



Participants Handbook

AETS

AUSTRALIAN
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SOLUTIONS

We deliver training across Australia.
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1800 827 297
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Welcome to AETS

Thank you for choosing Australian Employment and Training Solutions (AETS) as your training provider. We are pleased to welcome you as part of our AETS family and look forward to supporting you in your learning journey. We are committed that you will receive the best possible learning tailored to your needs.

We advise you to take the time to read this handbook to become familiar with the AETS policies and participant rights and responsibilities. You can also access this handbook on the AETS website (aets.edu.au). Please keep this handbook as a reference throughout your enrolment.

For additional information, contact one of our offices below:

<p><u>Melbourne (Head Office)</u></p> <p>40 Camp St Ballarat VIC 3350 Phone - 1800 872 297 Enquiries: info@aets.edu.au</p>	<p><u>Sydney</u></p> <p>Suite 701, Level 7, North Tower, 1-5 Railway Street, Chatswood NSW 2067</p> <p>Suite 6, Level 1, 12 Nelson Street Fairfield NSW 2165</p> <p>Phone - 1800 872 297 Enquiries: info@aets.edu.au</p>
<p><u>Tasmania</u></p> <p>31 Gormanston Road Moonah TAS 7009 Phone - 1800 872 297 Enquiries: info@aets.edu.au</p>	

1 Introduction

Welcome to your training program. You will be undertaking a competency-based course that offers a Nationally Recognised Certificate/Statement of Attainment upon completion.

The Australian Employment Training Solutions (AETS) participants handbook outlines the policies and procedures of AETS for all students. As appropriate, the handbook is updated to reflect any changes in policies and procedures. All students are expected to abide by the information within this handbook or subsequent versions of it.

1.1 Obligations

AETS is responsible for the quality of training and assessment in compliance with the Standards for RTO's. More information can be found on the ASQA website at: <https://www.asqa.gov.au/>

Staff and students have the following obligations and responsibilities:

- Comply with AETS's policies and procedures
- Behaving in a way that prevents harm to themselves and others
- Following the Work Health & Safety (WHS) policies of AETS
- Reporting any accidents immediately
- Not entering AETS on-site or off-site campuses whilst under the influence of non-prescription drugs or alcohol
- Refraining from entering AETS on-site or off-site campuses whilst suffering from communicable or contagious illness
- Obtaining medical certificates whenever possible or when required
- Keeping copies of all submitted forms and certificates

1.2 Pre-enrolment Information

Participant will receive the following information that will assist in understanding the roles and responsibilities in undertaking a training program with AETS.

Participants receive pre-enrolment information comprised of:

- Qualification overview
- Purpose of the training
- Duration of the training
- Assessment Overview and Techniques
- Delivery mode
- Link to Participant Handbook
- Participant requirements

A link to the Pre-Training Review is sent to the participant from JobReady (Student Management System). Upon completion of the online LLN assessment, participants receive an email notification which advises that they have satisfactorily completed the assessment and are now progressing to commencement stage. This provides the participant with a final opportunity to decline enrolment prior to commencing study or incurring any fees.

The commencement stage comprises of the Enrolment Confirmation email and LMS login guide sent from JobReady.

1.3 Enrolment

All participants are required to complete an online enrolment form prior to commencing training. The information in the enrolment form will be used to assess participant's eligibility, as well as providing key information for our records.

Unique Student Identifier

From 1st January 2015, if you are taking nationally recognised courses delivered by a registered training organisation (RTO), you will need a Unique Student Identifier (USI). A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI account will contain all nationally recognised training records and results from 1st January 2015 onwards. Your results will be available in your USI account the following calendar year.

You must have a USI before we can issue a Statement of Attainment or Qualification. If you do not have a USI, apply for it directly at: <http://www.usi.gov.au>. As a condition of enrolment, you MUST have a USI.

1.4 Pre-Training Review

Pre-Training review tool will help us identify any areas you may need more support in. We may be able to provide extra help or else refer you to Specialist Support* to help you reach your learning goals. Our Pre-training review includes Language, literacy, and numeracy assessment.

The Pre-Training review will be provided prior to AETS completing the enrolment process. This will ensure any special needs are identified and addressed to reduce potential for learning inhibitors. Reasonable adjustments and support will be provided where possible. In the case where a participant is identified with LLN issues beyond AETS' expertise, additional appropriate support will be recommended, which may include referral to language and literacy program or AQF level qualification more suitable to their literacy levels prior to enrolment.

Upon completion of the online LLN assessment, participants receive an email notification which advises that they have satisfactorily completed the assessment and are now progressing to finalising the enrolment stage. This provides the participant with a final opportunity to decline enrolment prior to commencing study or incurring any fees. Information about these and all participant policies and procedures are outlined in the refund policy.

Participants with a disability are given the option to identify their disability in the application process so that appropriate resources and adjustments can be made before commencing the course. AETS understands that people with disability may not feel comfortable identifying any barriers in the early stages of enrolment.

Support networks can be found here:

- The Skills for Education and Employment (SEE) <https://www.dese.gov.au/skills-education-and-employment>
- Adult Migrant English Program (AMEP) <https://immi.homeaffairs.gov.au/settling-in-australia/amep/overview>
- Reading Writing Hotline (1300 655506) <https://www.readingwritinghotline.edu.au/>

1.5 Course Delivery

AETS delivers training using a variety of flexible approaches to learning, such as blended learning, employment based, and classroom-based learning. Flexible delivery means providing training that best suits employers and participants to enable each participant to fulfil the requirements of the Nationally Recognised competencies.

Classroom Based Training

Classroom based training will be conducted in a classroom environment. AETS trainers will provide you with all the training materials and information to help you achieve competency. We utilise a variety of delivery methods in the classroom to meet the needs of individual participants. These include the use of role plays, presentations and group activities that will actively engage you in the learning process.

Employment Based Training

AETS offers the flexibility to learn vocational skills on the job through employment-based training. This structure within a self-paced program of study provides a more supported participant progress. The training is delivered in the workplace utilising structured self-study with comprehensive trainer support to provide a rich and engaging learning experience. The required training and assessment materials will be provided along with an allocated AETS trainer, who will visit the participant regularly at their workplace and provide them with ongoing support and feedback. Workshop training will include but is not limited to:

- lectures and presentations
- demonstrations
- case studies, scenarios, and role plays
- videos
- reviewing online training material
- working through assessment activities
- small group activities

The employer will contribute to determining the participant's competence for each

unit by completing paperwork to verify their ability to complete tasks on the job. The employer will also be asked to provide the final sign off to complete your qualification.

Blended Learning

Where this course is delivered as a Blended model, delivery will also involve:

- access to AETS' eLearning portal (Canvas & Catapult) for the learning and assessment resources which participants work through at their own pace
- one virtual session per month for the duration of the course

1.6 Competency Based Assessment

Competency based training is aimed at providing the participant with knowledge, understanding, and skills to demonstrate competence against Nationally Endorsed Industry Standards.

This means the participant will be assessed as either 'Competent' or 'Not yet competent'. If competency is not achieved the first time, the trainer will provide additional information, support and time to practice the skills and then re-assess them.

Work Placements

To be deemed competent in a course which requires a work placement, participants are required to undertake a work placement to meet the practical demonstration requirements for the course. When a participant has been deemed satisfactory in the theory component of all units, AETS will assist in organising a work placement.

AETS will assist to arrange and coordinate your work placement if required. However, many students prefer to find their own work placement and AETS will support students who nominate this as their preference.

Workplace assessment involves evaluation of the performance of the student, over a range of practical skills, under actual workplace conditions and over several occasions. Students will be well prepared for their placement as they will have practiced these skills under the supervision of their AETS trainer before commencing their vocational work placement.

Workplace assessments consist of three individual parts:

- a) Logbook, which requires the learner to document the hours worked including a range of practical tasks observed by their work buddy or supervisor.
- b) Observation by their trainer while the learner carries out a variety of tasks while working with their residents and/or other team members.
- c) Related written assessment tasks that vary from reflection to writing case notes and understanding the organisation's policies, procedures and operations.

Please note work placement is not paid work.

INSURANCE AETS provides insurance cover for the compulsory work placement and will provide an insurance certificate to your host employer.

NATIONAL CRIMINAL RECORD CHECK Prior to commencing work placement, students will be required to undertake, at their own cost, a Criminal Record Check (CRC) to obtain a FULL National Police Certificate. See www.nationalcrimecheck.com.au. Students need to apply at least 6 weeks prior to undertaking work placement. Please note that costs are the responsibility of the student and not included in course fees.

WORKING WITH CHILDREN CHECK Before commencing work placement, students who are working with people under the age of 18 will be required to have completed a Working with Children Check. It is the responsibility of the student to obtain a working with children check clearance and not included in course fees.

NSW: <https://www.service.nsw.gov.au/transaction/apply-working-children-check>

SA: <https://screening.sa.gov.au/types-of-check/working-with-children-check>

VIC: <https://www.workingwithchildren.vic.gov.au/>

TAS: <https://cbos.tas.gov.au/topics/licensing-and-registration/work-with-vulnerable-people/applications/apply>

If participants do not complete a work placement for a course which requires work placement, you may only be eligible for a Statement of Results or Attainment for the units which you have successfully completed within the theory components, which do not require a work placement.

1.7 Reassessment

The participant will be given two re-attempts for the tasks graded as not satisfactory. Where the assessment task involves observation, either in a simulated environment or in the workplace, the participant will be required to demonstrate the same skills as required in the first assessment task. After the second attempt, if performance is still unsatisfactory, the participant will be required to repeat the whole unit to ensure comprehension of the underpinning knowledge.

1.8 Recognition of Prior Learning (RPL)

A student may be eligible for Recognition of Prior Learning (RPL) if they meet the requirements for competencies based on any formal or informal education they have completed together with life and work experience. It is an assessment process that assesses the extent to which that individual has achieved the required learning outcomes for entry to, and/or partial of, a VET qualification.

1.9 Credit Transfer and Recognition of Prior Learning (RPL)

AETS supports the Recognition of Prior Learning (RPL) and credit transfers through a standard process, which is fair, transparent and consistent. AETS will recognise current AQF qualifications and statements of attainment issued by other registered training providers where there are current endorsed alignment/mapping documents through a credit transfer.

Course Credit: According to AQF definition, “credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing”. Credit allows the students throughout different processes to enter in a qualification or gain credit towards a component of a qualification. It includes the Credit Transfer and Recognition of Prior Learning Process.

Credit Transfer (CT): According to AQF, “credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.” Credit Transfer allows the students with a previously completed AQF qualification to apply for credit for another qualification or component.

Recognition of Prior Learning (RPL): A student may be eligible for Recognition of Prior Learning (RPL) if they meet the requirements for competencies based on any formal or informal education they have completed together with life and work experience. It is an assessment process that assesses the extent to which that individual has achieved the required learning outcomes for entry to, and/or partial of, a VET qualification.

CREDIT TRANSFER (CT)

AETS will recognise credit transfer for students that hold an equal unit of competency part of the Australian Qualifications Framework (AQF). Even if the training package title is different from the one where the unit of competency was completed, the student is eligible for a credit transfer.

Please note a student must supply:

- a certified copy of the official Statement of Attainment or Transcript; and
- USI statement that identifies the Units of Competency completed as per the qualification and training package Competencies that have been awarded by other RTOs will be recorded on the Transcript of Competencies Achieved or Statement of Attainment, where applicable as ‘Credit Transfer’ (CT).
- All evidence provided for Credit will be authenticated by contacting the organisation that issued the documents to confirm the document is valid, if required.

The students who wish to apply for Credit Transfer must follow the steps outlined below:

- Provide certified copies of the official Statement of Attainment and Transcript, and a USI statement
- Students must apply for Credit Transfer prior to the commencement of their course.
- Students will be advised of the outcome of the Credit Application in writing.

In this instance, the student will be informed of any reduction of fees and potential reduction in the study period. If Credit Transfer is granted, the student’s course duration may be reduced.

RECOGNITION OF PRIOR LEARNING (RPL)

Students who wish to apply for RPL are strongly advised to speak with AETS admissions to ensure any application contains suitable supporting evidence. This is for information purposes only and is not the formal assessment of the student's RPL request. In applying for RPL, the student will be assessed against the requirements of the units of competency listed in the relevant qualification. The list of units of competency is available on the AETS website under each specific course and in your pre-enrolment pack.

Documentation and evidence:

The student is required to provide supporting evidence for each RPL application, the documents must be:

- Scanned copied
- Certified and verified by an authorised person to be a true copy of the original transcripts or USI Statement, if applicable
- Translated, if the document was obtained overseas

The evidence includes, but is not limited to:

- work history
- job descriptions
- examples of workplace activities and practices
- references from past employers
- documentation
- certificates or evidence of attendance at seminars.
- In the application of Recognition of Prior Learning, students will be asked to attach the relevant evidence of prior learning and return to the AETS Team

Evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject /unit outlines specifying subject/unit content and duration
- Evidence of work placements, case studies, job description
- Evidence of currency.

The assessor will map the evidence provided by the student to the elements and competencies for the unit to which they are wishing to apply for RPL and will assess the outcome of the application. Participants can apply for RPL for a Unit of Competency at the time of enrolment or up to one month after commencing the unit of competency. There is a cost to the participant to undertake an RPL process.

RPL Request

- If a participant wishes to apply for RPL they must complete the 'RPL Application Form' with the required information (such as detailed records of their experience, employment, training, etc., which may be relevant).
- The 'RPL Application form' will specify units to be completed and participants will be required to identify how they address the elements and performance criteria of each unit included in the RPL application.
- Once the RPL application form is completed, they are required to submit this with the associated evidence, to the trainer. This RPL application and evidence will be assessed by a trainer and the participant will be notified of the outcome.

Assessment Process

- On receipt of the self-assessment and relevant documentation from the participant, the evidence will be assessed against the competency standards for the particular units.
- In making an assessment, assessors will consider the following:
 - relevance and nature of evidence provided by the applicant
 - scope of subject matter covered by the evidence
 - whether the evidence is sufficient to enable a judgement of competence to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units
- Where evidence and documentation require additional information or clarification, this will be discussed with the applicant via a phone call or scheduled meeting
- All original documents such as certificates, workplace reports, etc., should be copied and signed with a date, signature, and name of the assessor.
- Where RPL is 'Granted', this information will be communicated in writing to the participant within 10 business days of the completion of the assessment, and the qualification/statement of attainment will then be issued.
- Where RPL is 'Not Granted', participants will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the participant is to include a reason for refusal (where applicable).

Students are advised that an incomplete application or one with insufficient evidence may result in a rejection and/or delay in the processing of the application. The assessor may request further evidence such as a demonstration, completing challenge tests or the sitting of the relevant examination if the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency.

If RPL is granted, the competencies that have been recognised will be recorded 'Recognition of Prior Learning' as appropriate on the Transcript of Competencies Achieved or Statement of Attainment, where applicable.

AETS courses have been designed to incorporate theory and practical components. Therefore, a subject/term may include more than one unit of competency to reflect current industry practice. In a scenario where the student's RPL Application was approved for one or a few units of competency that are not part of the whole subject/term, the student will not be required to complete assessments and attend classes for the units that were granted. However, the student will NOT be eligible for a fee reduction.

COURSE CREDIT OUTCOME (AETS COMPLAINTS AND APPEALS POLICY)

In accordance with AETS Complaints and Appeals Policy, a student who is dissatisfied with the outcome of his/her application may appeal the decision. New evidence will not be considered as grounds for appeal. Where new evidence is made available, a new application must be submitted.

If you attend training and are listed on the attendance record for the Unit of Competency that you are wishing to apply Credit Transfer for, AETS will claim those State Government Funds for the training delivery. It is, therefore, **ESSENTIAL** that you have advised your trainer or AETS Admin staff of your wish to CT so that AETS does not make the claim for the training delivery.

If CT is applied for after AETS has made a claim, then we may advise you to **REIMBURSE** the funds we have been paid, which depends on the timeframe between claiming, payment, and Credit Transfer application.

AETS is under no obligation to issue AETS Certification that would be entirely comprised of Units of Competency completed at another RTO.

For example, if it is within the same month, there may be no charge; however, if the Credit Transfer is processed more than one month after attendance, the payment will be invoiced to you to reimburse AETS for the amount we need to reimburse the State Government.

1.10 Withdrawal

If you wish to terminate your participation in the training program, please inform your trainer immediately and complete a withdrawal form. You can access this from the AETS website (www.aets.edu.au) This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly.

1.11 Issuing of AQF Qualifications and Statement of Attainment

Qualifications:

- Qualifications will be issued to participants when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification.
- The Qualification will be accompanied by a Record of Results that will identify the units completed as part of the Qualification.
- The Qualification will be issued within 28 calendar days of a participant being assessed as meeting the requirements of their training program— provided all agreed fees the participant owes to AETS has been paid.

Statement of Attainment:

- A Statement of Attainment will generally be issued when a participant withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.
- The Statement of Attainment will be issued within 28 calendar days from receiving the completed file from the trainer — provided all agreed fees the participant owes to AETS has been paid. A Statement of Attainment will normally consist of a single page; however, it may run onto a further page (the back of the document) where there is a long list of competencies.

1.12 Attendance

Participants will be advised of their attendance requirements at the enrolment/information session. Individual or group sessions will either be decided by the facilitator or negotiated with the participant(s), as appropriate.

Participants are expected to attend ALL training sessions. If you are unable to attend a scheduled training session, then you must make every effort to contact your

trainer, either directly or through AETS, before the session to arrange for alternative contact hour(s). Excessive absences or tardiness may result in units not being completed, and therefore, competencies not being achieved.

1.13 Participant Support Services

AETS's participant support guidelines have been developed to ensure that AETS meets the requirement of Clause 1.7 Standards for RTOs 2015. The purpose of the guidelines is to detail the support services AETS provides to its students. These guidelines are relevant across all AETS courses and apply to all employees managing and conducting assessment for AETS. The following guideline headings cover the various support services

Orientation - AETS provides orientation a week before the beginning of each term. Academic and Student Services staff hold information sessions. This orientation will introduce the participant to the course, establish expectations and due dates, advise how to access training materials, assessment submission and additional support as and when required.

Student engagement officer (SEO) – Student engagement officer regularly touch base with students to ensure they are sailing smoothly. This helps identify a student at risk of making unsatisfactory academic progress before the end of term and/or the submission of assessments.

The student engagement officer touch points include:

- First week after orientation
- After two weeks if no activity and emails trainer
- Trainer will contact student and update outcome with SEO
- If no active after a month excluded to the employer and RTO manager

- This cycle is continued through the learning journey to keep the students engaged

Trainer support – Live trainer support workshops are organised on a fortnightly basis. These support workshops are participant led discussions based on any queries related to completing course work. Additionally, students are provided with an option to participate in check-in appointments booked with the trainer or engagement officer

[LLN support](#) – Refer to Pre-Training review section

[Reasonable adjustment](#) Under the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education, 2005, RTOs must customise their services, making ‘reasonable adjustment’ to learning and assessment strategies that will help people with disabilities to participate successfully in education and training. The goal is to ensure that all students have the best opportunity to learn and to demonstrate that they have achieved unit requirements.

AETS offers its students reasonable adjustment in assessment under the key assessment principle of “fairness”, defined in the Standards for RTOs (2015). This principle applies particularly to students with disabilities. Adjustments are determined in collaboration with the student, their advocate and AETS’s academic staff.

These measures are important because they ensure that students with disabilities have the same educational opportunities as everyone else. AETS’s reasonable adjustments may include

- modifying course material
- modifying or providing equipment as well as modifying the delivery environment
- differentiated teaching strategies and providing individual learner support to the student.

Reasonable adjustment in assessment may include

- extending or modifying timeframes for assessment
- providing extra reading/writing/performance time for completion
- extending break times during an assessment task or workplace assessment
- allowing the use of a reader or writer
- allowing the use of an interpreter for students who are deaf or who have a hearing impairment
- allowing adaptive technology equipment (for example digital audio and video recordings or speech recognition software)
- (e.g. use of plain English)

Reasonable adjustments to written assessment tasks may include providing questions on audio/videotape. Students can request a reasonable adjustment by completing the reasonable adjustment online form no later than two weeks from the start of their

course. Their request is subject to approval by the Academic department.

Participants can contact on 1800 872 297 for any support they may need.

2 Participant Rights and Responsibilities

As a participant in one of our training programs, you have rights and responsibilities governed by State and Federal legislation.

2.1 Participant Rights

All participants have the right to:

- Be treated fairly and with respect by all participants and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information AETS holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to AETS on the client services, training, assessment and support services they receive

2.2 Participant Responsibilities

All participants, throughout their training and involvement with AETS, are expected to:

- read the Participant Handbook, and any updates to the Participant Handbook
- Keep a copy of all work submitted to AETS. AETS will not be held responsible for any items that go missing in the post. If this occurs, you will be requested to re-submit the work
- Come to class dressed appropriately in smart casual attire.
- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Not to use any IT resource to harass, menace, defame, vilify or discriminate against any person
- Never give out your password to anyone
- Don't use systems in a manner that constitutes an infringement of copyright.
- Do respect and protect the privacy of others. Never exploit another participants' account
- Do carefully protect your electronic identity. Make sure that whenever you leave a public computer you log out
- Follow all safety policies and procedures as directed by the staff
- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes
- Notify AETS if their personal or contact details change
- Provide relevant and accurate information to AETS in a timely manner
- Approach their course with due personal commitment and integrity
- Respond to any correspondence received from AETS, including phone calls
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism

- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Conduct themselves in a professional manner while undertaking professional placements
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify AETS if any difficulties arise as part of their involvement in the program
- Notify AETS if they are unable to attend a visit or training session for any reason at 24 hours prior to the commencement of the activity
- Refrain from smoking at the training venues and on the premises of AETS
- Make payments for their training within agreed timeframes

The following instructions are essential for participants partaking online study with AETS:

Prior to enrolment participants will be informed that the following resources will need to be provided by the participant and are required to enable participants to meet the requirements for each unit of competency. They include:

- Computer with access to the Internet and with ability to conduct video interviews. Minimum specifications for your computer are:
- Up-to-date internet browser
- You may also need access to a printer and the following applications: Adobe Acrobat reader, Adobe Flash player
- Mobile video recording device i.e., mobile phone that has ability to record short video at a workplace with a supervisor.
- Ensure that you have created your online (LMS) account before commencing your program.
- Please change your password to a secure one after the default one is assigned to you by the (LMS).
- The participants are expected not to share their LMS account details with anyone.
- You will be breaching the copyright laws if you are found to share any intellectual property that has been sourced to you by AETS.

2.3 Access and Equity

AETS is committed to providing an environment which is free from discrimination and harassment. Participants will be provided with an equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

We will ensure that a participant never feels that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at AETS however, participants who feel they are in this situation should contact as per the contact listed on Page 2 of this handbook.

2.4 Workplace Health and Safety

AETS takes the safety of our participants and staff very seriously. We operate at alltimes in accordance with the relevant Workplace Health and Safety (WH&S) guidelines. These guidelines are embedded in all of our courses.

We expect staff and participants to comply with WH&S and welfare guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. If participants find themselves to be in a situation where they feel either a member of staff, employer or fellow participant is in violation of WH&S policy, they are requiredto report the situation to the Executive Director or representative through info@aets.edu.au

In the event of a critical incident, AETS has policies, support mechanisms, and procedures in place to manage the critical incident and ensure all necessary supportservices are provided for.

2.5 Participant Welfare

In order to protect the welfare of participants and to ensure participants have a positive living, studying and working experiences, AETS:

- a) Does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than 8 hours in any oneday, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided
- b) Does not permit or require full-time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm unless there is a reasonable course- related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

2.6 Respect for others

Participants will be expected to treat AETS team members and fellow participants with respect and observe any particular conditions which may appear in this information booklet or be raised during the course by an AETS team member.

Inappropriate language and actions will not be tolerated.

2.7 Participant Conduct

If a participant fails to follow the guidelines set out in the 'participant rights and responsibilities' section of this handbook, or otherwise behave in an unacceptable manner, the participant may be subject to disciplinary action.

AETS is committed to providing a fair, equitable and confidential framework and procedure for investigating and resolving alleged cases of participant discipline and misconduct.

This policy applies to all educational circumstances that relate to enrolment, including classroom, on training premises, plagiarism and also applies to related excursions, placement and activities.

Non-Academic misconduct

- Non-academic misconduct is unacceptable or improper behaviour by a participant relating to people or property which is contrary to, but not limited to the above.

Academic Misconduct includes but is not limited to:

- Any attempt by a participant to submit assessable work that is not their own
- Plagiarism not attributed to the original source or process
- Any form of collusion between participants to submit assessable work that is not their own
- Failure to attend class with your compulsory work books and/or other resources required
- Presenting an assessment as being your own work when it was produced in whole or part of group work

The following steps are followed for the process of disciplinary action against the participant who has displayed unacceptable behaviour.

Step 1: Informal Counselling - Trainers are encouraged to deal with behavioural problems informally by reminding the participants of their responsibilities and offering advice and assistance.

Step 2: Referral to the CEO - Allegations of non-academic and academic misconduct are handled by Executive Director or representative. Trainers will refer the case to the representative within two working days if unable to resolve or determine that an allegation should be investigated. The referral will be recorded in writing in the participant file. If the representative decides that it is more appropriate for an allegation to be investigated by another senior officer, then they must immediately refer it to that other senior officer.

Step 3: Investigating- All participants are entitled to a fair hearing and an opportunity to present their case. The privacy and confidentiality of all parties will be maintained to the extent lawfully allowable.

The representative will contact the relevant AETS Delegate who will undertake an initial investigation with all parties and record the findings. representative will follow the below disciplinary process:

Formal Disciplinary Process:

- Participants who are the subject of an alleged breach of conduct will be advised, in writing, and given an opportunity to respond.
- The allegations can be discussed over the phone, face to face or in writing with the participant;
- Obtain a second opinion from another trainer and/or other participant (where possible);
- The information/evidence must be recorded and saved for future reference;
- The participant/s who is subject of the alleged breach of conduct will be sent a written communication advising of the outcome of the investigation;
- Where the participant has been proved to have breached this policy, the following recommendation/s will be made which will include, but not be limited to, one of the following actions:
 - Counselling
 - Written warning
 - Suspension (participant suspended from a course for disciplinary reasons is not eligible for a refund)
 - A fail on the assessment or be marked as Not Competent for the Unit of Competency (for academic misconduct)
 - Alternative assessment may be provided (for academic misconduct)
 - If the participant has attended the course through their employer or organisation, notify the employer or organisation
- All misconduct records will be recorded in the incident register

Step 4: Further Action – Failure to comply with the above responsibilities and continued unacceptable behaviour will result in the expulsion from the course (a participant removed from a course for disciplinary reasons is not eligible for a refund) If there are suspected criminal actions then it should be reported by the CEO or representative appointed by CEO who must also notify the police.

Detailed Participant Conduct Policy can be accessed from the AETS website www.aets.edu.au

APPEALS

The participant may appeal the decision by completing the Appeals form within **20 working days** commencing three days after the date of the written communication advising of the outcome of the investigation.

Detailed Complaints and Appeals Policy and Form can be accessed from the AETS website www.aets.edu.au

2.8 Plagiarism

Plagiarism is a form of cheating. It is a serious academic misconduct and participants who are the subject of an alleged breach of conduct will have a disciplinary action under AETS Conduct policy. AETS Conduct Policy has been outlined in section 2.7 and can also be accessed from the AETS website (www.aets.edu.au)

Plagiarism is not permitted in any AETS course. Plagiarism includes but is not limited to:

- Directly copying someone else's work and presenting it as your own without acknowledging its source
- Presenting an assessment as being your own work when it was produced in whole or part of group work
- Submitting another participant's work as your own
- Copying work from computer programs or from the internet

2.9 Complaints and Appeals

Despite all efforts of AETS to provide satisfactory services to its participants, complaints may occasionally arise that require formal resolution. The purpose of this policy is to ensure that participants have a "complaints and appeals" process that includes access to an independent external body if necessary. Please email any feedback/complaints to feedback@aets.edu.au

Detailed Complaints and Appeals Policy can be accessed from the AETS website www.aets.edu.au

2.10 Fees

AETS abide by the Standards for Registered Training Organisation's 2015 in relation to collection of fees and fees in advance and therefore cannot accept payment for more than \$1500 from individual students in advance.

Please speak to one of the AETS team members for Fee details and Government subsidised training places.

2.11 Impact on Future Training Entitlements

Completion of a Nationally Recognised Training qualification with AETS may impact on accessing future state government funding or entitlements.

Whilst each state and territory have different requirements, an example scenario would be:

- Completion of a Certificate III level program with AETS may prevent you from accessing state government funding at the same AQF level
- Completion of a Certificate III level program with AETS may require the payment of a higher student contribution to complete another Certificate III level program

For further information please visit:

- Victoria: <https://www.skills.vic.gov.au/s/>
NSW: <https://smartandskilled.nsw.gov.au/are-you-eligible>
Tasmania: <https://www.skills.tas.gov.au/learners>
QLD: <https://www.qld.gov.au/education/training/subsidies>
SA: <https://www.skills.sa.gov.au/>

2.12 Refund

The participant must complete an '*Application for Refund / Stop Payment Plans*' form for a refund. This form can be accessed from AETS website at www.aets.edu.au (under Refund Policy).

All refunds applications shall be accompanied by:

- Completed AETS Withdrawal form (available on our website www.aets.edu.au at the back of Participant handbook)
- Proof of extenuating circumstances, if applicable

The request will be processed within fourteen (14) working days of the application being received by AETS and are to be signed off by the Executive Director or representative,

Details of refunds will be maintained in the participant's file.

The refund will be paid in Australian dollars to the participant.

Fees paid by 3rd parties are not refundable to the participant but will be paid to the 3rd party.

Note: Once materials (textbooks or resources) are handed to a participant, they are the property of the participant and considered second-hand, and therefore no refund will be given.

Detailed Refund Policy can be accessed from the AETS website www.aets.edu.au

2.13 Consumer Protection

Participants can access information regarding their rights and responsibilities under consumer protection laws at the Australian Competition and Consumer website <https://www.accc.gov.au/consumers/complaints-problems>

2.14 Privacy

AETS ensures that:

- Individuals must be aware of, or informed of, the purposes for which personal information is obtained.
- The collection and use of personal information must relate directly to the legitimate purposes of the RTO.
- All reasonable measures are taken to store personal information securely.

AETS complies with the Commonwealth Privacy Act (1988) at all times. Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

Detailed Privacy Policy can be accessed from the AETS website www.aets.edu.au

2.15 Relevant Legislation

A range of legislation is applicable to AETS staff and participants. Information on relevant legislation can be found as follows:

OH&S www.worksafe.vic.gov.au

Equal Opportunity www.hreoc.com.au

VET Training Regulator Act 2011 www.asqa.gov.au

Privacy www.privacy.vic.gov.au

ASQA www.asqa.gov.au

Other legislation www.liv.asn.au www.austlii.edu.au

It is the responsibility of all staff to ensure the requirements of the relevant legislation are met by AETS at all times. Please use the websites indicated or contact the Executive Director (Skills) if you require further information.

2.16 Evaluations

AETS surveys all participants and employers to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. Participants will be asked to complete a “Learner Engagement” survey towards the end of the training program. Feedback received forms part of the continuous improvement process to ensure AETS provides quality training and assessment.

Participants can provide feedback at any time during their studies to the Compliance and Quality Department via email to feedback@aets.edu.au