



**AUSTRALIAN ACADEMY
STUDENT HANDBOOK**

NTIS Provider No 31716

Received by (name)

(Signature) **Date**.....

Date received.....

Corner of Sports Drive and Morala Avenue,
Runaway Bay, Gold Coast, Queensland 4216 Australia

Telephone 1300 656 693 **Fax** 1300 721 648

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Welcome to Australian Academy

On behalf of the staff at Australian Academy, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the acknowledgement form at the back of the book acknowledging that you have done so. If you haven't already done so, please sign the front cover of this handbook and hand it to Administration. This document will be photocopied and retained in your student file.

In accordance with the Privacy Act, Australian Academy would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms will be collected one month from today's date and will be retained in your student file.

If, after reading this booklet you have any questions, please ask your teacher or another staff member to explain.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Australian Academy is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
Australian Academy

Students' Rights and Responsibilities

Students' Rights

Australian Academy recognises that students have the right to:

- expect Australian Academy to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Australian Academy's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Australian Academy will be ethical and open in their dealings, their communications and their advertising,
- expect that Australian Academy will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise Australian Academy of any changes to their address or phone numbers within 7 days.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- regular and punctual attendance.
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to Australian Academy's administration office.
- respecting Australian Academy's property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.

The Australian Quality Training Framework (AQTF07) Standards

You are about to consider becoming a student in the process that can result in achieving a nationally accredited qualification.

The required standards are defined in the Australian Quality Training Framework (AQTF07). DETA QLD audits Registered Training Organisations to ensure compliance against these standards.

A newly registered will be audited within the first 12 months of operation to ensure compliance to the AQTF standards 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.

The Australian Quality Training Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

The Australian Quality Training Framework (AQTF07) is a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the clients of Australia's vocational education and training system. AQTF 2007 is the current version of the framework, effective from 1 July 2007.

As a Registered Training Organisation, Australian Academy adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

Trainers' Responsibilities:

All Trainers employed by Australian Academy must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach,
- any information passed on to students is accurate
- any advice given is done so consistent with the National Code and Australian Academy's own Code of Practice.
- all student attendance is recorded accurately as per the Roll Book provided for each module that is delivered.
- all absences are recorded for each session.
- attendance and absence information is passed on to the registrars in the roll book in a timely manner.
- classes are held as scheduled by Australian Academy and any changes are to be reported immediately to ensure continued compliance.
- Australian Academy Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator.
- trainers who successfully complete additional qualifications advise Australian Academy of such and provide certified copies of the qualification and transcript.

Student Records

As a student, you should be aware that our lecturing staff is required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses.
- supply in a timely manner as per FILLIN * MERGEFORMAT Australian Academy's procedures accurate attendance records of student(s) for each session they deliver.
- refrain from engaging in or permitting any practices that could result in false attendance records.
- sign and verify attendance records for each and every session which they deliver or supervise.
- if Trainer is aware that a student has been absent for more than five consecutive days, the Trainer is required to notify management.
- assist in ensuring that students are not allowed to repeat any unit more than once.

Induction

On the first day all new students are requested to register at reception at 9:00am. Students will be greeted, and an Orientation will be conducted which will include the following.

- Distribution of Student Handbooks to those who have not already received one.
- Policies and procedures contained in the Student Handbook will be explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc) will be given
- Overview of the Evacuation procedure will be conducted
- Student Application Forms will be completed
- Disclaimers will be completed and handed in

The students will then be conducted to their designated classrooms.

Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form (see Appendix "B"), which must be signed by the Head of School . Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment page 12). Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of Australian Academy in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of Australian Academy .

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person.
- to assist in maintaining the self-confidence and self-esteem of others.
- to maintain constructive relationships with all staff and fellow students.
- to take the initiative to assist in making things better.
- to always lead by example.
- to always respect the property of Australian Academy staff and fellow students.
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at Australian Academy .

Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

Theft

As the premises of Australian Academy are open to the public, students are advised not to leave their valuables unsupervised. Australian Academy cannot be held responsible for anything which may be stolen from its premises.

Smoking

Australian Academy premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Change of Address

Students are required to promptly notify Australian Academy of changes to their addresses and telephone numbers within seven (7) days of the change.

Part Time Studies

Students may be able to undertake courses on a part-time basis by negotiation with the Head of School.

Access and Equity

Australian Academy is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are 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 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 who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Australian Academy's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Head of School.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English.
- numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement Of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

Issuing of qualifications

Australian Academy will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by Australian Academy comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of AQTF 2007.

Australian Academy will only issue AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Recognition of Prior Learning (RPL)

Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or through
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the student acquired the skills.

Australian Academy has an established RPL process.

The procedure for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL applicant wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL applicant is fully aware of the RPL process.
3. If the applicant decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
 - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
 - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
 - i. Letters or statements for experts attesting to the applicants ability
 - ii. samples of work or documentation completed
 - iii. certificates from courses attended,
 - iv. details of participation in activities, this may include resumes, or other types of records
 - v. videos demonstrating skills,
 - c. The portfolio of evidence will be assessed by a competent person.
 - d. The assessment will be determined and results forwarded in writing to the applicant.
 - e. The applicant has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
 - f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

RPL Fee: RPL will be charged at 75% of the usual cost of the unit of competency.

Credit Transfer Policy

Credit Transfer is available to all students enrolling in Australian Academy's courses on Australian Academy's scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider, in line with Australian Academy's Recognition of Qualifications Policy.

Statement of Authorship

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included on Australian Academy's Assessment Validation Checklist at the completion of assessment for each unit.

Recognition of Qualifications issued by other Registered Training Organisations

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

Students enrolling in Australian Academy courses will be able to use their existing qualifications issued by other Australian Academy's as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Australian Academy, effectively reducing the duration of the Certificate III course.

Fees and Refunds

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

Australian Academy management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

Australian Academy operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in FILLIN * MERGEFORMAT Australian Academy's Operations Policy and Procedures

Refunds will be issued when:

- Student provides written notice of withdrawal more than 28 days prior to commencement of course
- Review of Credit transfer indicates that student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds will not be issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency.
- a student is expelled from the college for a serious breach of discipline

If a student withdraws from a course and supplies Australian Academy with written notification of more than 28 days before the course commencement date, course fees less the non refundable deposit will be paid.

Students have the right to take further action under Australia's consumer protection laws.

As a general rule, no refunds will be payable after the commencement of a course, however, exceptions will be considered on a case-by-case basis.

Requests for refunds must be made in writing to Head of School , Australian Academy Level 9, 12-14 Marine Parade, Southport QLD 4215 , stating all the details of the claim for refund. The request may be posted or handed to reception.

Australian Academy will make payment of all refunds within 4 weeks of receipt of a written application for refund. Refunds will be made to the person who entered into the contract with Australian Academy.

Refunds Paid if Australian Academy defaults:

If Australian Academy cannot provide a course for whatever reason, full refund will be made.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate.

Brisbane Office of Fair Trading
Email: BrisbaneOFT@dtftwid.qld.gov.au
Level 21, State Law Building
50 Ann Street
Brisbane QLD 4001
Facsimile: (07) 3246 1589

All bank charges incurred by Australian Academy in issuing the refund will be met by the student.

Students are not permitted to transfer course fees to another student.

Harassment and Discrimination

At all times Australian Academy will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Australian Academy management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep Australian Academy's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Australian Academy's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Definitions

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, 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 either full-time, part-time or contract of Australian 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.

Occupational Health and Safety Policy

The Workplace Health and Safety Act 1995 QLD requires that the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by Australian Academy will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAA04)

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment TAA04),
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations
- **Flexibility** – Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- **Recognition of Prior Learning** – Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit.

Assessment Methods

Three methods of assessment will be conducted for each competency. Some of the methods are:

Observation: where the student will be observed performing a series of tasks a number of times to determine their competency.

Verbal question and answers: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.

Other methods include case studies, projects, essays etc.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once competency is achieved in **all** the performance criteria for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to Australian Academy's Appeal Procedure and Resit Policy.

Assessment Criteria

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

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

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

Assessment Criteria

Students should be aware of the assessment criteria used by the trainers at Australian Academy. Assessment requiring essay or report writing will be based on the following criteria:

1. **Answering the Question**
Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.
2. **Referencing**
Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.
3. **Accuracy of Spelling, Grammar and Punctuation**
Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Head of School and dealt with accordingly. Students should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

**NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Academic Misconduct

Australian Academy's Head of School will deal with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.

Students involved in any of the above will be set a new examination/assessment and will be counselled by the Head of School. A fee of \$20 will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Head of School.

Issuing of Qualifications

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. Australian Academy will issue each student an interim academic transcript by the end of each semester, and another one by the end of the course.

Assessment Re-sit Procedure

Stage 1: Student undertakes in-class assessment

Students will be notified within 14 days of undertaking an assessment of their performance.

If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee will be charged for re-sitting the assessment.

Stage 2: Student deemed Not Yet Competent in FIRST assessment

- Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.

The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 will be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.

Australian Academy will determine the time at which the unit will be available.

- The student will be liable to pay a fee to be determined by Australian Academy to cover the cost of extra tuition.

Complaints

Australian Academy will deal with any complaint in an effective and timely manner. Australian Academy has processes in place for all students to lodge complaints in relation to any matter.

In the event of a complaint the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a Complaint form.

All formal complaints must to be recorded in writing. The Trainer will pass on your complaints form to the Head of School who will record the complaint in the complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and where appropriate fed back into the continuous improvement process. Results of all complaints are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

Students should also be aware that:

1. they may nominate a support person to accompany them at any stage of the dispute resolution process.
2. If it is not possible to resolve the dispute internally, via the process above, then Australian Academy will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on 13th Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

Nothing in the Australian Academy's complaints and Appeals Policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.

3. Nothing in Australian Academy's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.

Discipline

Australian Academy will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to Australian Academy or any training venue hired by Australian Academy,
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by Australian Academy,
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of Australian Academy's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Head of School will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file
- Where the behaviour continues after the verbal warning, the Head of School will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file.

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

Australian Academy expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Head of School and the appropriate action will be taken.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student wishes to proceed with the appeal then the student should complete an appeals application on the Appeal Against Assessment Decision Form.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case, and will also allow for the appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and in the student's individual file.

Grounds for Appeal

An application for appeal will be considered where a student claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is upheld Australian Academy will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

Language, Literacy and Numeracy (LLN)

Australian Academy aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with Head of School any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. Australian Academy will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, Australian Academy will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Australian Academy can offer include:

Literacy

Providing students only essential writing tasks,
Provide handouts in an audio format via either cassette tape or on CD,
Consider the use of group exercises so that the responsibility for writing rests with more than one person,
Provide examples and models of completed tasks,
Ensure that documents and forms are written and formatted in plain English,
Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
Assessments can be conducted using the interview technique where required.

Language

Present information in small chunks,
Speak clearly, concisely and not too quickly,
Give clear instructions in a logical sequence,
Give lots of practical examples,
Encourage students to ask questions,
Ask all questions to ensure students understand.

Numeracy

Ask students to identify in words, what the exact problem is and how they might solve it,
Show students how to do the calculations through step by step instructions and through examples of completed calculations,
Help students to work out what maths/calculations/measurements are required to complete the task,
Encourage the use of calculators (if applicable) and demonstrate how to use them.

Student Training Records

Australian Academy has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Definitions:

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results).
- We are committed to maintaining and safeguarding the confidentiality and privacy of all of Academy's individual student's information. Australian Academy will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back up system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects Australian Academy's computer systems from unauthorised access from the internet.

Student results will be archived for a period of not less than 30 years.

Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Student Training Records Procedure

Each individual student will have a personal file for storage of training records.

Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the Australian Academy.

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- Australian Academy staff who require this information as part of their job role,
- officers from the DETA QLD or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Student Support, Welfare and Guidance

Australian Academy wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the Australian Academy staff.

The staff member will ensure that the full resources of Australian Academy are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Privacy

Australian Academy operates in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to an Australian Academy. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF 2007.

Training Staff Australian Academy will abide by the AQTF 2007 regarding Trainer and assessor qualifications in relation to all training and assessment activities. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAA40104) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.
- Current "Bluecard", working with Children Check.

Consent Form

Images, Recordings, 3rd Party Information

I, *(name please print)*.....hereby give consent for the following action/s:

SECTION A - Release of information to a 3rd party about [me / my under 18 year old child]

_____ (AUSTRALIAN ACADEMY) may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3rd party may receive specified information:
Type of information that can be released (e.g. results, progress, contact details, phone reference or "anything")

Name of 3rd Party: (Name of person, organisation, or "anyone") _____

Other information / clauses: _____

SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases

_____ (AUSTRALIAN ACADEMY Name) may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: _____ Date image was recorded: _____

Description of image: _____

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: _____ Date/s: _____

Other information / clauses: _____

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

SECTION C - Signatures

Signed: _____ Date: _____

Consent for child under 18: Signed: _____ [Parent / Guardian]

Child's name: _____ Date: _____

APPENDIX "A" - APPEAL PROCESS FORM

APPEAL PROCESS FORM

Student Name

Student Number

Trainers Name

Course

Unit..... Date of Assessment

Reason for Appeal

.....
.....
.....
.....

Student's Signature..... Date

Decision

Follow Up Action

.....
.....
.....
.....
.....

Head of School's Signature

APPENDIX "B" – INCIDENT REPORT FORM

INCIDENT REPORT FORM

Student Name

Student Number.....

Course.....Class

Date of IncidentTime of Incident.....

Details of Incident

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.....
.....
.....

Student's Signature..... Date

Details of Action Taken

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.....
.....
.....

Follow up Action Taken

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.....
.....

Head of School's Signature Date

COMPLAINT REPORT FORM

Student Name:

Student ID Number: Course:

Describe your comments / concerns:

.....

.....

.....

Describe any effort you have made to resolve your concerns:.....

.....

.....

Date of incident or concern:

Signature:..... Date

Australian Academy's Decision:

Follow Up Action:

.....

.....

Resolution:

.....

Results given to student: Yes/No Date:.....

Resolved:

Signed by Student:

Date

Head of School's Signature:

Date.....

APPENDIX “D” – CHANGE OF ADDRESS NOTIFICATION FORM

Change of Address Notification Form

Family Name.....

First Name

Student Number:.....

Course Enrolled

New Address:.....

Suburb.....

Post Code

Home Phone Number

Work.....

Mobile.....

Email Address

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions my rights and responsibilities as a participant of Australian Academy and that I have also received induction into my training program at the College as outlined on page four of this handbook.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date