



Student Handbook





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WELCOME

Welcome to Australian Academy (AA) and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Australian Academy.

Please take some time to read this handbook and familiarise yourself with its content.

As an RTO we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with and regulated by the Australian Skills Quality Authority (ASQA). AA will continue to serve domestic markets in various areas of Health and Community Services.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Australian Academy.

STUDYING THROUGH AUSTRALIAN ACADEMY

The Australian Academy is conveniently located in Auburn NSW and Ashmore QLD and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

STUDYING LOCATION

NSW

Address: Level 2, 39 Queen St AUBURN NSW 2144
Phone: 1300 083 832
Email: info@australianacademy.edu.au
Website: australianacademy.edu.au

QLD

Address: Level 2, Unit 32, 207 Currumburra Road, Ashmore QLD 4214
Phone: 1300 656 693
Email: info@australianacademy.edu.au
Website: australianacademy.edu.au



COURSES PROVIDED BY AUSTRALIAN ACADEMY:

- Certificate III in Horticulture
- Certificate II in Business
- Certificate III in Business
- Certificate III in Business Administration
- Certificate III in Early Childhood Education and Care
- Diploma of Early Childhood Education and Care
- Certificate III in Education Support
- Certificate III in Cleaning Operations
- Certificate II in Skills for Work and Vocational Pathways
- Certificate II in Hospitality
- Certificate III in Hospitality
- Certificate IV in Hospitality
- Diploma of Hospitality
- Diploma of Hospitality Management
- Certificate III in Individual Support
- Certificate II in Community Services
- Certificate III in Community Services
- Diploma of Community Services
- Certificate IV in Ageing Support
- Certificate IV in Disability
- Certificate III in Sports and Recreation
- Certificate IV in Sports and Recreation
- Diploma of Sport and Recreation
- Diploma of Sport

More information about any of the courses above, including up to date fees and charges, can be found in our course outlines published on our website www.australianacademy.edu.au

DELIVERY MODES

Face to Face Delivery

For those who prefer the personal interactivity and experience sharing gained from attending a 'public' training program, our face-to-face delivery option may be the answer. These sessions promise to be interactive, interesting, stimulating and value for money. They do however, require a minimum student number of participants, the details of which will be provided upon enrolment.

Self-Paced Online Delivery

Ideal for candidates who are comfortable with self-directing their studies, or for whom attending traditional 'classrooms' is not an option. Learners opting for self-paced progress will receive a full suite of learning materials, workbooks, associated assessment instruments via online delivery or mail. Supported via webinars, team session, phone and email, students then progress at their own pace, submitting completed assessments and associated evidence either electronically and/or in hard copy.



Combination

Our customer centered and flexible approach to learning is fundamental to our success and we encourage our learners to take ownership of their studies and allow them to choose a combination of face to face and self-paced delivery modes – a pick and mix to suit individual circumstances and learning needs.

SELECTION AND ENROLMENT

Australian Academy accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an enrolment form through our online learning platform (talent system). The online enrolment process can be accessed on our website through the catalogue section. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification, or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, you will be contacted within 7 days with the outcome of your application and to confirm your details.

If your application is complete and provides the necessary information, and we determine that you will be able to meet the required language, literacy, and numeracy entry requirements. This is completed through our online system (LLN robot), you will be issued a link to complete the test to complete. This will provide evidence of your level of language, literacy and numeracy to ensure that we are able to receive the support that you may require during your course.

On approval of your enrolment application, you will be sent an agreement (Letter of Offer/Training and Support Plan) that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to acknowledge by email that you agree to the terms and conditions outlined in your Letter of Offer/Training and Support Plan.

COURSE CREDIT

Receiving credit for previous studies will save you both time and/or money. You can receive credit towards the course that you are enrolling in – through direct credit for units of competency or modules that are the same or equivalent to units within the course you are enrolling in.

Credit

Australian Academy can offer you credit towards any course you are applying for units of competency or modules that you have already completed. You should indicate on your enrolment form that you wish to apply for course credit and provide along with your application a certified transcript issued by any of the following (There is no charge for this service):

- Another RTO
- Any other organisation who is authorised under the Australian Qualifications Framework (AQF) to issue qualification, for example, a University or a School.
- The Student Identifiers Registrar

Australian Academy will do a verification of your qualification or Statement of Attainment from the Registered Training Organisation who did issue the certification. If the RTO is no longer in existence Australian Academy will make every effort to gain confirmation of your certificate, and we will also require a copy of your USI transcript.



Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Australian Academy has a process that has been structured for applicants to provide all the evidence to be assessed by the Trainer and Assessor, our process also provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding if the RPL process is an option for you. Collection of all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about applying for RPL, contact us at 1300 656 693 or email: info@australianacademy.edu.au

COURSE INDUCTION

On the first day of your course, you will be provided with an induction and orientation to your course (online or face to face). The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

Once you have completed your induction you will receive your units online as per your Training and Support Plan (TSP) so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below.

STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING

As a student with Australian Academy, we expect a certain standard of behavior from you that includes:

- Being committed and motivated with regard to your learning.
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom.
- Ensuring you ask questions where you are unsure.
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.



- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by Australian Academy focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, for example, classroom-based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects, and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to be competent in, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to complete all assessments related to a unit to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

If you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally



Appealing assessment decisions

Please refer to the complaints and appeals section in Appendix A for information about making a Complaint or Appeal.

Submitting your assessments

Students must submit assessment tasks as requested in the online system, or through paper-based means if this is the mode of delivery.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to our head office. All students must keep a copy of all submitted tasks as we will not be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, Australian Academy will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Australian Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarism, cheating or colluding, Australian Academy will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated, or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated, or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

DEFERRAL, SUSPENSION, CANCELLATION

Deferral and suspension of studies will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.



- A traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- Where Australian Academy is unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Australian Academy considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Australian Academy because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Australian Academy will suspend an enrolment for an agreed period of time – to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. However, students who are under a Subsidised Training and do not recommence within a 12-month period of deferral must be reported as discontinuing Subsidised Training.

If the suspension period has expired and the student does not return, the student's enrolment will be cancelled. Australian Academy makes every effort to assist enrolled students to continue training where possible. Australian Academy develops and implements strategies that accommodate enrolled students who wish to defer their training.

CANCELLATION OF STUDIES

Students may initiate cancellation of their studies at any time during their course.

Australian Academy may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. Information in the Student Handbook describes the behavior expected by students, as well as information on plagiarism, collusion and cheating.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form and pre-training review you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow students
- Referral to relevant external services
- Specialist support services for students with a disability



- Personal counselling

Contact us at 1300 656 693 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Phone: 1300 655 506

Website: www.readingwritinghotline.edu.au

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Phone: 131021

Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Phone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

Anti-Discrimination Board

Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid

Website: <http://www.legalaid.nsw.gov.au/>

Phone: 1300 888 529

Legal Aid NSW helps people with their legal problems. Our legal services include legal advice, help at court and family dispute resolution. We can help in most areas of criminal law, family law and civil law.

Disability Rights

Australian Centre for Disability Law

Website: <http://www.disabilitylaw.org.au>

Postal: PO 989 Strawberry Hills NSW 2012

Phone: 02 8014 7000

Fair Trading QLD 137468

Fair Trading NSW

Website: <http://www.fairtrading.nsw.gov.au/>

If you believe you have a legitimate complaint, the first step is to make every effort to sort out the problem directly with the trader or service provider. Be clear, firm and polite and state what the problem is and how you would like it fixed. Keep all relevant documents, such as receipts, warranties and quotes.

If you don't reach a satisfactory outcome, you can contact us on 13 32 20 visit your nearest Fair-Trading Centre or [lodge a complaint](#) online.



Lifeline

Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are

available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Phone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Phone: 13 13 94

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Adult Migrant English Program <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Vision Australia <http://www.visionaustralia.org.au>

Blind Citizens Australia <http://www.bca.org.au/>

Australian Association of the Deaf <http://www.aad.org.au/>

NSW Deaf Society <http://deafsocietynsw.org.au/>

Access Australia <http://www.accessaustralia.com.au/>

Centre for Developmental Disability Health <https://directory.wayahead.org.au/service/4809/>

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Australian Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Australian Academy has policies and procedures in place to ensure your safety and on commencement of your course you will provided with information about health and safety.



As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff If you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Australian Academy emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Australian Academy is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Australian Academy will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Australian Academy Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Australian Academy aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Australian Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Australian Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.



RTO Standards 2015

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the *Standards for RTO 2015*. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally authorised VET course that is completed from when the USI comes into effect on 1 January 2015.

Privacy Act

In collecting your personal information Australian Academy will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organization.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.



YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes and we always strive to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed/ emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Australian Academy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Director of Studies using the Access to Records Request Form, with at least 10 days' notice. There is no charge to access your records however a fee of 20 cents per page applies for photocopies. Written requests should be sent to the AA head office.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an Australian Academy staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If a student considers the information that Australian Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

FEES AND CHARGES

As is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. RTOs are entitled to charge fees for services provided to students including those undertaking a course of study under government funding unless specifically stated under the funding guidelines.



These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

The fees and charges will be shown in a written agreement that we will send to you with a letter of offer once your application has been accepted. You will receive a tax invoice for the amount you are required to pay. The Tax invoice will provide you with Australian Academy's nominated account for payments of fees held in advance.

Fee information provided to students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Refund information and conditions relating to these
- The learner's rights as a consumer

You can pay your fees by direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia.

Course fees include all materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

Australian Academy has the following of additional charges, details are found in your Letter of Offer:

- ◆ Fee for replacement testamurs
- ◆ RPL Fees

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 90 days past due. Australian Academy reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

REFUNDS

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Australian Academy in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

In the unlikely situation where Australian Academy is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, students will receive a full refund of the total amount of course fee paid.

Eligibility for a refund will be assessed as follows:

- A full refund will apply where Australian Academy cancels the course prior to commencement.
- A refund of unused course fees will apply where Australian Academy cancels the course after commencement. The amount of unused course fees will be calculated based on services already provided up to the day the course stops.
- 70% of the pre-paid course fees be refunded where the student withdraws in writing 28 days or more prior to the course commencing.
- 60% of the full course fees where the student withdraws in writing less than 28 days prior to the



course commencing. You can make this period shorter or longer.

- No refund where the student withdraws at course start time or after commencement of the course.
 - No refund where the student is excluded for misbehaviour.
 - an offer of a place is withdrawn by Australian Academy and no incorrect or incomplete information has been provided by the student.
- If you have paid for subjects and then are given RPL/an exemption and do not have to study them you will need to apply for a refund of that money prior to the census date. (Note: refer to RPL Fees) Any request for refunds must be made in writing via email or letter to info@australianacademy.edu.au Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

Australian Academy will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following Australian Academy's Complaints and Appeals Policy and Procedure.

In unforeseen circumstances where Australian Academy is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 28 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

For policy and process information, please see our Fee and Refunds Policy and Procedure- *Appendix A*

COMPLAINTS AND APPEALS

Despite all efforts of to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made be in relation to any of Australian Academy's services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment and outcomes
- Australian Academy trainers and assessors and any other staff
- other learners
- access to records
- decisions made by Australian Academy
- the way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually fourteen (14) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer. In cases where the matter is expected to take more than 60 days to resolve, you will be informed in writing of this, including the reasons for the longer resolution time. You will also receive regular updates as to the progress of the matter.

Where a student chooses to access this policy and procedure, Australian Academy will maintain the student's enrolment while the complaints/appeals handling process is ongoing.



Resolving issues before they become a complaint

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Australian Academy's trainers and administration team are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the RTO Manager of Australian Academy. When making a complaint, the complainant is asked to provide as much information as possible to enable Australian Academy to investigate appropriately and determine an appropriate solution. This should include:

- The issue – what happened and how it affected you.
- Any evidence you have to support your complaint.
- Details about the steps you have taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Complaints will be investigated by the RTO Manager or their delegate and a proposed resolution provided in writing within fourteen (14) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Manager of the partnering organisation will be involved in the resolution of the complaint.

Lodging an appeal of an assessment decision

A request for an appeal of an assessment decision may be made in writing to the RTO Manager providing reasons why the assessment appeal is being made. Assessment appeals must be made within 30 days of the original assessment decision being made.

The RTO Manager will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the RTO Manager will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

Internal appeal

Where a complainant is dissatisfied with the result or conduct of Australian Academy's internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within thirty (30) days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

The outcome of the internal appeal will be advised in writing within 20 days.

External appeals

Australian Academy acknowledges the need for an appropriate, independent party to mediate where a student is dissatisfied with the outcome of the internal appeal process. Upon request by a student or a decision by Australian Academy that this is required, Australian Academy will organise an independent mediator to mediate the external appeals process. The cost of the mediation service (choose one of these options and make sure this is reflected in your complaints and appeals policy and procedure) will be shared equally between the student and Australian Academy must be met by the appellant. Where the external mediator finds in favour of the student, the mediation costs paid by the student will be refunded.



If you wish to instigate an external appeal, you must inform the CEO in writing. You will be advised within ten (10) working days of your request of the external mediator who will be handling your case and of the process for the appeal.

Australian Academy will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. You will also be formally notified in writing of the outcome of the mediation.

Other complaint avenues

There are a number of other ways that you can complain too as follows.

- National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training.

The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

For more information about the National Complaints Hotline:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- ASQA

You may also complain to Australian Academy's registering body: Australian Skills Quality Authority (ASQA). However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

For example, you may contact:

- ♦ Consumer Affairs in your state
- ♦ Administrative Appeals Tribunal (<http://www.aat.gov.au>)

MATERIAL CHANGE OF RTO

Students will be informed as soon as practicable of any material change of RTO including that will effect training services:

- Change of CEO
- Financial administration status
- Legal name or type of legal entity
- Ownership, directorship, and/or control (including sale of RTO business)



ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within Twenty-Eight Days (28) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

STUDENT FEES AND REFUNDS POLICY AND PROCEDURE

Purpose

The purpose of this policy and procedure is to outline Australian Academy's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Australian Academy.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Application Fee means the costs associated with processing the application

Administration Fee means the costs associated to record keeping and other administrative work

Course Fee means the total costs of training and assessment required for students to achieve the qualification or course enrolled in

Course Tuition Fee means the daily tuition aspect of each specific course

DET means Department of Education and Training

'Fee Schedule means the course fee aspect of each specific course

Letter of Offer is the letter sent by Australian Academy to the prospective student in response to a student's application for enrolment

Provider default means where the provider fails to start providing the course to the student at the location on the agreed starting day or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Student Default means where the student:

- (a) fails to attend the course starts at the location on the agreed starting day (and has not previously withdrawn
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) misbehaviour by the student.



Policy

1. Protection of fees paid in advance

Australian Academy protects the fees that are paid in advance by the domestic students.

Australian Academy holds an unconditional financial guarantee. The guarantee is for an amount that ensures it at least covers all the fees paid in advance above \$1500.

2. Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Letter of Offer and on the Fee Schedule. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Acceptance Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Acceptance Agreement is received by Australian Academy.

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as materials fee.

Students will need to provide their own stationery including pens, notebooks and highlighters.

An application fee applies for prospective students who wish to apply for enrolment with Australian Academy. This is additional to the course fee and is non-refundable.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Australian Academy reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Australian Academy in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees



In the unlikely situation where Australian Academy is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, students will receive a full refund of the total amount of course fee paid.

Student's eligibility for a refund will be assessed as follows:

- A full refund will apply where **Australian Academy** cancels the course prior to commencement.
- A refund of unused course fees will apply where **Australian Academy** cancels the course after commencement. The amount of unused course fees will be calculated based on services already provided up to the day the course stops.
- 70% of the pre-paid course fees be refunded where the **student** withdraws in writing 28 days or more prior to the course commencing.
- 60% of the full course fees where the student withdraws in writing less than 28 days prior to the course commencing. You can make this period shorter or longer.
- No refund where the student withdraws at course start time or after commencement of the course.
- No refund where the student is excluded for misbehaviour.

6. Outcomes of refund decisions

Australian Academy will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following Australian Academy's Complaints and Appeals Policy and Procedure.



Procedures

1. Student fees

Refer Clause 5.3, 7.3, Schedule 6, National Code 2007 Standard 3 and 13.

Procedure	Responsibility
<p>a. Invoices</p> <ul style="list-style-type: none"> All students should pay their course fee and application fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. Note for international student, fees should not be collected until the Student Agreement has been signed by the student and received by Australian Academy. Students have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	Finance Department
<p>b. Fee instalment invoices</p> <ul style="list-style-type: none"> Charge fee instalments in line with the relevant payment schedule for the course. Students have 14 days to pay an invoice. Keep a copy of the invoice on the student's file. 	Finance Department
<p>c. Receiving payments</p> <ul style="list-style-type: none"> Payments may be made by EFTPOS, cash, direct bank transfer, credit card or money order. Record payments against the relevant invoice on MYOB. 	Finance Department

Procedure	Responsibility
<ul style="list-style-type: none"> Provide the student with a receipt. 	
<p>d. Managing overdue fees</p> <ul style="list-style-type: none"> Send out statements monthly to students to show outstanding fees. Call students where payments are more than 14 days overdue. Any student with an invoice over 40 days past due should be referred to the debt collection agency. Students must refer to the Director of Studies about suspending training until fees are brought up to date. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer. Students, where fees continue to be unpaid, refer to Director of Studies to consider withdrawal. 	Finance Department

2. Refunds

Refer Clause 5.3,

Procedure	Responsibility
<p>a. Processing refunds – provider default</p> <ul style="list-style-type: none"> • Automatically issue a refund within 28 days to students who have enrolled and paid their course fees and application fee and the course is cancelled prior to commencement. • Automatically issue a refund to students or person responsible for paying the fees within 28 days where the course has commenced but is cancelled. • Notify students or person responsible for paying the fees to whom refunds are automatically issued in writing and issue refund. Record on file. • All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. • CEO approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • For student default, process refunds within 28 days. • Keep a copy of the refund assessment on the student's file. 	<p>Finance Department/CEO</p>
<p>b. Processing refunds</p> <ul style="list-style-type: none"> • All other students who withdraw from their course and seek a refund are to make a request for a refund in writing. • Assess refund as per this Policy. • Calculate the relevant refunds. • General Manager approves refund assessment. • Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable. • Process refunds within 28 days. • Keep a copy of the refund assessment on the student's file. 	<p>Finance Department /CEO</p>



COMPLAINTS AN APPEALS POLICY AND PROCEDURE

Purpose

The purpose of this policy and procedure is to outline AUSTRALIAN ACADEMY's approach to managing dissatisfaction, formal complaints and appeals of learners, staff, third parties and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Appeal means a request for a decision made by AUSTRALIAN ACADEMY to be reviewed

DET means Department of Education and Training

Complaint means a person's formal expression of dissatisfaction with any product or service provided by AUSTRALIAN ACADEMY

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

1. AUSTRALIAN ACADEMY responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff
 - Any third party providing services on behalf of AUSTRALIAN ACADEMY
 - Any student or client of AUSTRALIAN ACADEMY

2. Complaints may be made in relation to any of AUSTRALIAN ACADEMY's services and activities such as:
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment matters, including student progress, student support and assessment requirements
 - Course curriculum
 - Issuance of testamurs/statements of attainment or other official documents
 - The way someone has been treated
 - The actions of another student
 - The actions of any AUSTRALIAN ACADEMY staff
 - The actions of any third parties (e.g. agents)

3. Appeals should be made to request that a decision made by AUSTRALIAN ACADEMY is reviewed. Decisions may have been about:
 - Course admissions
 - Refund assessments
 - Response to a complaint
 - Assessment outcomes/results
 - Other general decisions made by AUSTRALIAN ACADEMY



4. AUSTRALIAN ACADEMY will make this policy and procedure available to the public through its website.
AUSTRALIAN ACADEMY is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.
5. Through this policy and procedure, AUSTRALIAN ACADEMY ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Enable the complainant to present their side of the matter
 - Enable those involved to be informed of the allegations
 - Enable the complainant or appellant to be accompanied by a support person at any meetings that occur during the process.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
6. AUSTRALIAN ACADEMY acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AUSTRALIAN ACADEMY.
7. The independent party recommended by AUSTRALIAN ACADEMY is Melbourne Commercial Arbitration and Mediation Centre (<http://www.mcamh.com.au>) however complainants and appellants are able to use their own external party at their own cost.
8. Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to AUSTRALIAN ACADEMY's head office at Level 2, Unit 32, 207 Currumburra Road, Ashmore QLD 4214 attention to the RTO Manager (for Complaints) and/or to the CEO (for Appeals).
Appeals must be made within 30 working days of the original decision being made.
When making a complaint or appeal, provide as much information as possible to enable AUSTRALIAN ACADEMY to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
9. Some or all members of the management team of AUSTRALIAN ACADEMY will be involved in resolving complaints and appeals as outlined in the procedures. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
10. Where a student chooses to access this policy and procedure, AUSTRALIAN ACADEMY will maintain the student's enrolment while the complaints/appeals handling process is ongoing.
11. The enrolment status of student will be maintained while the complaints and appeals process is ongoing.
12. Complaints and appeals will be finalised within 14 working days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
13. AUSTRALIAN ACADEMY will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
14. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.



Procedure - Complaints

Procedure	Responsibility
<p>c. Receive and acknowledge complaint</p> <ul style="list-style-type: none"> • As per policy, complaints are to be made in writing by the complainant, attention to the Director of Studies. • The Director of Studies should review all complaints upon receipt. • Acknowledge receipt of complaint in writing by sending a letter to complainant within 3 working days of receipt. Use <i>Complaint/Appeal Acknowledgement Letter</i>. • Record details of the complaint on the <i>Complaints and Appeals Register</i>. • Commence process of investigation within 10 days of receiving the complaint. 	<p>RTO Manager</p>
<p>d. Investigate the complaint</p> <ul style="list-style-type: none"> • Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete. • Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. Where the meeting is face to face, the complainant may be accompanied by a support person. • If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the complaint. • The Director of Studies will review the information and decide on an appropriate response. Where deemed necessary by the Director of Studies, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution. • Note: The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved. 	<p>RTO Manager</p>
<p>e. Notification of the outcome and update records</p> <ul style="list-style-type: none"> • Provide a written response within 14 days to the complainant outlining: <ul style="list-style-type: none"> – The RTO’s understanding of the complaint – The steps taken to investigate and resolve the complaint – Decisions made about resolution, with reasons for the decisions made – Areas that have been identified as possible causes of the complaint and improvements to be recommended – Their right to access the appeals process if they are not satisfied with the outcome of the complaints process. • Update the <i>Complaints and Appeals Register</i> so it includes the outcome of the complaint. • Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. • Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant). • Discuss the complaint and its outcome at the next management meeting. 	<p>RTO Manager</p>

Appeals

Procedure	Responsibility
<p>a. Receive and acknowledge appeal</p> <ul style="list-style-type: none"> As per policy, appeals are to be made in writing by the appellant, attention to the CEO 	Appellant & CEO
Procedure	Responsibility
<ul style="list-style-type: none"> The CEO should review all appeals upon receipt. Acknowledge receipt of appeal in writing by sending a letter to appellant within 5 working days of receipt. Use Complaint/Appeal Acknowledgement Letter. Record details of appeal on the Complaints and Appeals Register. 	
<p>b. Response to assessment appeals</p> <ul style="list-style-type: none"> In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task. Advise the student of the outcome of the appeal as per point G below. 	CEO
<p>c. Response to appeals against non-academic decisions</p> <ul style="list-style-type: none"> Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the appeal. The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, AUSTRALIAN ACADEMY may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at AUSTRALIAN ACADEMY's cost. AUSTRALIAN ACADEMY's Management team will review all relevant information and decide on an appropriate response. Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved. 	RTO Manager and Management Team
<p>d. Notification appellant of the outcome and update records</p> <ul style="list-style-type: none"> Provide a written response to the appellant outlining: <ul style="list-style-type: none"> The RTO's understanding of the reasons for the appeal The steps taken to investigate and resolve the appeal Decisions made about resolution and reasons for the decisions 	CEO



<ul style="list-style-type: none"> - If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended - Their right to, and information on, the external appeals process. • Update the Complaints and Appeals Register so it includes the outcome of the appeal. • Update the Continuous Improvement Register if applicable for any improvements to be made as an outcome. • Keep a copy of the appeal and supporting documents in the Complaints file and in the student or staff file (where relevant). 	
<p>Procedure</p>	<p>Responsibility</p>
<ul style="list-style-type: none"> • Discuss the appeal and its outcome at the next management meeting. 	
<p>Procedure</p>	<p>Responsibility</p>
<p>A. External complaint or appeal</p> <ul style="list-style-type: none"> • If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal and must inform the CEO in writing. • The student must advise the CEO within ten (10) working days of the request, the external mediator who will be handling your case and of the process for the appeal. • Additionally, a complainant or appellant who has been through the internal processes may request AUSTRALIAN ACADEMY to appoint an independent party to review the matter. • The independent party used is outlined in the policy, however complainants and appellants are able to seek their own external parties at their own cost. • AUSTRALIAN ACADEMY will co-operate fully in the process of the external party to investigate and review the matter. This will include and not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them. • The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. 	<p>CEO and other Staff as required</p>

PRIVACY POLICY



Purpose

This policy ensures that Australian Academy meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals.

This policy and procedure contributes to compliance with Clause 8.5 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Personal information means *'information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *'Whether the information or opinion is true or not; and*
- *'Whether the information or opinion is recorded in a material form or not.¹*

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

¹ Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th January 2014 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897



1. Privacy Principles

Personal information is collected from individuals in order that Australian Academy can carry out its business functions. Australian Academy only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Australian Academy complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates.

This means AUSTRALIAN ACADEMY ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Australian Academy if you consider that your personal information has been mishandled.

2. Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details
- contact details
- employment information where relevant
- academic history
- statistical information about your prior education, schooling, reasons for enrolling,
- training, participation and assessment information
- fee and payment information

3. Storage and use of information

Australian Academy will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

Australian Academy may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.



4. Disclosure of information

The personal information about students enrolled in a Course with Australian Academy may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), Department of Education and Early Childhood Development and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Australian Academy will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Australian Academy believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

5. Access to records

Individuals have the right to access or obtain a copy of the information that Australian Academy holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Australian Academy holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

6. Correction to records

If an individual considers the records that Australian Academy holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

7. Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within Australian Academy can do so by following Australian Academy's *Complaints and Appeals Policy and Procedure*.



Procedures

Privacy Notices and Emailing Privacy

Procedure	Responsibility
a. Privacy notices <ul style="list-style-type: none">Ensure privacy notices are added to relevant forms and information such as Enrolment Forms, website etc.	Admin Manager
b. Email marketing <ul style="list-style-type: none">Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing.	RTO Manager

Access to Records

Procedure	Responsibility
A. Request to access records <ul style="list-style-type: none">Individuals may request to access their records by using the <i>Request to Access Records Form</i>. Written requests should be sent to the head office.Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued AQF certification document – refer to the <i>AQF Certification Policy & Procedure</i>.Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents.Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request.Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver’s license or utility bill.Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records.Keep a note on how the records were accessed on the individuals file.	Administration team



Amendment to Records

Procedure	Responsibility
<p>A. Request for records to be amended</p> <ul style="list-style-type: none"> • Where an individual requests for incorrect records held about them to be corrected, they can do so by filling in an <i>Amendment to Records Request Form</i>. • If it is a change of address or contact details of a current student, they can use the <i>Change of Details Form</i>. • Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly. • Do not update records if they are found to be correct already. • Advise the individual accordingly of the actions taken to follow up their request 	<p>Administration team</p>