchase.

## Deferment and Withdrawal

Australian Institute of Accreditation understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your course. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your course. If you find that you have an issue or a problem that is impacting on your ability to complete your course or qualification, we would strongly encourage you to speak to one of our friendly and supportive staff before you decide to disengage from your studies.

Where an immediate solution cannot be found students may wish to defer their studies. Deferment of enrolment may be granted on the request of the student for a period of 3 months (from the date of deferment). Where students wish to defer their enrolment greater than the 12-month period they will be required to pay additional fees. Refunds are not granted unless extenuating circumstances exist.

Students can write a letter or email the Australian Institute of Accreditation to request a deferment of their enrolment. Australian Institute of Accreditation will notify the student in writing of the outcome of their deferment application within 3 days of its initial receipt. All related correspondence will be stored in the organisations student management system.

## Ceasing to operate

In the unlikely event that Australian Institute of Accreditation ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 all relevant records and awards will be sent to the Australian Skills Quality Authority. All records will be stored in accordance with legislative and contractual requirements. We will also facilitate the transfer of currently enrolled participants to another RTO.

## Training and Assessment

Australian Institute of Accreditation understands that its assessment practices are the final stage in confirming that its students have the skills and knowledge required to undertake a particular task to the standards outlined in the Training package and unit of competence. To demonstrate that you have the skills and knowledge required of the qualification and for each unit of competence that you are enrolled in, you will be required to submit a series of assessment tasks. For the online units that are available for enrolment via our website, it is a requirement that all students have completed at least 6 months vocational work experience in order to allow themselves the opportunity to demonstrate the required skills and knowledge in the workplace.

Assessment tasks will vary depending on the delivery method and program that you are enrolled in. Assessment is conducted using online assessment tools and third party observation reports. This means that students need to ask their supervisor or someone else at their workplace to observe them performing certain tasks. If required, Assessors from the Australian Institute of Accreditation reserve the right to request additional evidence such as telephone interviews, videos or photographic evidence if insufficient evidence has been supplied during the normal course of assessment. Students are provided with detailed instructions on how to complete each assessment task, the task's submission date and how they are to submit each task for assessment.

Students with a disability or an additional support requirement have the opportunity for an individualised or adjusted plan of assessment to be developed. This adjusted plan of assessment is often referred to as "*reasonable adjustment*". Examples of reasonable adjustment may include but are not limited to; accessible classrooms, note taking support, course materials in alternate formats, alternative assessment tasks or the use of assistive technology. If you have a disability or an additional support requirement you are required to discuss your needs with your Trainer/Assessor so that a plan for reasonable adjustment can be developed and implemented.

To adequately prepare for each assessment task ensure that you have read all of the assessment instructions contained on the task and clarify any areas that you are unsure of or if you have any factors that could influence your ability to successfully complete the task with your trainer and assessor. A study plan is another great way to ensure that you have enough time to prepare and/or complete the task by the scheduled date. You can ask your Trainer/Assessor to help you develop a study plan or attend one of our interactive webinar study support sessions.

For each assessment task that you complete (such as projects, work samples etc.) you are encouraged to keep a copy of your assessment task and associated documentation as evidence submitted for assessment purposes will not be returned.

Students are provided with detailed feedback related to their performance. For each assessment task completed students will receive a Satisfactory or Not Yet Satisfactory result. When all assessment tasks have been submitted for a unit of competence students will receive either a Competent or Not Yet Competent result. Students must successfully complete each and every assessment task in order to be deemed competent. A failure to attempt an assessment task without a valid reason will risk a Not Yet Competent Result for the relevant unit and may jeopardise the student's ability to complete their qualification.

Where re-assessment of a task is required, the need for more training is identified, students are provided with detailed feedback, and a plan for reassessment is developed. Students have the opportunity to be reassessed twice without incurring an additional fee. An additional fee is charged for any subsequent submissions. Assessment outcomes are recorded in the student management system and are available for a 30-year period. Assessment evidence is kept for a minimum of 6 months. Assessment evidence is securely destroyed/deleted at the end of the retention period.

Australian Institute of Accreditation's objective complaints and appeals process provides students the opportunity to challenge assessment decisions that they feel are unfair. See the organisations complaints and appeals policy and procedure for more information. If you have any questions in regards to your assessment process you are encouraged to speak to your Trainer and Assessor who will be able to provide you with detailed information.

## Recognition of Prior Learning (RPL)

Australian Institute of Accreditation has a commitment to providing students with opportunities to have their existing skills and knowledge (regardless of how they were acquired i.e., both formal, non-formal and informal learning) recognised towards the achievement of a nationally recognised qualification or statement of attainment. This process is called Recognition of Prior Learning (RPL).

If you would like to apply for RPL, you will need to make contact with our Administration team and request a Recognition for Prior Learning initial application form. After this has been successfully submitted, you will be provided with a self-assessment tool and have the opportunity to have a phone meeting with an Australian Institute of Accreditation staff member to discuss and assess your suitability for this assessment only pathway.

If after this initial conversation you decide that you would like to undertake a recognition of prior learning assessment and notify us of your intent via return of the formal application form, an Assessor will contact with you to discuss the recognition process and your RPL kit. This conversation is called a “professional discussion” and may include a series of questions or a general discussion on specific topics. At this meeting the Assessor will also confirm the selection of units for your qualification and develop your plan for assessment.

The next step in the process is that you will be provided with an RPL assessment kit for you to collect evidence for each unit of competence that you are applying for RPL. Evidence can be collected in a variety of ways including verbal questioning, observation/ skills tests, third party reports, providing audio visual evidence, work samples. Your Assessor and the RPL Kit will provide some suggestions on what and how much you need to collect.

Once you have submitted your evidence your Assessor will review the evidence submitted against the unit of competence and qualification requirements. Your Assessor may need to contact you to ask further questions, seek clarification, request additional evidence. If required, your assessor may also visit your workplace to help you collect additional evidence.

Throughout the recognition process your Assessor will provide you with, guidance, support and feedback. If you would like to apply for Recognition of Prior Learning, please visit our website and complete and submit the Recognition of Prior Learning application form. If you have already commenced your training speak to your Trainer/Assessor for more information.

## Credit Transfer

Australian Institute of Accreditation has a commitment to ensuring that students do not repeat any unit of competence or module in which they have previously been deemed competent. In accordance with the Standards for Registered Training Organisation RTOs 2015 Australian Institute of Accreditation accepts and provides credit to students for units where authenticated AQF certification documentation is the same or equivalent.

Where a student has completed a unit of competence which has a different title or code from the one where credit is sought, Australian Institute of Accreditation will seek to establish equivalency either by confirming equivalence on the National Register of VET or by using mapping documents contained within the training package. To apply for Credit Transfer, you are required to speak with one of our friendly administration staff and complete a Credit Transfer Application Form. Students can only apply for credit transfer for units that are linked to their enrolment and are on the Australian Institute of Accreditation scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced.

Students who apply for credit transfer are notified of the outcome of their application within 7 working days. Where it is expected that an application may take longer than expected students are advised of the reason for the delay. Students who are granted credit for a unit(s) of competence are not charged for the credited unit(s).

## Training safety

While the courses for the Australian Institute of Accreditation are all completed online, it is important that there is a planned approach to workplace health and safety, both in the workplace and while completing this course.

### Responsibilities of the student in the workplace

- Obeying all reasonable instruction aimed at protecting their health and safety in the workplace
- Using any equipment provided to protect their health and safety
- Not being affected by alcohol or non-prescribed (illicit) drugs while at work

### Responsibilities of the student when completing online course

The following computer safety guidelines are provided to assist participants completing online courses with Australian Institute of Accreditation;

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

## What we expect from you

We look upon our role in helping you to complete your course as being a partner on your learning journey. Please contact our office if you feel that you need assistance so that we can help early, and help often, to ensure that you have a successful learning experience.

## Student support services

Our qualified trainers and assessors are here to help students any way we can. There may be certain circumstances that require students to receive additional support and/or assistance from external sources, such as outside agencies or websites. Please see below for further information.

### Language, Literacy and Numeracy Support

Whilst there are no training prerequisites, there are some requirements around language, literacy and numeracy. In order to complete the online courses that the Australian Institute of Accreditation provides on its website, you should be able to perform everyday tasks such as;

- Using an instant messenger tool
- Using email at work
- Responding to customer complaints
- Following a recipe

We encourage all students to let us know (either prior to enrolment, at enrolment or once they have started a course) if they think that they might have language, literacy or numeracy issues that may inhibit their ability to complete the course. If a student self identifies that they have issues in these identified areas, we look to provide strategies to assist the participant to progress in their chosen course. This could be through additional telephone support, the provision of support materials which include commonly used words and phrases, or some other arrangement suitable to both parties. Where we are unable to provide the required level of support to meet the individual needs of the student, referral will be made for dedicated language, literacy or numeracy training. Where we cannot meet the student's specific identified needs (for example, requirement to modify their workplace infrastructure), a refund will be given to the student. The external referral that the student may be

directed to may include organisations such as a local public provider such as a TAFE college, or a specialised literacy specialist provider such as;

- Queensland Council for Adult Literacy Inc (QCAL): (07) 3878 9944, <http://www.qcal.org.au>
- AMES (New South Wales): (02) 9289 9202, <http://www.ames.net.au>

The student will be invited to contact the literacy specialist to organise an interview to determine the most appropriate course of action. Additional support may occur on a fee for service basis and be provided by the literacy specialist.

### **Social support**

If a student finds that personal or social problems are inhibiting their ability to complete the course successfully, we will seek to (upon request by the student), to find appropriate support for the student. Organisations that may be referred to include:

Centrelink	132 490
Mental Health Association	1300 729 686
Wesley Mission	1800 021 821
Women's Domestic and Family Violence	1800 811 811
St Vincent De Paul	07 3010 1096
LifeLine	13 11 14
Kids Helpline	1800 551 800
Alcoholics Anonymous	1300 222 222

### **Disability support**

If a student self-identifies that they have a disability, they are encouraged to contact Australian Institute of Accreditation to have a further conversation with a Trainer/Assessor. After this conversation, if there is the identified situation where this disability may inhibit their ability to complete the course (especially if workplace assessment tasks cannot be completed in line with the requirements of the unit), and we are unable to meet the very specific needs of an individual, we will endeavour to source another Registered Training Organisation that delivers the same unit(s) of competence who may be able to meet these needs.

### **Equal Access**

Australian Institute of Accreditation does not discriminate on the basis of perceived or actual LLN skills in enrolling students into its courses. We provide sufficient information for enrollees to make an informed decision on whether they should seek further advice prior to enrolment.

## Graduation

Australian Institute of Accreditation is committed to providing its consumers with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, students, employers and industry partners. By completing our courses, we cannot guarantee that you will gain employment.

Throughout your experience with our organisation you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by contacting us anytime on [info@aia.edu.au](mailto:info@aia.edu.au) Australian Institute of Accreditation students will also be encouraged to complete an evaluation form on program completion. Australian Institute of Accreditation would also like to hear from our other students as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

## Keeping of your records

Australian Institute of Accreditation in accordance with the Standards for Registered Training Organisations (RTOs) securely stores all records related to a student's enrolment for a period of 30 years on the organisations Student Management System. Assessment records are kept for a 6-month period.

The following principles underpin the organisations privacy policy and procedure and storage of records process;

- Australian Institute of Accreditation takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the individual is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information in order to complete their duties.
- Individuals have access to their information when required and without charge.
- Personal information is stored in either an electronic or hardcopy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students/clients and employee's privacy.
- Australian Institute of Accreditation will only *disclose* personal information to a third party where written consent has been obtained from the individual.
- Where Australian Institute of Accreditation receives unsolicited information it is either destroyed or de-identified.

See Australian Institute of Accreditation Privacy Policy and Procedure located on our website for more information.

## Issuing your award

Australian Institute of Accreditation uses systematic processes to ensure our graduates and the community at large are confident that the awards being issued meet the requirements of Australia's National Quality Framework.

General principles that underpin how we issue certification documentation are as follows;

- Australian Institute of Accreditation only issues AQF qualifications that are on its scope of registration.
- All accredited training is delivered and assessed in English.
- Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.
- All files are audited prior to the issuing of an award.
- All graduates receive certification documentation to which they are entitled.
  - AQF qualification graduates receive a testamur and a record of results.
  - Students who complete part of an AQF qualification receive a statement of attainment.
- Certification is issued to the graduate within 30 calendar days of the student being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course).
- To avoid delays in issuing certification, Australian Institute of Accreditation ensures that the students USI graduates.
- AQF certification documentation is sent directly to the graduate.
- Certification is only issued after the graduate has paid all outstanding fees.
- Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015.
- Graduates can have their certification documentation reprinted/replaced on payment of a certification reprint fee – see 'Fees and Refunds Policy and Procedure' for more information.
- Australian Institute of Accreditation may request certification documentation be returned where there has been evidence of fraud or dishonesty, where it is recorded as a serious incident.
- Australian Institute of Accreditation as the issuing organisation authenticates and verifies graduate's certification documentation on request.
- Through Australian Institute of Accreditation student management system, a register of all AQF qualifications that the Australian Institute of Accreditation is authorised to issue and all qualifications/statements of attainment issued are kept for a period of 30 years.
- Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority on a regular basis and/or as requested.