



2023 Domestic QLD Student Handbook

**ADVANCED EDUCATION GROUP PTY LTD t/a AdvancED Education & Training (AET)
RTO No: 41332**

Welcome

AdvancED Education & Training (AET) is a respected and established Registered Training Organisation (RTO) delivering nationally recognised qualifications across a variety of industries. We provide training and assessment services, upskilling workers, to provide a workforce which is qualified, productive and safe.

Our team of qualified and experienced Trainers & Assessors are here to ensure you get the most out of your training.

The AET Team is proud to welcome you to our programs. During your training you have certain rights and responsibilities, most of which are covered in this handbook.

In addition, if you wish to speak with someone about your options for study or to enquire about government assistance with fees or about payment terms, please contact the AET Administration Team.

We trust that you will find the time we share challenging, rewarding and fun.

Devyani Sapre

Director

AdvancED Education & Training (AET)

RTO 41332

Keep up to date with AET News and Events:

- Website: <https://www.advanced.edu.au>
- Facebook: <https://www.facebook.com/AET41332>
- Instagram: <https://www.instagram.com/aet41332/?hl=en>

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Review Process:

This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and all other applicable State and Commonwealth legislation.

Our commitment

To provide training and assessment services that meet the needs of clients and industry. We provide qualified and experienced industry trainers and assessors, suitable facilities, ensure there is sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

AET is committed to supporting you through your training and assessment. Your key contact will be your Trainer Assessor, who is assigned to you upon enrolment. You will also have the support of Student Administration and the Management team for the duration of your studies; however, we recommend that your first point of contact be your Trainer and Assessor.

Note:

While we try to provide the best opportunities on your journey with us, we cannot guarantee that:

- i) you will successfully complete your training,
- ii) that a training product can be completed in a manner which does not meet the requirements of the packaging rules; or
- iii) that you will obtain a particular employment outcome.

Introduction

AET welcomes you, and we look forward to working with you to achieve your learning goals.

This handbook has been produced as a point of reference for you to find information about the policies and procedures that we have put in place to make your learning experience as productive, rewarding, and enjoyable as possible.

AET is absolutely dedicated to providing you the best training we possibly can. Considering this, we strongly encourage you to provide us with feedback (good and/or bad) about your learning experience, so that we can continue to improve.

Changes to legislation and/or our Training's policies may impact on the currency of information included. AET reserves the right to vary and update information without notice.

The below qualification and units of competency are on AET's Scope of Registration. A current version can be viewed at www.training.gov.au by searching our RTO name.

Qualifications

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC30221 Certificate III in School Based Education Support
- CHC33015 Certificate III in Individual Support
- CHC33021 Certificate III in Individual Support
- CHC40221 Certificate IV in School Based Education Support
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- CHC50121 Diploma of Early Childhood Education and Care
- CHC52015 Diploma of Community Services
- CHC52021 Diploma of Community Services
- CHC62015 Advanced Diploma of Community Sector Management

Units of competency

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- HLTINFCOV001 Comply with infection prevention and control policies and procedures

For detailed information about the courses, please refer to our website: <https://www.advanced.edu.au>

Code of Conduct

AET expects that all students will participate with commitment to their training, submit assessments in a timely manner, and behave in a manner that does not contravene workplace health and safety. AET views student misconduct seriously.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to AET

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Reimbursement of the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Referral to the police as appropriate

Students found guilty of misconduct have the right to lodge an appeal by following the AET complaints and appeals policy.

Workplace Health & Safety

AET expects that all staff and students will participate in maintaining a safe and healthy workplace environment. Students are reminded that they are responsible for their own safety and the safety of others in the workplace.

Smoking/drugs

AET is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four (4) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on our premises, or to use any training facilities or equipment.

Equipment Requirements

You will need to bring your own laptop or other device enabled to operate on the internet. Additionally, some courses may require you to have and use a webcam.

If you are attending one of our training facilities, all the equipment you need will be provided to you for the course you are attending.

Enrolment Process

Enrolment into one of our courses or units requires you to complete the necessary enrolment information. AET has a legal requirement to collect this information, and we are also obligated to keep all information regarding course participants strictly confidential in accordance with our privacy policy. Information about you will only be divulged to external Agencies with your consent, or when there is a legal requirement to do so.

Learners seeking to participate in a AET program should complete an enrolment application. This can be done on our website or forms can be requested by emailing info@advanced.edu.au

The completed Enrolment Application Form should be submitted to us, along with the following documents:

- Proof of a residential address
- Proof of Australian citizenship or New Zealand citizenship or proof of Australian permanent residency
- evidence of your Date of birth (you must be over 15 years of age)

Note:

Depending on course or funding requirements, you may be asked to provide additional information.

Upon receipt of your application, a AET staff member will contact you to discuss:

- any specific learning needs,
- your previous experience. If you have demonstrated competency in a unit or proven knowledge, skill and experience related to the units we are delivering, a Credit Transfer or a Recognition of Prior Learning (RPL) application approval may result in a reduced training period.
- any study preferences, and

- access to practice site/s

In some instances, depending upon the entry requirements for specific qualifications which AET delivers, a AET staff member will need to discuss these requirements with you before you can be accepted into the course/qualification.

As part of the pre-enrolment process, all students must undertake a Pre-Training assessment, which will include:

- a Language, literacy, and numeracy (LLN) quiz. This will be conducted to make sure you meet the minimum course entry requirement. The assessment is an informal process to identify any support we may need to provide to allow you to meet your learning needs. It provides information to identify and develop any additional learning/assessment needs identified. The main purpose of the LLN assessment is to ensure you are not disadvantaged by completing a course for which you will require assistance.
- answering your questions about the course.

Unique Student Identifier

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime, and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

AET follows the Student Identifiers Act 2014, where an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier and where this has been verified with the Registrar unless an exemption applies under the Student Identifiers Act 2014.

If and where an exemption applies, AET will inform the student prior to either the completion of the enrolment or commencement of the training and assessment (whichever occurs first), that the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared at the Register.

Changes to Enrolment/Personal Details

To make changes to your enrolment or personal details please contact AET by phone or email with the details you require changed, and we will make the changes for you

Language, Literacy and Numeracy Training

Literacy and numeracy skills are required to read and interpret documents applicable State and Commonwealth legislation, record keeping requirements, recording business activities, basic financial concepts, maintaining financial records, and understanding financial statements.

Our courses have been developed to assist persons with literacy problems. Further to this, a trainer is available to provide phone support, during working hours, for any persons who self-identify as having a literacy issue.

AET uses a Language Literacy and Numeracy Indicator tool to assist in diagnosing your language, literacy and numeracy level prior to undertaking learning and/or assessment. This tool will help you determine your levels in accordance with the Australian Core Skills Framework and determine whether you may have trouble in successfully completing a course.

Where it is determined that you may have trouble successfully completing the course, AET has staff available for literacy and numeracy support, and processes are also in place to provide external support, such as interpreter services.

General Student Information Application to Defer or Suspend Training

A student may complete an application to defer or suspend training due to extenuating circumstances outside of their control, which may include:

- long term illness
- family matters

The student is required to complete an application for deferment or suspension of training by contacting the AET Administration Team. A representative of AET will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

Withdraw & Enrol into Another Qualification

If a student (not an apprentice/trainee) wishes to change from their current enrolment in a qualification to another qualification on AET's Scope of Registration, an application must be made in writing to AET Administration. Applications will take 7 days to process.

Units of competency already achieved under your first enrolment will be recognised by the issuance of a Statement of Attainment.

Consumer Protection Mechanism

AET will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication, including the nature of the guarantee to students, refunds and agreements between students and AET, as indicated in the enrolment form and Student Handbook. Consumers have rights under the Australian Consumer Law (ACL) to receive the services that have been offered in the agreement or enrolment form and within a reasonable indicated timeframe.

Classroom Course Delivery

Punctuality

For courses that require your attendance at one of our training centers, we ask you to arrive on-time. Usually there is no problem with re-scheduling an appointment, so if you are running late, please give us a call!

Cancellations

If you need to cancel a training session or assessment with AET, you are required to provide us with as much notification as possible. As a minimum we require 24 hours' notice of any cancellation of attendance.

Consideration of Others

AET requires our students to display respect to our trainers and other students. You can help us with this by:

- Not smoking on our premises
- Listening to instructor's directions
- Treating other students as you would like to be treated yourself

Disciplinary Procedures

On-site

When attending our premises there is an expectation that you will conduct yourself in an appropriate manner.

Students who fail to meet basic standards of conduct may be asked to leave the premises if they continue to conduct themselves in a way that is disruptive to the trainer or other students.

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether has achieved a standard or objective and it is a competency-based assessment. The competency-based assessment is the method of gathering and judging of evidence in order to decide whether you achieved a standard of competency.

The four principles of assessment are followed in assessment of each Student's evidence of competence. The four principles are;

- Validity
- Reliability
- Flexibility
- Fairness

Validity: Assessment against the unit(s) of competency and the associated assessment requirements covers the:

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

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

Fairness: The individual Student's needs are considered in the assessment process. Wherever appropriate, reasonable adjustments are applied by AET to take into account the individual Student's needs. AET informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility: Assessment is flexible to the individual student by:

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

If you have special needs or disabilities, reasonable adjustment will be organised in accordance with the organisation assessment process of policy and procedures.

This may include but not limited to:

- visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support

Examples of reasonable adjustment in assessment may include but not limited to:

- Submission of an oral assessment task for a written one
- Provision of extra time
- Use of adaptive technology

The requirements for special needs must be established and an appropriate record must be kept of the

efforts made to establish special need and the outcomes of these efforts.

Competency/Submission Details and Instructions

All assessment due dates are set dates by which assessment tasks must be submitted. Learners are expected to take responsibility for meeting due dates and plan their work accordingly. The due date is the day the assignment must be received by AET.

For you to achieve competency in each unit, you are required to complete all the tasks and submit according to your proposed training plan or else as negotiated with trainer. The student instructions for each task have been mentioned before the start of each task in the assessment workbook. All completed assessment tasks must be submitted in hard copy or emailed to your trainer/assessor. You must achieve satisfactory ratings on all assessment activities and tasks to be deemed competent in the unit.

- The submission of answers (theory assessment tasks), could be handwritten or should be typed using software suite like Microsoft Office and submitted in printed form (If you are not comfortable with this form of assessment please speak to your trainer for alternative arrangements)
- Reports / templates where provided (workplace assessment tasks) should be completed by hand and submitted along with printed documents.
At each submission of your assessment, the student must declare that the work submitted is his/her own and has not been copied. Failure to do so will result in the assessment work being returned for completion thus delaying the assessment.
- Make sure you have read all supporting resources prior to commencing and completing any of the questions and activities in this assessment workbook.
- If you are unsure of the requirements of any assessment task – please contact your trainer/assessor, for clarification. Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment.
- You must ensure that you have attempted and completed all assessment tasks in this Student Assessment Workbook prior to submitting for assessing.
- Written questions require in-depth responses and answers must be correct, sufficient and in acceptable form of quality and standard
- All the above items must be adhered to. Failure to do so will result in your work being returned to you, delaying the assessment of your tasks

Understanding the Assessment Grading System

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements.

Assessment **Record of Performance** based on Assessments Tasks in a Unit of Competency. the student must deliver answers to all the questions. The answers should be correct, sufficient and in acceptable form of quality and standard.

- Satisfactory (S): The Student's submitted work satisfies the learning requirements and competency standards for the particular Assessments Task in the unit of competency.
- Not Satisfactory (NS): The Student's submitted work does not demonstrate the understanding of competency standards the particular Assessments Task in the unit of competency.

Then the Outcome identifier RESULT is:

- **Competent (C) result:** The client has been assessed and satisfies all of the requirements for the unit of competency or module.
- **Competency not achieved/fail:** The client has attempted all of the requirements for the assessment

and has been assessed as not competent, or as not satisfying one or more of the requirements for the unit of competency or module. For example, this code would apply if a client attempted ten of ten required assessments and was assessed as not competent in one or more of the assessments. However, if a client had only attempted nine of the ten assessments, this code would not be used as the client must attempt all of the assessments in order to receive a 'Competency not achieved/fail' code.

- **Withdrawn/discontinued:** Withdrawn is reported for clients under two possible scenarios. The first scenario is that the client has engaged in some learning activity, and has then notified the training organisation of their withdrawal before completing all of the assessment criteria. The second situation is where the client has engaged in some learning activity and then stopped attending or submitting assessments (i.e. discontinues) without notifying the training organisation. In this situation, a student does not attend the final assessment and has not made contact with the training organisation to formally withdraw or arrange a continuing status. The withdrawn code applies in this situation, even if the client has completed some assessments and been assessed as not competent for one or more assessments.
- **Recognition of prior learning granted:** The client has been assessed and recognition of prior learning has been granted.
- **Recognition of prior learning not granted:** The client has been assessed and recognition of prior learning has not been granted.
- **Credit transfer/national recognition:** Credit transfer is training credit for a unit of competency or module previously completed by a client and includes granted application for mutual recognition. Credit transfer and granted application for mutual recognition are essentially administrative processes. These are not formal enrolments in the normal sense, because they involve neither delivery nor assessment of the student's knowledge. However, credit transfers need to be recorded and reported, firstly to exempt the student from the need to enrol in the unit, and secondly for the purposes of provider and systems calculation of qualification eligibility. Upon application by the client, the provider consults curriculum documents or official lists to determine the extent to which the client's previously achieved program of study or subject is equivalent to the required learning outcomes, competency outcomes, or standards in the program of study they are now undertaking. National recognition can be: (a) recognition by a registered training organisation of the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person; (b) recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions; and (c) recognition by all state and territory course-accrediting bodies and registering bodies of the courses accredited by each state or territory's course-accrediting body and of its accreditation decisions.
- **Superseded subject (valid for activity from 1 January 2015):** 'Superseded subject' is used when training activity started in a unit of competency but was not completed when superseded by another subject against which the final outcome will be recorded. Outcome identifier — national of '61 — Superseded subject' must not be selected for the superseded subject until training activity has commenced in the replacement subject. There must be evidence of the training activity itself in the replacement subject; evidence of enrolment procedures or data entry into the student management system is not acceptable. When using Outcome identifier — national '61 — Superseded subject', the corresponding Program identifier field may be populated with either the original or the replacement subject's Program identifier. Registered training organisations submitting funded data to their state training authority should follow their state training authority's specific advice about which Program identifier should be used. Activity listed with this code in an AVETMISS data submission will not be populated on unique student identifier transcripts.
- **Continuing activity:** This code is used when the client has engaged in learning activity, but has not completed all of the training and assessment criteria by the end of the collection period. Training activity reported with this code must be reported in a subsequent collection with a final outcome. While it is generally expected that training activity reported with this code will have an Activity end

date after the collection period end date, there is some leniency for activity for interim collection points (e.g. fortnightly, monthly, or quarterly reporting) where Activity end date is in the current collection year.

Non-assessable

Non-assessable activity is reported when training activity in a program is designed so that the client is not required to undertake an assessment or the client has elected by agreement with the training organisation at enrolment not to be assessed.

Outcome identifier — national can only be one of the following for non-assessable activity:

- **Non-assessable activity:** satisfactorily completed The client has completed the program of study in a way that satisfies the requirements of the training organisation.
- **Non-assessable activity:** withdrawn or not satisfactorily completed The client has not completed the program of study in a way that satisfies the requirements of the training organisation or the client has withdrawn after engaging in the program's activities.
- **Not yet started:** This is a preliminary outcome code and may be used when the client has enrolled in a subject but has not yet commenced activity. It may also be used when a student is undertaking multiple programs which share subjects. In this instance this code may be used against one of the subject records to prevent the reporting of the same subject twice. It is not compulsory for 'Not yet started' activity to be included in an AVETMISS data submission, but is available for use to accommodate some student management system requirements. Activity listed with this code in an AVETMISS data submission will not be included on unique student identifier transcripts and not included in any national reports from NCVET.

CLASSIFICATION SCHEME

VALUE DESCRIPTION – OUTCOME IDENTIFIER – NATIONAL

- 20 Competency achieved/pass
- 30 Competency not achieved/fail
- 40 Withdrawn/discontinued
- 41 Incomplete due to RTO closure
- 51 Recognition of prior learning granted
- 52 Recognition of prior learning not granted
- 60 Credit transfer/national recognition
- 61 Superseded subject
- 70 Continuing activity
- 81 Non-assessable activity – satisfactorily completed
- 82 Non-assessable activity – withdrawn or not satisfactorily completed
- 85 Not yet started

Assessments must be submitted by the due date, or an extension negotiated no later than 1 day prior to the original due date. Learners need to apply for an extension via their Trainer. Please note the learners can also request their trainer/assessor for extension verbally. It is the discretion of trainer/assessor to grant or refuse.

Extensions will be granted on a case-by-case basis and are not guaranteed. Approval is up to the discretion of the Trainer/Training Coordinator. An extension will only be granted when the learner.

has a valid reason for not submitting work on time such as illness or other serious matters and supported by documentation e.g. doctor's certificate.

Plagiarism and Collusion

Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a unit or a course. When you have any doubts about including the work of

other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please refer to plagiarism and collusion policy and procedure section in this handbook. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Re-Assessment

- If the result of your Unit Assessment is "Competency not achieved/fail", you will be given an opportunity for reassessment.
- Each Student has three (3) attempts to achieve a Competency achieved/pass outcome, including two resubmission attempts.
- You will only work on the component(s) of the Task(s) that were marked "Not Satisfactory" particular Assessments Task in the unit of competency. The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor.
- Please note that AET will provide two (2) chances for re- assessment at no cost and allowed before a student's assessment in a unit is deemed as "Competency not achieved/fail".
- If you are not able to achieve competency with all of these opportunities, you are required to repeat the unit at your own cost which will also impact your study period.

Results and Certificates

All learners are entitled to receive a Record of Results. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate, or Diploma. Learners must settle any outstanding fees before they can collect their qualification certificate. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO. There is a charge of \$40 per document for this service.

We will issue your qualification when all requirements of the course have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees have been paid before qualifications will be issued.

Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Certificates and Statement of attainments will be issued within 30 days of course completion or withdrawal. Please make a request to office if you require it earlier for any specific reason.

Validation and moderation

AET ensures that our business model validates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid, and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) during our regular management meetings.

Staff Requirements & Company Structure

- Training Coordinator is responsible for the standard of training and safety within Advanced Education and Training and for the assessments conducted whilst students are attending Advanced Education and Training.
- The Trainers at Advanced Education and Training supervise all training and assessments. In addition, trainers are responsible for day-to-day course administration. All have at least a Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Trainers and assessors must, bylaw, maintain accurate records of attendance and participation.
- Compliance officer will be responsible for maintaining the compliance of the organisation with the relevant standards and legislations applicable to Advanced Education and Training.

CEO is responsible for all administrative tasks such as handling all payments and coordinating your course activities.

Benchmarks for assessment

AET uses units of competency drawn from nationally endorsed industry Training Packages as our primary benchmark for assessment. Supporting this are industry standards or codes of practice. These and other industry specific publications inform the context and standard of performance during assessment.

To identify the precise assessment criteria, we apply a methodology of unpacking a unit of competency to assess the full scope of the unit including elements of competency, performance criteria and specific requirements for assessment. This process ensures that our assessment strategies accurately reflect the requirements of the relevant training package.

Engagement with industry

AET is well placed to leverage off current industry associations to incorporate industry requirements into the assessment process. Consultation with enterprises or industry will provide information about assessment requirements relevant to workplaces. Regulatory requirements that relate to specific units of competency will be incorporated to ensure our students are well prepared for their workplace duties.

Collecting evidence that counts – the rules of evidence

In collecting evidence, AET applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

Sufficiency. The assessment must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.

Validity. The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.

Authenticity. The assessor must be assured that the evidence presented for assessment is the student's own work.

Currency. The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or they are very recent past

Assessment context

AET recognises the importance of establishing the right context for candidates during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office or construction industry setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture. Many units of competency may be applied in any workplace such as skills and knowledge relating to workplace safety or leadership.

It is our responsibility to ensure that you are provided with the right context to undertake your assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of your own workplace policies and procedures into the assessment scenario or activity.
- Conduct the assessment in your workplace performing real or simulated workplace tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for you to align with during realistic simulated workplace

scenarios and case studies.

- Incorporation of regulatory information relating to licensing which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require you to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace within AET facilities.

Reasonable Adjustment

Reasonable adjustment can be made for learners with disability. The following information will help you to understand how reasonable adjustment works.

What is reasonable adjustment?

Reasonable adjustment means modifications or changes that give you the same opportunities in training as a person without disability. Adjustments need to be reasonable. That is, they need to consider the needs of everyone involved so that no one is disadvantaged. This includes you, other learners, your trainers, and the impact on your training organisation.

Reasonable adjustment does not:

- give you an advantage over others
- mean that course standards or outcomes will be changed for you – you will still need the basic knowledge and skills to do the course and will need to demonstrate competency in all tasks
- mean that you do not have to follow the student rules
- give you a guarantee of successful course completion – you still need to do the work.

You will have a say in deciding what your reasonable adjustment will be. The decision will take account of:

- your needs, abilities, and independence
- how and where your course will take place
- the types of reasonable adjustment and resources available.

Some examples of reasonable adjustment are:

- books or learning materials in an alternative format; for example, audio, electronic, etc.
- access to specialised software or equipment
- assistance from a support person; for example, a note-taker or sign language interpreter
- extra time to complete assessments.

What you need to do

Make sure you understand the theoretical and practical requirements of the course before you enroll. Find out if any professional association registration and industry licences that you will need for a job.

Be aware that reasonable adjustment can take a significant time to organise and may need several

meetings. The earlier you discuss your needs with your teacher and/or disability services officer the better.

It's your responsibility to make contact and request assistance.

Disclosure

It is a difficult decision whether to tell someone about, or disclose, how your disability affects you. The main benefit of disclosing is that the teacher/disability services officer can then discuss with you whether reasonable adjustment can help you in your course.

You can take someone with you when you meet with the teacher/disability services officer. It could be a family member or case worker who can help you to explain your needs.

Be prepared to give details and evidence about the nature and impact of your disability. A medical and/or school report could be suitable.

You will be asked to sign a form allowing your details to be passed on to the people who need to assess your case for reasonable adjustment.

Keep in mind the support that you may have used in the past may not be appropriate in a new training environment. Discuss other supports and try new things so that reasonable adjustment works for you.

Remember that reasonable adjustment is only reasonable if it considers the needs of everyone involved. The type and amount of support will be negotiated with you.

Keep in contact with your trainer and/or disability services officer. Your needs may change over time so your reasonable adjustment may also need to change.

Verification

AET is committed to ensuring that our assessments are valid, reliable, flexible, and fair. Therefore, as part of our Quality Assurance methodology, we employ several strategies to verify that our assessments are meeting these benchmark requirements.

Issuing Statements of Attainment

AET undertakes to issue you with any statements of completion or statements of attainment as quickly as we possibly can.

AET will ensure that AQF certification documentation is issued to you within 30 calendar days of you being assessed as meeting the requirements of the training product, if the training program in which you are enrolled in is complete and providing all agreed fees have been paid.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations 2015, AET provides the opportunity for students to apply to have prior learning recognised toward a unit of

competency for which they are enrolled.

Recognition of prior learning generally takes two forms: recognition of prior learning, which is the focus of this section, and credit transfer which is dealt with in the Credit Transfer section of this handbook.

A unit of competency is the smallest component for which recognition of prior learning or credit transfer can be offered.

What is Recognition of Prior Learning (RPL)?

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system.

By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and for industry.

The AET RPL Process

Should you wish to apply for RPL for any of our courses or units of competency, you should contact AET to arrange for one of our qualified assessors to discuss your suitability.

You will be required to submit evidence of your previous work experience or training that you will be using to apply for RPL. You will also be required to pay the applicable fee which is currently set at 100% of the normal course or unit fee.

It may be required that you take part in an interview before RPL is granted. Of course, at the conclusion of the application you will be advised of its outcome.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You may not apply for RPL for units of competency which is not included in our scope of registration.
- Whilst you may apply for RPL at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence.
- Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole units of competency.

Forms of evidence

RPL acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, AET applies the following rules of evidence:

- Sufficient,

- Valid,
- Authentic, and
- Current.

Like assessment, RPL is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by you for the skills and knowledge that you have previously learnt through work, study, life, and other experiences, and that you are currently using. It also includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward RPL may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined with several evidence items, you will start to provide a strong case for competence. AET reserves the right to require you to undertake practical assessment activities of skills and knowledge to satisfy itself of your current competence.

Appealing RPL outcomes

If you are not satisfied with the outcomes of an RPL application, you may appeal the outcome like other assessment decisions, through the complaints / appeals process via the appeals form located under the resources tab on the AET website.

Credit Transfers

AET acknowledges the importance that nationally endorsed qualifications, skill sets, and units of competency are recognised and portable across the country—regardless of where they were issued. Students must not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or licence condition (including an industry licensing scheme) requires it.

If a student provides suitable evidence, they have successfully completed a unit or module at any RTO, AET must provide credit for the unit or module.

What is credit transfer?

Credit must be granted for studies completed by a student at an RTO or at any other authorised issuing organisation, such as a university.

When unit codes and titles are different

In the case of any non-equivalent units of competency, AET will complete an analysis to determine the equivalence of the study completed, with the relevant units or modules before granting any credit.

Evidence requirements

Before providing credit based on a qualification, statement of attainment or record of results, AET staff will either authenticate the information by directly accessing the USI transcript online, or by contacting the organisation that issued the document to confirm the content is valid.

Complaints and Appeals

AET is committed to providing a fair complaints and appeals process.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by AET in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students and/or employers. A complaint can be made through the Complaint/Appeal form, which is accessible on AET web site.

What is an appeal?

An appeal is an application by a student for reconsideration of a discipline outcome, or an unfavourable decision or finding during training and/or assessment. An appeal can be made through the Complaint/Appeal form, which is accessible on the AET web site. It must specify the details of the matter in dispute. Appeals must be lodged within 28 days of the disputed decision or finding.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Where AET considers more than 60 calendar days are required to process and finalise the complaint; AET will inform the complainant in writing, including the reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.

Relationship to continuous improvement

The complaints and appeals handling process will expose weaknesses in our training and/or assessment system. We consider issues raised through this process to be an opportunity for our continuous improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and appeals handling

AET undertakes to apply the following principles to its complaints and appeals handling:

- An electronic record of all complaints and appeals is to be kept by AET including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 20 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of AET to review his or her complaint or appeal following the internal AET complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- AET shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No AET representative is to disclose information to any person without the permission of AET Managing Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- If you are not satisfied with the complete complaint handling, AET will arrange for an independent panel to be convened that will review your complaint. The results of this review will be forwarded to you as soon as possible.

For more information about our Training's policy on complaints and appeals, please go to the website.

To speak to Department of Youth Justice, Employment, Small Business and

Training please visit : <https://desbt.qld.gov.au/contact-us>

To speak to Student Support Officer, please call 1800 233 266 or email info@advanced.edu.au

Fees payable

Fees are payable when you have confirmed your enrolment and received an invoice for the enrolment fee. Fees structures at AET will vary depending on the type of course you are enrolled in.

Fee-for-Service courses

Fee for Service courses are delivered when the student or a third party meets the cost of the training (rather than when training is delivered under one of a variety of government funding programs). At enrolment you will be advised of the total training cost; at this time, it will be identified whether the fees for your training are to be paid by you or a third party, the responsible party will be invoiced accordingly. Where the employer is paying the fees, the terms of payment will be negotiated with the employer and an invoice sent prior to the commencement of training.

At enrolment a detailed invoice of all course fees will be provided. Payments in advance at the time of enrolment will not exceed \$1,500.00 for long courses. Course fees for short courses (1-5 days) where the fees are under \$1,500.00 are to be paid prior to commencement of training. Payment of invoices can be made via eftpos, direct deposit and/or credit card. Alternatively, to assist student's in managing the payment of fees AET's provides a Payment Plan facility. For further information contact your AET Administration Team.

Enrolments are subject to a cooling-off period that expires 7 business days from the day on which AET receives payment. The cooling-off period provides a safeguard allowing the student an opportunity to change their mind before commencing the qualification. The Refund Policy outlines the process, should you wish to withdraw prior to the commencement of training.

Co-Contribution Fee

For Courses subsidised under the 2023-2024 Queensland VET Investment Program administered by the Department of Youth Justice, Employment, Small Business and Training's (DYJESBT)

The co-contribution fee charged for a qualification or offering must represent the total cost to the student and include any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.

A concessional and non-concessional — to be charged to an enrolled student for each qualification or skill set it is approved to deliver under a program.

AET charge and collect the fee at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published by the SAS. The unit of competency fee must be either the total fee divided by the units of competency payable for the qualification.

Co-contribution fees **cannot** be charged for:

- credit transfer
- transitional gap training — when transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training and assessment is required; or when a student has completed a unit of competency and the competency has been superseded and is similar but not equivalent, therefore gap training and assessment is required (however the qualification code remains the same)
- student cohorts exempt from paying fees as specified in the relevant program policy or guidelines.

Funded Programs

AET is a Skill Assure Supplier (SAS)

Certificate 3 Guarantee Program

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification. For further information please visit:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

It is a program requirement that AET charge a Co-contribution Fee for students enrolling into the Certificate 3 Guarantee program. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training.

The SAS must collect a co-contribution fee, it may be paid on behalf of the student by an employer or third party unrelated to the SAS, but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the department; failure to pay the co-contribution fee may result in AET withholding your certification documentation.

Higher Level Skills Program

The Higher Level Skills program provides eligible individuals with access to a subsidised training place in selected certificate IV level or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

For more information, please click : <https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

It is a program requirement that AET charge a Co-contribution Fee for students enrolling into Higher Level Skills. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The SAS must collect a co-contribution fee, it may be paid on behalf of the student by an employer or third party unrelated to the SAS, but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the department; failure to pay the co-contribution fee may result in AET withholding your certification documentation.

Refund Policy

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director or CEO of the organisation.

Refund form: https://www.advanced.edu.au/pdf/Refund_application_Form_v1.0.pdf

Certificate 3 guarantee program

Certificate 3 Guarantee Co-contribution refunds must be requested in writing 7 days prior to withdrawal. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

Higher level skills program

Higher Level Skills program Co-contribution refunds must be requested in writing 7 days prior to withdrawal. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

Protecting fees being paid in advance

AET acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities AET will not accept payment of more than \$1500 from each individual student prior to the commencement of any course it offers.

Following the course commencement, AET may require payment of additional fees in scheduled payments in advance from a student, but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

Discrimination and Harassment

At AET we are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment. All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances.

Access and Equity

AET is committed to developing and delivering training that provide equal opportunity for all students regardless of their sex, race, marital status, ethnicity, age, religion, and sexual orientation.

Our learning and assessment materials have been developed to be specifically sensitive to the needs of students from different cultural backgrounds.

AET acknowledges that our students come from socially, culturally, and linguistically diverse backgrounds. We endeavour to make our training accessible to *all* persons.

To this end, we will provide students with assistance they may require to successfully complete their training which may include referral to language literacy and numeracy support centres, or interpreter services. In these cases, the costs of this specialised assistance will be borne by the student.

Privacy

AET takes the privacy of participants very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and National Privacy Principles (2008) (and by virtue of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* the Australian Privacy Principles).

Your personal information, attendance details, progress and results may be disclosed to:

- ASQA
- Regulatory state funding bodies
- Other agencies that provide funding
- NCVET

All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law or required by the Standards for NVR Registered Training Organisations to make your information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will seek the written permission from you for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.

VET Data Use Statement

Under the *National VET Data Policy 2020*, AET is required to collect personal information about you and

to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The purpose of collecting this data is to improve understanding of Australia's VET market and management of the national VET system.

AET is required to collect and report all students who have undertaken nationally recognised training, regardless of the status of the student.

To meet our reporting obligations, AET will require you to provide us with your Unique Student Identifier (USI) code before we can issue you a Nationally Recognised Training outcome.

Confidential data about AET and its student's activities may be published.

Files containing identifiable student data must be used in accordance with the Privacy Act 1988, including the Australian Privacy Principles.

Legislative Requirements

AET is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all AET representatives must be made aware of changes as they occur. In addition, courses may have specific legislative requirements that must be complied with. The legislation that particularly affects the delivery of our training and assessment services includes:

Commonwealth legislation:

- *National Vocational Education and Training Regulator Act 2011*
- *Legislative Instruments Act 2003*
- *Work Health and Safety Act. 2011*
- *Equal Opportunity Act 2010*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and National Privacy Principles (2001) (as amended)*
- *Workplace Relations Act 1996*
- *Skilling Australia's Workforce Act 2005*
- *Child Protection Act 1999*
- *Copyright Act 1968*
- *Competition and Consumer Act 2010*

Queensland

- *Vocational Education, Training and Employment Act 2000*
- *Vocational Education, Training and Employment Regulation 2000*

- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*

Feedback

At AET we value your feedback. At the completion of your training, an email will be sent to you with a link to send us your feedback about the course you have completed. Many of our course provide you to also provide feedback in written or video form. AET staff regularly review this information and use it to improve our training products.

AET is committed to continual improvement, and an important part of this process involves seeking, received, and acting upon the feedback we get from our students.

Student Access to Records

At AET we acknowledge that you need access to your records to monitor your progress. You will be able to access your records, including academic records, Statements of Attainments, and financial history at any time by logging into the AET website.

Support Services

AET has access to various support and welfare services to assist you if needed.

Our trainers will be more than happy to discuss with you about your training and career aspirations, and expectations from your training with AET.

If you are having trouble with your literacy or numeracy skills, our trainers will be able to provide you with help in developing these skills.

Interpreters

AET recognises the diversity of its students. Should the services of an interpreter be needed, we will endeavour to locate an accredited interpreter to assist you. If interpreter services are not covered by government funding, the costs of an interpreter will be borne by the student. However, there are also several online services that might be used to assist students who may be having understanding English.

Disability Support

AET is committed to supporting persons with disabilities. For example, persons who identify themselves as being hearing impaired during our enrolment process will automatically be provided with a written script of the learning resources contained in the course in which they are enrolled.

For persons who have a disability that cannot be catered for by our system, we will undertake to find

another provider that can accommodate their specific needs.

Personal Support

Where personal circumstances may affect your learning experience, AET will endeavour to support you wherever possible, including referring you to the following organisations:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line 3831 9016
- Lifeline 131 114
- Men's Line Australia 1300 789 978
- Kids Helpline 1800 55 1800
- Pregnancy Helpline 1300 139 313
- Interpreting Service 131 450
- Youth Emergency Service (Accommodation) 3357 7655

Marketing

AET will ensure that marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

Critical with this requirement, is compliance with the conditions of use for the Nationally Recognised Training (NRT) Logo.

AET will always endeavor to ensure all marketing materials and follows

https://desbt.qld.gov.au/_data/assets/pdf_file/0025/11887/sas-marketing-disclosure-directive.pdf

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO Code
- refers to another person or organisation in its marketing material only if consent has been obtained
- uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4
- makes it clear where a third party is recruiting prospective learners for the RTO on its behalf
- distinguishes between nationally recognised training and assessment from other training and assessment
- includes the title and code of any training product, as published on the National Register, referred to in that information
- only advertises or markets a non-current training products while it remains on AET scope of registration
- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment.



Policies and Procedures

For current AET policies and procedures, please refer to our website

<https://www.advanced.edu.au/policies-and-procedures.html>