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**APPLIED VOCATIONAL
TRAINING**

Student Policy Handbook

APPLIED VOCATIONAL TRAINING
RTO 5273
ABN 31 601182709

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INTRODUCTION

Thank you for choosing Applied Vocational Training as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning. Good luck.

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Applied Vocational Training.

Applied Vocational Training

Thank you for considering training with

Applied Vocational Training is registered training organisation (RTO) registered with the National Vet Regulator; Australian Skill Quality Authority (ASQA).

Applied Vocational Training aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving our resources, processes and facilitation methods to remain ahead in technology and industry standards.

Applied Vocational Training has a purpose built training facility at:

- Suite 2, Enterprise Unit 2,
11 Brodie Hall Drive
Technology Park, BENTLY WA 6102

Applied Vocational Training offers a range of training products and services which includes the following:

- ACM20110 Certificate II in Animal Studies
- ACM30110 Certificate III in Animal Studies
- ACM40310 Certificate IV in Companion Animal Services
- ACM40412 Certificate IV in Veterinary Nursing

As an RTO, Applied Vocational Training is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Applied Vocational Training is committed to providing quality training and assessment services to its students.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

Training Programs

Applied Vocational Training delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

STUDENT RIGHTS AND RESPONSIBILITIES

Applied Vocational Training conducts training courses through various mediums to: suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date where these apply. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Applied Vocational Training regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Applied Vocational Training has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion -**
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism -**
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Applied Vocational Training property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Applied Vocational Training retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Change of personal details

Students are required to ensure their personal details recorded with Applied Vocational Training are up-to-date at all times. Should your circumstances or details change please notify administration at: admin@appvoc.com

Disciplinary Processes

Applied Vocational Training may implement student discipline processes should a client be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Evaluation and Feedback

Applied Vocational Training values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Applied Vocational Training has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

Applied Vocational Training understands that there may be times when personal issues may affect your ability to undertake your training. Applied Vocational Training has identified a number of support services for Students who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Applied Vocational Training can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

National Relay Service

<http://relayservice.gov.au/>

The NRS is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;

- Be a willing participant;
- Work with fellow students;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace, studying via self-paced online correspondence or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

Applied Vocational Training is required to meet stringent quality requirements in the conduct of all assessments.

Applied Vocational Training has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Applied Vocational Training is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to clients, and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning. Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Applied Vocational Training does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, clients may be offered the opportunity to re-submit at a fee.

Assessment results

Results of assessment are provided to students as soon as is practical. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance, or if the course has been arranged between the student's employer or school as part of a VETiS program.

Reasonable adjustments

Students with disabilities are encouraged to discuss with Applied Vocational Training any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Applied Vocational Training to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by Applied Vocational Training. Certificates can only be awarded by Applied Vocational Training in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.

- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to Students at their nominated postal address as shown in the Student management system. The onus is on the Student to ensure their address details are correct at all times.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the client. This means that the student has greater control over what, when and how they learn.

Applied Vocational Training offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Applied Vocational Training must abide.

Applied Vocational Training makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these will be clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Applied Vocational Training can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Applied Vocational Training believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Applied Vocational Training aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Applied Vocational Training may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Student Support Officer on admin@appvoc.com who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the Student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Applied Vocational Training is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol and pay the applicable fees for your RPL application to be reassessed. Please talk to your assessor if you have any concerns.

Mutual Recognition

Applied Vocational Training recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition. With Mutual Recognition students are not required to undertake learning in the unit/s again, the student is exempt.

Special Needs

Students intending to enrol for training with the Applied Vocational Training are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Program Manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The program Manager, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

POLICIES

Access and Equity

Applied Vocational Training is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Applied Vocational Training will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Applied Vocational Training abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

Appeals

Applied Vocational Training ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.

- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Applied Vocational Training may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Applied Vocational Training will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Applied Vocational Training strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Applied Vocational Training assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

Client Enrolment

To enrol in a training program simply do so via our website by selecting the 'Apply/ Enrol Now' button from each course page, and submit the application form.

Most courses will require a deposit payment. You will receive a confirmation email of your application and instructions on how to make the deposit payment to secure access to your course. Enrolments will be considered tentative until payment has been received.

For our Full time on campus Veterinary Nursing courses, an interview will be scheduled upon receipt of your application. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Be informed about the requirements of industry licences
- Confirm the date of the mandatory orientation session

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Applied Vocational Training will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All students receive a letter/email to confirm if they have been successful in their application. Written confirmation will outline relevant details, such as venue, date, and course duration. If the applicant has not been successful, counselling on alternative study options will be provided to the applicant.

Client Selection

Applied Vocational Training conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

Applied Vocational Training is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies.

Applied Vocational Training shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Student Records

Applied Vocational Training maintains an individual student file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you upon written request.

Your file is kept in accordance with Privacy laws and confidentiality requirements. Only those Applied Vocational Training personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact our support staff at admin@appvoc.com

Complaints

Applied Vocational Training has a fair and equitable process for dealing with client complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.

- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another student.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director of Applied Vocational Training or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Applied Vocational Training will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the DIRECTOR.

The student completes a Complaints Form to commence the process.

For further information, please contact our student support officer.

Fees and Payments

Applied Vocational Training has developed a fair and equitable process for determining course fees, refunds and payment options.

FEES

Nationally Recognised Training and Assessment

The following products or services, unless otherwise stated, are inclusive of the total course fee as advertised at the time of enrolment:

For full time and part-time on-campus courses

- All training and assessment resources
- A suitably qualified Trainer/Assessor
- A pre-arranged unpaid workplace placement for practical experience
- Accident and liability insurance coverage for work experience placements
- Reasonable adjustment and student support services where a need has been identified
- Lunchroom amenities. Students are to provide their own meals, though tea, coffee and some light refreshments may be provided

For all correspondence courses

- All training and assessment materials available in electronic format. Hardcopy printed materials are available for learners who prefer this method of learning, at an additional cost applied for printing, postage and handling
- Correspondence access to a suitably qualified Trainer/Assessor
- A pre-arranged unpaid workplace placement for practical experience for learners undertaking certificate IV in Veterinary Nursing. Learners enrolling in an Animal Studies or Companion Animal Services course are responsible for finding their own work experience placement that is to be checked and approved by AVT prior to the learner commencing their practical training
- Accident and liability insurance coverage for work experience placements that have been checked and approved by AVT
- Reasonable adjustment and student support services where a need has been identified

Non-Compulsory Non-Accredited Workshops

Throughout each year, AVT offers four workshops that have been designed to complement the learning experience of the veterinary nursing courses. These popular workshops are not a compulsory component of the veterinary nursing course, but offer learners an opportunity to gain extra hands on experience in areas of study that they may have limited exposure to in their practical work experience placements.

Recognition of Prior learning (RPL) and Credit Transfer (CT) Applications

Learners may have prior work experience or may have undertaken prior studies in their chosen enrollment with AVT. In these instances, learners may apply for RPL or CT respectively for all, or part, of their enrollment.

Applications of RPL and CT are assessed and verified at a reduced fee per Unit of Competency.

Fees are payable in full on submission of application and stand regardless of the application outcome, i.e. the fee is not refundable if the application is unsuccessful.

Learners wishing to apply for RPL or CT can do so by viewing our RPL and Mutual Recognition Policy and completing the associated documentation.

Additional Tutoring

All learners enrolled in a course with AVT receive a reasonable amount of tuition from one of our suitably qualified Trainer Assessors, deemed appropriate to the level of the qualification the learner has enrolled in. In some instances, due to individual reasons, a Learner may require some additional tutoring to maximise their chances of successfully completing their enrollment.

AVT offers additional one-on-one tutoring to Learners from a suitably qualified Trainer Assessor for a set fee charged per hourly.

Learners can make a request for additional tutoring by speaking directly with their current course Trainer Assessor or by contacting our office.

Reassessment of written assignments

When a written assessment or assignment has been submitted by a Learner, the assessor may seek a reasonable amount of additional information, evidence or clarification from the Learner to determine if the required level of competency has been met.

In instances where the final assessment decision is Not Yet Competent (NYC), the Learner may request to reattempt the assessment or assignment where the cost of the reassessment is met by the Learner for a fee detailed in the Fees and Charges schedule. There is no limit to the amount of times the Learner may reattempt an assessment or assignment.

Reissuance of Certification or Statement of Attainments

All students who successfully complete one of our Nationally Recognised Training courses will receive a qualification certificate and a record of results. Learners who achieve partial

completion of the qualification will receive a Statement of attainment. These are provided on first instance at no cost to the Learner.

Subsequent issuance of certificates or statement of attainments as requested are provided for a set fee listed in the Fees and Charges schedule. This fee includes all printing, postage and handling for a hard copy document.

A record of results only, may be provided electronically as requested, at no cost.

A request for reissuance of certification can be made by contacting our office.

PAYMENTS

Payment Options

In accordance with clause 7.3 of the SRTOs 2015, AVT does not collect any prepaid fees from learners in excess of \$1500.00.

The following payment options are available to our Learners:

Payment plans

AVT offers flexible payment plans for our all of our courses. An enrollment fee may be payable on enrollment of the course, the remaining tuition fees may be paid over monthly installments debited from the student's nominated bank account. Please contact our office for payment plan term options applicable to the particular course you would like to enrol in.

You must ensure you have adequate funds available in your nominated account to cover the instalment amount each month.

All enrolment and tuition fees are subject to the provisions of AVT's cancellations and refunds policy.

Funding arrangements

FutureSkillsWA

Training for tomorrow's opportunities

The ACM40412 Certificate IV in Veterinary Nursing is an approved qualification on the Western Australian State Government's Future Skills priority industry qualification list. Applied Vocational Training has been approved as a preferred training provider to deliver the above qualification for the Future Skills WA program, subsidised by the WA Government. Funded training places for

this course are limited. Additional places may be granted by the Western Australian Government Department through a variation request process by the RTO. Indicative course fees and eligibility requirements are kept current on our website www.appvoc.com at all times.

Students who are offered a funded place of training under the Future Skills WA program are subject to the terms of the Government of Western Australia Department of Training and Workforce Development Fee and Charges Policy 2017 V2.0.

Further information about the Future Skills WA program can be found at the government website www.dtwd.wa.gov.au/future-skills-wa

School or Employer payment of fees

Where the cost of a student's enrolment and tuition is to be met by a school, employer or any other third party by prior arrangement, the school, employer or third party will be invoiced directly for the full upfront payment of all applicable course fees and will be subject to the provisions of AVT's cancellations and refunds policy.

Payment Methods

Payment methods currently accepted by AVT include:

- Credit card payment via the AVT online learning store
- Credit card payment taken over the phone
- Direct debit from Learner's nominated financial institution account for those on a payment plan

Accepted cards and surcharges

AVT is currently only able to process credit card payments from the following cards:

- Visa Card
- Master Card

Credit card payments made to AVT using any of the cards from the list above, do not incur any surcharges.

Cancelations and Refunds

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the following refund policy.

Applied Vocational Training will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Applied Vocational Training will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a student has commenced a unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- g) Applied Vocational Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- h) Applied Vocational Training provides a full refund to all students, should there be a need for Applied Vocational Training to cancel a course. In the first instance Applied Vocational Training will (where possible) provide an opportunity for the student to attend another scheduled course.
- i) If Applied Vocational Training cancels a course, students do not have to apply for a refund, Applied Vocational Training will process the refunds automatically.

Please contact our office if you wish to apply for a refund.

Commencement dates

- Commencement for online students is the date that online access is provided to an individual student for a particular course.
- Commencement date for a classroom based learning mode is the first day of the course.

CANCELLATIONS

In the event that a scheduled course or workshop is cancelled by AVT, enrolled students will be notified as soon as practical, and will be offered:

either;

a placement on another equivalent course or workshop,

or;

a full refund of any deposit and/or any prepaid fees by the Learner

In the event that a course or workshop is cancelled by AVT and no suitably equivalent course or workshop placement is available, a full refund of any deposit and/or prepaid fees by the Learner will be automatically processed.

REFUNDS

Full or partial refunds will be offered to current or prospective students, in accordance with the schedule of notice period as set out in the table below, under the following circumstances:

- Withdrawal from an on-campus course
- Withdrawal from a scheduled workshop
- Cancellation of a workshop or course by AVT where no suitable replacement is available

Notice of cancellation prior to commencement

As our on-campus courses and scheduled workshops have limited places available, we appreciate as much notice as possible for any cancellations, to enable us the opportunity to refill the enrolment with another prospective Learner.

The following table provides the refund amount available relative to the notice period given for withdrawal from an on campus course or workshop:

Notice given 7 days or more from commencement date	100% refund of Deposit/Enrolment fees paid by the Student
Notice given 6 days or less from commencement date	50% refund of Deposit/Enrolment fees paid by the Student
Failure to attend	Nil refund of Deposit/Enrolment fees from the commencement date
Cancellation of a workshop or course by AVT where no suitable replacement is available	100% refund of all fees paid in advance by the Student

Withdrawal from course

E-learning students

Tuition fees for supported e-learning students paid as payment plan installments and have been calculated to cover all training and assessment associated costs over a reasonable period of time allocated for each qualification level. If a student chooses to withdraw from an e-learning course, the fees paid by the student up to the date of withdrawal, will be considered as having met the services provided. Upon notice of withdrawal from the student, no further tuition fees are payable.

Where a payment plan is in place, any future scheduled payments will be cancelled as of the date of formal request of withdrawal from the student.

On-campus students

As a placement on the on-campus course cannot be assigned to another student *after the commencement of the course*, students are committed to the full course fees and are expected to fulfill the terms of their payment plan if they chose to withdraw.

Learners who wish to provide cancellation notice or have a refund processed in accordance with the above policy should contact our support staff at admin@appvoc.com for further information.

Equal Opportunity

Applied Vocational Training is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Applied Vocational Training has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Applied Vocational Training is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. Applied Vocational Training is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

Applied Vocational Training will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.

- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the DIRECTOR should be contacted.

As a client of Applied Vocational Training, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. Applied Vocational Training will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality,

descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

Sexual harassment

Applied Vocational Training will not tolerate sexual harassment in the learning or work environment.

Applied Vocational Training deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person’s private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Applied Vocational Training abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

As a RTO, Applied Vocational Training is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

Applied Vocational Training collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Applied Vocational Training may use personal information to advise Students of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Applied Vocational Training will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.