

AUSTRALIAN EMPLOYMENT



AND TRAINING SERVICES



# Student Handbook

Information for Current and Future students

RTO No: 32054

# Student Handbook - Contents

RTO Details.....	4
Introduction.....	4
About Us.....	4
Our Training Programs.....	5
Our Method of Delivery.....	5
Our Guarantee.....	5
Code of Practice.....	6
Legislative Requirements.....	8
Student Rights and Responsibilities.....	10
Quality Assurance.....	11
Student Feedback.....	11
Student Support.....	11
Access and Equity.....	13
Anti-Discrimination and Harassment.....	13
Disciplinary Action.....	13
Privacy.....	14
Access to Records.....	14
Health and Safety.....	14
Entry Requirements.....	14
Unique Student Identifier (USI).....	15
Attendance.....	15
Cancelling an Enrolment or Withdrawing from Training.....	15
Issuing Certificates and Statements of Attainment.....	15
Fees and Refunds.....	15
Assessments.....	17
Recognition of Prior Learning (RPL).....	17
Credit Transfer (CT).....	18
Policies.....	19
PP1 – Training and Assessment Strategy Policy.....	21
PP5 – Credit Transfer Policy.....	26
PP7 – Work Placement Policy.....	29
PP8 – Recognition of Prior Learning (RPL) Policy.....	32

PP10 – Student Information Management Policy .....	35
PP11 – Student pre-enrolment policy.....	37
PP12 – Student support services policy.....	39
PP13 – LLN and Digital literacy support policy.....	41
PP14 – Disability support and adjustments policy.....	44
PP15 – Diversity, inclusion and wellbeing policy.....	46
PP16 – Feedback, compliant and appeal policy .....	48
PP18 – Discrimination and Harassment policy.....	52
PP28 – Child safety and welfare policy.....	55
PP31 – Enrolment policy.....	58
PP32 – Fee management and refund policy .....	61
PP33 – Student identifier management policy.....	68
PP34 – Data privacy and record keeping policy .....	71
PP35 – Certification issuance policy .....	74
PP42 – Academic integrity and plagiarism policy.....	78
PP47 – Privacy policy.....	81

## RTO Details

**Registered Business Name:** Australian Employment and Training Services

**Registered Trading Name:** *Logan Workforce Solutions PTY LTD*

**Central Administration Office:** Queensland

**Postal Address:** In all instances mark any postage to attention of:

**Australian Employment and Training Services**

**PO Box 470, Mooloolaba, Queensland, 4572.**

**ABN:** 21133342864

**RTO Number:** 32054

**Phone:** 1300 630 366

**Email:** [info@aeats.com.au](mailto:info@aeats.com.au)

## Introduction

Thank you for choosing the Australian Employment and Training Services. We deliver nationally recognised training that has been specifically designed to meet the needs of Industry.

The Student Handbook provides information about the nationally recognised training courses available. It also covers the RTO operations, your rights and responsibilities as a student and the key concepts of Policies and Procedures that are relevant to your studies.

*Detailed Policies and Procedures are available on our website and at the back of this document.*

## About Us

Australian Employment and Training Services (AEATS) delivers a broad range of training solutions for both business and individuals. Through its extensive network of training partners, AEATS is able to offer both accredited and non-accredited training options.

AEATS ensures the relevance of its programs to industry via its linkages and constant review of its programs. In addition to this AEATS ensures that its Trainers and Assessors are all industry experienced with most currently working within industry.

AEATS specialises in working with medium to large sized enterprises. Its proven ability to customize its training to meet the workforce development needs of industry is what sets it apart from other training organisations.

AEATS, being a national provider has a range of contractual partnerships with relevant state and commonwealth government bodies to ensure that students and enterprises are able to maximise subsidised training if it is available.

AEATS due to its national focus is able to offer, especially to larger organisations, across state boundary delivery ensuring not only the consistency of delivery by dealing with just one provider, but also the reduction in time it takes working with multiple provider.

## Our Training Programs

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess the following Qualifications:

*CHC33015 Certificate III in Individual Support (Ageing, Disability or Dual)*

*CHC43015 Certificate IV in Ageing Support*

*CHC30121 - Certificate III in Early Childhood Education and Care*

*CHC50121 - Diploma of Early Childhood Education and Care*

*BSB30120 - Certificate III in Business*

*BSB40120 - Certificate IV in Business*

*BSB40520 - Certificate IV in Leadership and Management*

*BSB50420 - Diploma of Leadership and Management*

*SIT20416 - Certificate II in Kitchen Operations*

*SIR30216 - Certificate III in Retail*

*SIT30616 - Certificate III in Hospitality*

## Our Method of Delivery

We deliver our courses in the classroom, in the workplace and in some instances by virtual classes. We have chosen these methods because we feel it best meets the training needs of our students allowing them to complete their training in a supportive learning environment.

We have ongoing delivery options in the following locations:

**NSW QLD WA SA**

## Our Guarantee

We guarantee that we will provide quality training and assessment that meets the requirements of the legislation that is relevant to Registered Training Organisations and in the time frame and as described in our course information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

## Code of Practice

The following list describes the principles that guide our operations.

**Australian Employment & Training services** provides quality training and assessment for all students in accordance with its responsibilities as a Registered Training Organisation and is committed to fair, reasonable, and ethical practices in all of its undertakings.

**Training and Assessment Delivery:** Training and Assessment delivery will ensure clients are given every opportunity to achieve a satisfactory learning outcome.

**Client Information:** We ensure practices conform to Privacy Legislation requirements and that all staff are aware of their responsibilities with regard to confidentiality of student information. Students will be made aware when Personal Information is to be shared with Government or other bodies.

**Complaints and Appeals:** We have an accessible Complaints and Appeals Policy and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

**Financial Management:** We implement best practice financial management systems and provide clearly stated fee and refund policies to students prior to enrolment.

**Marketing:** We are committed to the provision of accurate and ethical marketing. Promotional materials accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer and methods of training delivery.

**Provision of Information:** Accurate information is provided prior to enrolment and course commencement. This information includes course structure, fees, pre-requisites, enrolment processes, course outlines and vocational outcomes, assessment methods and dates, opportunities for recognition and student support and provision for special needs.

**Access and Equity:** We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

**Anti-Discrimination and Harassment:** We are committed to ensuring that all staff and students have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

**Legislative Compliance:** We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements.

**Records management:** We have systems in place to assure accurate record and data management that enable client's access to records and information within a stated timeframe. Accurate statistical information will be provided to relevant organisations as required. We implement USI requirements according to Government policy.

**Recognition:** We ensure that all students have access to information regarding opportunities of recognition including RPL, RCC and Credit Transfer. Procedures and forms are in place to ensure any application for recognition is assessed in a timely and supportive manner.

**Professional Staff:** We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge.

**Qualifications Issuance:** We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated timeframe after a competency decision has been made.

**Professional conduct:** All RTO staff and students will maintain awareness that VET Training is about professional conduct and will apply the same standard during course attendance:

Professional conduct is the standard applying to a typical workplace and includes:

- Use of substances is forbidden in the work environment
- Personal presentation must be at the level required in the work environment
- Language use will maintain the standard expected in a workplace
- Punctuality is required and the workplace or RTO expects to be informed about any lateness or absence and may require a medical certificate for verification.

**Health and Safety:** We are committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues.

**Liaise with Industry:** We are committed to ensuring that training and assessment practices are relevant to current industry needs by developing ongoing networks with Industry and Industry groups. Independent industry representatives will be consulted with regard to the development of training and assessment strategies and for validation of assessment tools.

**Subcontracting/ Third Party Arrangements:** We do not use subcontractors or third-parties to provide services on our behalf, such as marketing, enrolment and training and assessment, it is our responsibility to ensure the quality and integrity of these services and to implement systematic monitoring processes to ensure all legislative and ethical standards are maintained.

# Legislative Requirements

As a Registered Training Organisation, we comply with relevant Commonwealth, State and regulatory requirements including the NVR Standards for Registered Training Organisations 2025. If there changes in legislation or regulations that may affect your participation in your studies, we will make sure you are informed of them through emails and by updating this Handbook and our website.

The following legislation is relevant to our operations:

## Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act. 2011
- Australian Human Rights Commission Act 1986
- Equal Opportunities ACT 1987
- Age Discrimination Act 2004 (Cwth)
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Student Identifiers Act 2014
- Competition and Consumer Act 2010

## NSW Legislation

- Work Health and Safety Act 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Anti-Discrimination Act 1977
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

## Western Australia legislation:

- Vocational Education and Training Act 1996
- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Occupational Safety and Health Act 1984
- Working With Children (Criminal Record Checking) Act 2004

### South Australia legislation:

- Training and Skills Development Act 2008
- Work Health and Safety Act 2012
- Workers Rehabilitation and Compensation Act 1986
- Fair Trading Act 1987

### Victoria legislation:

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Accident Compensation (Workcover Insurance) Act 1993
- Disability Act 2006
- Fair Trading Act 1999
- *Working With Children Act 2005*

### Queensland

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999
- Fair Trading Act 1989

### Australian Capital Territory

- Training and Tertiary Education Act 2003
- Work Health and Safety Act 2012
- Workers Compensation Act 1951
- Discrimination Act 1991
- Fair Trading Act 1992

### Tasmania

- Work Health and Safety Act 2012
- Industrial Relations Act 1984 (certain functions)
- Industrial Relations (Commonwealth Powers) Act 2009
- Workers Rehabilitation and Compensation Act 1988
- *Fair Trading Act 1990*

### Northern Territory

- Work Health and Safety (National Uniform Legislation) Act 2011
- Child Protection (Offender Reporting and Registration) Act 2013
- Consumer Affairs and Fair Trading Act 2013

# Student Rights and Responsibilities

## STUDENT RIGHTS

*Australian Employment & Training Services* will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2025
- be issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This will be via your email address provided.
- have access to our consumer protection system, including our Complaints and Appeals Policy
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment and materials.
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

## STUDENT RESPONSIBILITIES

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Health and Safety duty of care responsibilities by immediately reporting any safety concerns or incidents and follow any health and safety related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend **all** scheduled training and assessment sessions
- complete assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf.
- Be willing to meet the requirements of Host Employer organisations including hosts of Practical Placements required by your chosen qualification.
- Inform AEATS of any existing injury, physical or physiological condition that may impact on them being able to complete their course in a safe and professional manner which included appropriate interactions with third party organisations such as Practical Placement hosts or their clients.

## Quality Assurance

We are committed to providing training and assessment of the highest quality. This includes improving programs and services through:

- Collecting feedback from students, employers and industry with the regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of NVR Standards for RTO's 2025
- Implementing a continuous improve strategy across all of our services
- Systematic review of our systems and procedures to ensure they meet legislative standards.

If you are unhappy with any aspect of our service to you, please discuss it with us, we will take your opinion seriously and do our best to improve our practice to your satisfaction. If, however, you wish to make a formal complaint or appeal against an assessment outcome then you should follow the Complaints and Appeals Process as described in the Policy or contact any team member to assist you.

## Student Feedback

As part of our Quality Assurance process you will be asked towards the end of your training program to complete a feedback form that asks about your level of satisfaction with the training and support you have received. Please take time to complete this form accurately so that we can improve our training, assessment and administrative processes.

## Student Support

All AEATS students have **access to support services, trainer/assessors and other staff to support their progress throughout their chosen course**. Students are welcome to reach out at any time. Whether you're facing academic, technical, or personal challenges — we're here for you.

As part of the enrolment process, we assess each student's **Language, Literacy, Numeracy and Digital skills** to determine their ability to successfully complete their chosen course. Our goal is to set every student up for a rewarding learning experience and a successful career outcome. If a student's current skill level does not meet the course entry requirements, we will refer them to external support services. We encourage all students to take advantage of these often free services to improve their foundation skills, with the opportunity to return and try again.

We are proud to recruit Trainer/Assessors who are not only industry experts, but passionate about helping students succeed. If you require additional support at any stage of your training, your Trainer is your first point of contact. You're also welcome to reach out to the Enrolments Team or our Student Support Officer by email at any time, or by phone during office hours.

During enrolment, our internal indicators may highlight a potential need for additional support. In this case, you may receive a friendly call from our Student Support Officer to introduce themselves and offer assistance.

Most students needing extra help are able to complete their course successfully with the support of their Trainer. Your Trainer can break down complex topics, answer questions, ensure you understand key concepts, and offer extra time to complete assessments where appropriate.

Your Trainer/Assessor can also **make reasonable adjustments to support students with a disability (or a barrier to learning) to access and participate in training and assessment on an equal basis**. It is essential that implemented reasonable adjustments do not interfere with the integrity of the course requirements. Your Trainer/Assessor will contact AEATS management to discuss a tailored plan that best meets your needs.

We encourage all students to openly and confidentially share any barriers to learning — so we can provide the support you need to succeed.

### **External Support Services (Free or Low-Cost)**

The AEATS Student Support Officer may refer you to one of the following organisations:

- Lifeline Australia – 13 11 14 for 24/7 crisis support (mental health/emotional distress)
- Beyond Blue – 1300 22 4636, online chat and email support for anxiety, depression
- Kids Helpline – 1800 55 1800 (ages 5–25)
- Adult literacy & numeracy resources: <https://readingwritinghotline.edu.au/> 1300 6 555 06
- Services Australia - <https://www.servicesaustralia.gov.au/contact-us?context=64107>
- First Nations Students - <https://www.13yarn.org.au/>

The AEATS Student Support Officer may seek guidance from:

- ADCET Australian Disability Clearinghouse on Education and Training
- Disability Standards for Education 2005
- External LLND Specialists and consultants

### **What does the Student Support Officer do:**

- Call to introduce themselves, make you feel welcomed, reassure you that we are here to support your learning.
- Provide a safe place for you to confidentially share any concerns, worries or barriers to learning. Keep your personal information private.
- Help you seek further support from your Trainer/Assessor.
- Periodically call to check in if needed.
- Work with other AEATS team members to design your learning and/or assessment reasonable adjustments.
- Guide you towards study skills if it's been a long time since you were at school.
- Guide you towards the AEATS Digital Skills Practice website.
- Seek feedback on your progress from your Trainer/Assessor.

## Access and Equity

We are committed to providing equitable access where safe to our services for everyone and do not discriminate on the basis of race, religion, socio-economic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, political opinion, national extraction or social origin.

## Anti-Discrimination and Harassment

We take any complaints of harassment or discrimination very seriously and are committed to providing a learning environment where staff and students are treated with dignity and respect and free from all forms of discrimination or harassment. Please refer to the confidential Complaints and Appeals process if you feel you have been discriminated against or harassed.

## Disciplinary Action

We are committed to providing training in an environment of mutual respect and cooperation.

If a student exhibits disrespectful or disruptive behaviour, then the Trainer/Assessor has the authority to warn the student that their behaviour is unsuitable. If there is no improvement or the immediate safety or well-being of others is at risk, then the student should be directed to leave the training environment.

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

- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present
- Colludes, plagiarises or cheats in assignments or assessments
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave said premises.

In all Instances, if there has been a cause for disciplinary action the Managing Director must be informed immediately.

If a student wishes to make a complaint in relation to the disciplinary action taken, they should be directed to follow the *Complaints & Appeals Policy* and *Related Forms*.

## Privacy

We respect the privacy of our students and ensure that all information is collected and stored in accordance the Privacy Act of 1988 and the Australian Privacy Principles.

We do not give out personal information to any person or agency without your permission, unless we are required to do so by law.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The [USI Privacy Policy](#) provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

*\*The Privacy Policy has been updated to meet the new 2020 requirements.*

## Access to Records

If at any time you would like to access your student records, please email our Administration Team who will arrange a mutually convenient time.

## Health and Safety

*Australian Employment & Training Services* is committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues and is bound by the requirements of the relevant Health and Safety Legislation governing each State or Territory. As a student it is your responsibility:

- To inform us of any accidents or incidents that occur which may affect health and safety of anyone working or studying at our training sites and/or workplace.
- To take reasonable care of others at the training site and/or workplace and cooperating with RTO staff in ensuring health and safety.
- To ensure the training environment is not misused or interfered with.
- To cooperate with all persons to meet a requirement made for health and safety under the Act.

You should report any Health and Safety related issues to your trainer and assessor or a staff member as soon as possible after the event or after identifying a hazard. Please refer to the *Health and Safety Policy* for further information.

## Entry Requirements

Entry requirement for our courses vary and are detailed in the Course Information on our website and our Course Guides.

## Unique Student Identifier (USI)

All students in Australia must have a Unique Student Identifier (USI). This will be a lifelong number which will enable your records and results obtained to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before we, or any, RTO can enrol you into a course.

## Attendance

It is a requirement of all students to attend all training sessions/workshops/scheduled online webinars and to complete assessments on time according to the assessment schedule (timetable) you will be given at the start of your course. If you are unavoidably unable to attend, you must inform the office prior to the start of the scheduled training. Whilst AEATS will endeavour to provide opportunities for students to catch up on missed sessions or assessments, it cannot guarantee that this is possible, or in the original timeframes of the scheduled training. It is a requirement for students undertaking agreed classroom activities to attend classes in order to achieve competency unless specifically agreed to by the course trainer and assessor.

## Cancelling an Enrolment or Withdrawing from Training

Cancellation of enrolments or intention to withdraw from training must be made in writing via the *Withdrawal Form*. Refunds must also be in writing via the *Refund Application Form*. Please email to the Program Coordinator at [admin@aeats.com.au](mailto:admin@aeats.com.au). Any calculation of refunds of fees will be calculated from the given date of notification and not retrospectively. For further details refer to the Policies section in this Handbook. AEATS reserves the right to cancel a student's enrolment automatically where the student has not made adequate engagement or attendance to training.

## Issuing Certificates and Statements of Attainment

We will issue all AQF Certificates or Statements of Attainment within 30 days of the student being assessed as competent if the training program in which the student is enrolled is complete and all agreed fees have been paid. Please see related policy for further information.

## Fees and Refunds

We will supply you with information about all fees and charges prior to enrolment. This information will be in the course guide and on our website. Please see related policy for further information.

### Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect *We do not collect fees in advance of more than \$1500*

### Payment Schedule

Students will have to sign an agreed payment plan on enrolment. This plan will give payment dates and the amount of the instalment. It is your responsibility to ensure this payment is made.

If there is default of the payment plan, we may suspend access or attendance of training and assessment until the outstanding debt is paid. Please see related policy for further details.

### **Fees for Recognition**

There are no fees for Credit Transfer. Fees for RPL will depend on the number of units applied for and a price will be supplied on initial enquiry or application. Please see related policy for further details.

## Assessments

*Australian Employment and Training Services* undertakes systematic audits to ensure that all assessments of students in nationally registered training will be done in accordance with the criteria laid out in the course outline and in the training package.

### Assessment Outcomes

Each assessment task will be assessed as satisfactory (S) or not yet satisfactory (NYS) by your assessor. Satisfactory completion of all assessment tools will lead to a verdict of competent at the individual unit level. If you are deemed NYS your assessor will explain the areas you need to strengthen, and you will be given time for revision and practice prior to resitting the assessment task.

If after three attempts, you have not completed the task satisfactorily you may be required to undergo more training and then resit the assessment and there may be additional costs for this.

Please make sure you keep a copy of all completed work you hand in for assessment; in the unexpected event of assessments going missing it is your responsibility to be able to provide a copy. Your original work will be retained by AEATS for future evidence of completion.

Please remember that most units have a classroom or electronic component of assessment (depending on your enrolment) as well as a Practical Placement component of assessment.

### Submission of Assessments

Assessments must be handed in on time as per the Assessment Schedule you will be given at the start of your training. Extensions to assessment deadlines must be requested in writing to your assessor and it is at management discretion if extra time will be allowed.

### Authenticity of Work

When you submit a written assessment, you will have to sign a statement that it is all your own work and has not been copied from other sources.

### Assessment Appeals Procedure

For information on how to appeal and assessment decision refer to the relevant policy included in this Handbook.

## Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; schoolwork, life or sporting experience.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how that competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you have the experience to apply for RPL, contact our office; we will explain the initial application process and send you out an *RPL Application Form*.
2. When we receive the completed RPL Application Form and relevant fee, we will arrange for you to speak with the assessor to discuss your application and make sure you understand the evidence collecting process.
3. We will schedule further meetings to assess the evidence you have provided and conduct a competency interview.
4. The Assessor will contact your referees then decide if you are competent in all aspects of the unit(s).
5. If yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.

## Credit Transfer (CT)

*Australian Employment and Training Services* recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the *Credit Application Form* and present it to us with your Statement(s) of Attainment or Certificate. You will be asked to submit clear and accurate copies and authority for an AEATS representative to verify the academic transcript.
3. You can apply for Credit Transfer at any time but we encourage you to apply before commencing a training program. This will reduce unnecessary training and may reduce your fees if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in.
5. You cannot enrol in a training program only for credit transfer.

# Policies

Our Policies and Procedures guide our operations and determine how we conduct our services and business. If you have a printed or pdf copy, please view our website or contact our office to ensure that you have the latest version. It is essential that all future and current students, as well as AEATS personnel work within the following policies. The highlighted policies below have been included in this document for your comprehension prior to enrolment. Should you wish to view the additional policies, please call our office and discuss your information requirements with Andrew Logan, Managing Director.

## **PP1 – Training and Assessment Strategy Policy**

PP2 – Industry Engagement Policy

PP3 – Assessment Tools and Systems Policy

PP4 (a) – Pre-assessment Validation Policy

PP4 (b) – Post-assessment Validation Policy

## **PP5 – Credit Transfer Policy**

PP6 – Facilities and Equipment Policy

## **PP7 – Work Placement Policy**

## **PP8 – Recognition of Prior Learning (RPL) Policy**

PP9 – Change of Scope Policy

## **PP10 – Student Information Management Policy**

## **PP11 – Student pre-enrolment policy**

## **PP12 – Student support services policy**

## **PP13 – LLN and Digital literacy support policy**

## **PP14 – Disability support and adjustments policy**

## **PP15 – Diversity, Inclusion and Wellbeing Policy**

## **PP16 – Feedback, Complaint and Appeal Policy**

PP17 – AVETMISS reporting policy

## **PP18 – Discrimination and Harassment Policy**

PP19 – Workforce Planning Policy

PP20 – Trainer and Assessor Policy

PP21 – Professional Development Policy

PP22 – Trainer Supervision and Direction Policy

PP23 – Leadership and Accountability Policy

PP24 – Staff Roles and Responsibilities Policy

PP25 – Third Party Management Policy

PP26 – Risk Management and Mitigation Policy

PP27 – Financial Viability Monitoring Policy

## **PP28 – Child Safety and Welfare Policy**

PP29 – Continuous Improvement & Quality Assurance Policy

PP30- Marketing and Advertising Policy

## **PP31 – Enrolment Policy**

## **PP32 – Fee Management and Refund Policy**

## **PP33 – Student Identifier Management Policy**

## **PP34 – Data Privacy and Record Keeping Policy**

**PP35 – Certification Issuance Policy**

PP36 – Transition of Training Products Policy

PP37 – Public Liability Insurance Policy

PP38 – Legislative and Regulatory Compliance

PP39 – Version Control and Document Management Policy

PP40 – Annual Declaration on Compliance Policy

PP41 – Fit and Proper Person Policy

**PP42 – Academic Integrity and Plagiarism Policy**

PP43 – Critical Incident Management Policy

PP44 – Workplace Health and Safety Policy

PP45 – IT Systems and Security Policy

PP46 – Communication with VET Regulator Policy

**PP47 – Privacy Policy**

# PP1 – Training and Assessment Strategy Policy

## 1. Purpose

This policy ensures that all training and assessment strategies (TAS) developed and implemented by AEATS are aligned with the training package requirements, industry expectations, and the Australian Qualifications Framework (AQF). It ensures compliance with Outcome Standards - Quality Area 1: Standard 1.1, 1.3, 1.4, and 1.8 of National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 and AQF.

## 2. Scope

This policy applies to all accredited training products on AEATS scope of registration and to all staff involved in the design, delivery, assessment, and support of training programs.

## 3. Definitions

Term	Definition
<b>Training and Assessment Strategy (TAS)</b>	A formal document that outlines how a qualification or accredited course will be delivered and assessed. It includes training structure, delivery mode, volume of learning, resources, industry engagement, and assessment methods.
<b>Training Package</b>	A nationally endorsed set of qualifications, units of competency and assessment guidelines that describe the skills and knowledge required for work in a specific industry.
<b>Assessment</b>	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm whether a learner can perform to the required standard.
<b>Volume of Learning</b>	The notional duration of all activities required for achievement of the learning outcomes, including structured learning, self-paced study, and assessment.
<b>Amount of Training</b>	The component of the volume of learning that is delivered by the RTO. This includes supervised learning and instruction but excludes unsupervised study or homework.
<b>Delivery Mode</b>	The method of providing training to learners. Common modes include face-to-face, online, blended, and workplace-based delivery.
<b>AQF (Australian Qualifications Framework)</b>	The national policy for regulated qualifications in Australian education and training, outlining levels of learning outcomes and qualification types.

Term	Definition
<b>NVR Registered Training Organisations</b>	NVR Registered Training Organisations are training providers that are registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 (NVR Act).
<b>Assessment Validation</b>	A quality review process where assessment tools, processes, and outcomes are checked to ensure consistency, fairness, and compliance.
<b>Industry Engagement</b>	Structured and documented consultation with employers and industry representatives to ensure training and assessment aligns with workplace needs.
<b>Cohort Characteristics</b>	Specific traits or needs of a student group such as LLN levels, digital literacy, prior knowledge, or cultural background that affect delivery.

#### 4. Legislative Reference

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025 – Standards 1.1, 1.3, 1.4, 1.8
- Australian Qualifications Framework (AQF)
- Training Package and accredited course requirements
- ASQA Guidelines and Compliance Requirements

#### 5. Policy Statement

The RTO will maintain a Training and Assessment Strategy for each training product on its scope of registration. Each TAS will be developed in consultation with industry and comply with regulatory requirements to ensure structured, valid, and reliable training and assessment. The TAS will outline the training structure, delivery modes, resources, assessment methods, and validation strategies. Facilities and resources must be industry-relevant, safe, and accessible to all learners.

#### 6. Procedure – Step by Step

Step	Action Description	Responsible Person	Timing
1	Conduct a comprehensive review of the training package including core and elective units, assessment conditions, Training and assessment resources, Volume of learning and amount of training. Cohort requirements, entry requirements, license requirements (if relevant), work placement (if relevant) and AQF alignment.	Compliance Manager	Before adding or updating training product

2	Develop TAS considering structure, delivery mode, learning outcomes, and assessment methods aligned with AQF volume of learning, training package and cohort requirements.	Managing Director/ Compliance Manager	Prior to program delivery
3	Consult with industry representatives to ensure alignment with workplace expectations.	Trainer/Assessor & Compliance Manager	Prior to program delivery & at least annually or when TAS is reviewed
4	Review and validate TAS for compliance by reviewing checklist.	Compliance Manager	Pre-delivery
5	Approve TAS.	Managing Director	Once per TAS review
6	Store TAS in document management system and provide access to trainers.	Compliance Manager	Immediately after approval
7	Ensure trainers and assessors are briefed on TAS content, structure, and delivery responsibilities.	Compliance Manager	Prior to delivery commencement
8	Monitor delivery and assessment against TAS through regular classroom observations and student feedback.	Compliance Manager	Quarterly
9	Review TAS annually or upon training product update, industry feedback, or delivery issues.	Compliance Manager	Annually or as needed

### **Annual TAS Review**

AEATS will conduct a formal Annual Review of every Training and Assessment Strategy (TAS) for each qualification on its scope of registration. This review ensures the TAS remains compliant with:

- Standards for RTOs 2025 (Outcome Standards 1.1, 1.3, 1.4, 1.8)
- AQF Guidelines
- Training package and accredited course updates
- National Code 2018 – Standards 8.18–8.20 (CRICOS courses)
- ASQA guidance and current audit expectations

### Key Objectives of Annual TAS Review

- Confirm ongoing alignment with unit packaging rules, AQF level, and volume of learning
- Ensure industry engagement informs structure, assessment, delivery, and work placement (if applicable)
- Validate cohort characteristics and whether adjustments are required
- Check trainer/assessor qualifications are up to date and match TAS expectations
- Review mode of delivery, especially compliance with CRICOS limits on online delivery
- Identify any changes needed based on student feedback, validation, complaints or audit findings
- Record findings and actions in the TAS Review Checklist and CI Register

### Annual TAS Review Procedure

Step	Action	Responsible Person
1	Retrieve the latest training package details and qualification packaging rules	Compliance Manager
2	Compare current TAS content with regulatory standards and recent internal/external audit findings	Compliance Manager
3	Review student outcomes, enrolment trends, course progress, and completions	Managing Director /Compliance Manager
4	Engage with at least two industry representatives and record feedback on training relevance	Trainer/Assessor & Compliance Manager
5	Review delivery resources, facility access, and assessment tools	Trainer/Assessor
6	Update TAS if required, guided by the TAS Review Checklist	Compliance Manager
7	Submit revised TAS to Managing Director for approval	Compliance Manager
8	Save the updated TAS in the secure document management system and notify relevant trainers	Compliance Manager
9	Log outcomes and changes in the Continuous Improvement (CI) Register	Compliance Manager

## ***7. Related Documents***

- Training and Assessment Strategy (TAS) Templates
- Industry consultation form
- Trainer/Assessor Matrix
- Validation policy and Procedure
- TAS Review Checklist

# PP5 – Credit Transfer Policy

## 1. Purpose

This policy ensures that VET students who have previously completed an equivalent training product are supported to obtain credit transfer (CT) in a timely, fair, and transparent manner. It guarantees that all CT decisions are consistent with training product rules, based on valid documentation, and aligned to Outcome Standard 1.7 of the 2025 Standards for RTOs.

## 2. Scope

This policy applies to:

- All VET students seeking recognition for equivalent units of competency previously completed.
- All nationally recognised qualifications and skill sets on AEATS scope of registration.
- All staff involved in credit transfer processing: admin staff, trainers, assessors, compliance officers, and student support personnel.

## 3. Definitions

Term	Definition
Credit Transfer (CT)	A process that recognises AQF units of competency previously achieved and exempts the learner from having to repeat them.
AQF Certification Documentation	Official documentation (e.g. testamurs, Statements of Attainment) issued by an authorised training organisation.
Authenticated Transcript	Verified record of learning obtained via the USI transcript service or directly from the issuing RTO.
SMS (Student Management System)	A digital platform used to manage student records, enrolments, and progression.

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 1.7
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- AQF Qualifications Issuance Policy
- Training package equivalency guidelines ([training.gov.au](http://training.gov.au))

## 5. Policy Statement

### AEATS ensures:

- Students are informed of their right to apply for CT at pre-enrolment, enrolment, and course commencement stages.
- CT decisions are based solely on verified AQF certification documentation or authenticated transcripts unless licensing/regulatory restrictions apply.

### All CT decisions are:

- Transparent (student is notified in writing),
- Consistent (applied equally across similar cases),
- Documented (stored in the student's file and SMS),
- Timely (made within 20 business days of application).
- The integrity of the training product is preserved.

## 6. Procedure – Step by Step

Step	Action	Responsible
1	Include CT policy on website, in student handbook, course guide and enrolment form declaration.	Compliance Manager
2	Inform students about CT options during at pre-enrolment and enrolment and during orientation	Enrolment Officer/ Trainer Assessor
3	Receive CT application with supporting documentation	Enrolment Officer
4	Verify documents via USI portal or by contacting issuing RTO	Compliance Manager
5	Review training.gov.au for unit equivalency	Compliance Manager
6	Make decision and record rationale	Compliance Manager
7	Notify students in writing (approved/declined with reason) via CT Decision and Outcome Letter	Compliance Manager
8	Record CT decision in SMS and student file. Inform Trainer Assessor via email. Add CT to the Assessment Completion Register.	Enrolment Officer
9	Retain records for audit and reporting	Enrolment Officer

## ***7. Validation Criteria***

All credit transfer decisions must:

- Be supported by certified AQF documentation and transcripts.
- Demonstrate equivalence as per current training package rules.
- Be consistent across all students and not subjective.
- Be traceable in the student's records and SMS.
- Ensure students do not repeat units unnecessarily.

## ***8. Related Documents***

- Credit Transfer Application Form
- Transcript provided by student
- Student Handbook (CT Policy Section)

## PP7 – Work Placement Policy

### 1. Purpose

This policy ensures that work placements and simulated learning activities are implemented in a structured, compliant, and student-focused way. It supports industry relevance, student safety, and alignment with training package requirements while also ensuring fair access, adequate supervision, and quality learning.

### 2. Scope

This policy applies to:

- All training products with mandatory or elective work placement components.
- Students, trainers/assessors, workplace supervisors, and host organisations.
- All work-integrated or simulated industry-based training that contributes to assessment outcomes.

### 3. Definitions

Term	Definition
Work Placement	Structured, supervised on-the-job learning required to meet unit or qualification requirements.
Host Organisation	An external business offering the placement under a formal agreement.
Placement Agreement	Documented agreement outlining responsibilities, timelines, and WHS obligations.
Practical Placement Logbook	A student-tracking tool used to document attendance, tasks, skills and assessments. Includes the Placement Agreement, Logbook, Code of Conduct, and Emergency Contacts.

### 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standards 1.1, 1.3, 1.8
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011 (Cth)
- Fair Work Act 2009
- Training package guidance and implementation details

## 5. Policy Statement

### AEATS ensures that:

- All work placements meet the volume and conditions of workplace-based learning as specified in relevant training products.
- Placement packs and tools are developed and issued based on the specific qualification and unit structure.
- Placement sites are safe, suitable, and compliant with WHS and learning access standards.
- Students receive a minimum of two placement visits by a qualified trainer/assessor. Additional visits are scheduled based on:
  - Unit or course requirements
  - Student support needs
  - Workplace complexity
- Trainers complete workplace observations in direct discussion with the student's workplace supervisor, ensuring decisions on competence are valid, fair, and supported by evidence.
- AEATS retains all documentation and review feedback to support audit and continuous improvement.

## 6. Procedure – Step by Step

Step	Action	Responsible
1	Identify qualifications and units requiring work placement	Compliance Manager
2	Establish and formalise host arrangements using signed Work Placement Agreements.	Work Placement Coordinator
3	Match students to appropriate host organisations based on availability and suitability	Work Placement Coordinator
4	Conduct WHS and Site Suitability Checklist before approving placement	Work Placement Coordinator
5	Issue the Student Practical Placement booklet for the qualification, including : Logbook, Code of Conduct, Contact List, and other qualification-specific documents. Student name tag.	Work Placement Coordinator
6	Confirm host access to relevant tools, supervision, and support systems	Work Placement Coordinator
7	Conduct a pre-placement induction covering workplace rights, responsibilities, and expectations	Work Placement Coordinator

8	Student commences placement; workplace induction is confirmed	Student / Host Supervisor/ Work Placement Coordinator
9	Trainer conducts a minimum of two visits, with additional visits as needed based on training package and student support needs	Workplace Assessor
10	Trainer completes Work Placement Observation Record in consultation with host supervisor	Workplace Assessor
11	Gather and file feedback from host and student; verify attendance and skill development	Workplace Assessor
12	Store placement records in the SMS and file management system	Admin Officer

### 7. Related Documents

- Training and Assessment Strategy (TAS)
- Placement Agreement Template
- WHS and Site Checklist
- Work Placement Logbook (customised per qualification)

## PP8 – Recognition of Prior Learning (RPL) Policy

### 1. Purpose

This policy ensures all students are informed of and supported through the Recognition of Prior Learning (RPL) process, allowing them to have their prior skills, knowledge, and experience recognised towards formal qualifications. It promotes access, fairness, and quality outcomes, while upholding the integrity of the training product.

### 2. Scope

This policy applies to:

- All qualifications and units on AEATS scope of registration
- All prospective and enrolled VET students
- All AEATS personnel involved in marketing, enrolment, training, and assessment

### 3. Definitions

Term	Definition
RPL	Recognition of Prior Learning is the assessment of a person's existing skills and knowledge to determine the extent to which they meet the requirements of a unit or qualification.
Competency	The consistent application of knowledge and skill to the standard of performance required in the workplace.
RPL Kit	A qualification or unit-specific guide outlining evidence requirements, process, and templates for RPL application and assessment.
Assessment System	The documented policies and procedures used to develop, deliver, and validate assessment practices within the RTO.

### 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 1.6
- National Vocational Education and Training Regulator Act 2011
- AQF Handbook
- Training package requirements via [training.gov.au](http://training.gov.au)
- PP3 – Assessment Tools and Systems Policy

## 5. Policy Statement

### AEATS ensures that:

- All students are offered the opportunity to apply for RPL at enrolment and orientation.
- Students are provided with clear, accessible information about the RPL process, timeframes, and expectations.

### All RPL assessments are:

- Based on the Rules of Evidence (valid, sufficient, current, authentic)
- Conducted by qualified trainers/assessors using documented tools aligned to the training product
- Recorded and stored in a way that is fair, transparent, consistent, and auditable
- RPL does not compromise the integrity of the qualification and supports the student's progression pathway.

## 6. Procedure – Step by Step

Step	Action	Responsible
1	Inform students of RPL options during pre-enrolment conversation, website, course guide, student handbook and enrolment form. Trainers also provide RPL and CT option during orientation.	Marketing / Enrolment Officer / Trainer Assessor
2	Conduct an initial consultation to determine RPL suitability	Assessor
3	Provide the RPL Kit relevant to the student's qualification	Compliance Manager
4	Ensure that unit requirements are aligned with the training package and that evidence meets the Rules of Evidence (valid, sufficient, current, authentic)	Trainer Assessor / Compliance Manager
5	Support the student to gather and submit evidence (e.g. resumes, work samples, references, qualifications)	Trainer Assessor
6	Assess evidence using AEATS assessment tools; verify with interviews, challenge tasks, or demonstrations if needed	Assessor
7	Assessor signs off on the RPL documentation and submits it for processing	Assessor
8	Compliance Manager will perform a quality check for consistency across similar cases	Compliance Manager
9	Admin updates the Student Management System (SMS) with approved RPL outcomes	Admin Officer
10	Notify the student of the outcome and update their training plan accordingly	Admin Officer / Trainer

## 7. Compliance Indicators

Outcome Standard	How AEATS Demonstrates Compliance
1.6(1)	Students are aware and supported to apply for RPL
1.6(2)(a)	Enrolment materials, website, and conversations promote RPL opportunity
1.6(2)(b)	Evidence is assessed against competency standards by qualified assessors
1.6(2)(c)	All RPL decisions are documented and applied fairly and consistently

## 8. Related Documents

- RPL Kit (customised per qualification)
- PP3 – Assessment Tools and Systems Policy
- RPL Assessment Record Template
- Student Handbook
- Enrolment Form
- Training and Assessment Strategy (TAS)
- Continuous Improvement Register

# PP10 – Student Information Management Policy

## 1. Purpose

This policy ensures that all VET students have access to clear, accurate, and timely information about AEATS, training products, support services, fees, and any relevant student obligations. It guarantees transparency, protects student rights, and supports informed decision-making, in line with the Standards for RTOs 2025.

## 2. Scope

This policy applies to:

- All prospective and current VET students
- All marketing, admin, compliance, and support staff
- Any third parties acting on behalf of AEATS to deliver training, support, or recruitment services

## 3. Definitions

Term	Definition
Training Product	A course, qualification, unit of competency or skill set listed on AEATS scope of registration.
Third Party	Any person or organisation delivering services on behalf of AEATS (including training, marketing or enrolment).
Course Entry Interview (CEI)	The student induction process and declaration form confirming a student understands all the pre-enrolment information that was provided to them as part of the enrolment process.
Pre-Enrolment Disclosure	The process of communicating critical information such as course fees, obligations, credit transfer, RPL, complaints, and appeals.

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.1
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)

## 5. Policy Statement

AEATS ensures all information provided to VET students is:

- Clear, accurate, current, and consistent across platforms and documents
- Delivered prior to enrolment and before any fees are paid
- Communicated via the course guide, website, student handbook, pre-enrolment discussions and the induction process, which confirms student understanding and retention.
- Regularly updated via an annual audit of all student information channels (website, course guides, student handbook)
- Direct from AEATS and not third-party organisations.

## 6. Procedure – Step by Step

### 1. Ensure All Student Information Is Clear, Accurate and Current [Clause 2.1(2)(a)]

Step	Action	Responsible
1.1	Draft or update online content (website, course guide, handbook) using the most recent training package and TAS.	Compliance Manager
1.2	Apply version control and record the approval of each item before release	Compliance Manager / Managing Director
1.3	Translate technical terms into plain English and ensure readability for the intended audience	Compliance Manager / Managing Director
1.4	Check that all communications (brochures, digital ads) use only AEATS-approved content	Compliance Manager
1.5	Store master versions of all current student information documents in the version control register	Compliance Manager / Managing Director

# PP11 – Student pre-enrolment policy

## 1. Purpose

This policy ensures that prior to enrolment, all potential students have access to clear and accurate information about AEATS, the course in which they're enquiring, and students are made aware of any changes that may affect them. AEATS considers each student's language, literacy, numeracy proficiency and digital literacy (LLND). It supports the student to make an informed enrolment decision and promotes positive learning outcomes.

## 2. Scope

This policy applies to all prospective students enrolling in any nationally recognised training product on the AEATS scope. It includes actions by admin, trainers, compliance, and student support staff involved in the pre-enrolment and enrolment processes, LLND assessment, and providing course suitability advice.

## 3. Definitions

Term	Definition
LLND	Language, literacy, numeracy proficiency and digital literacy
Training Product	A nationally recognised qualification, skill set or unit of competency
Suitability Advice	Recommendation given to a student about their readiness and alignment to a course, including alternatives if needed
Pre-enrolment Information	Key course and enrolment details provided through AEATS website, course guides and Student Handbook

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.2
- National Vocational Education and Training Regulator Act 2011
- Foundation Skills Training Package tools
- Training.gov.au training product specifications

## 5. Policy Statement

AEATS is committed to ensuring that all students are informed and supported in choosing suitable courses. Prior to enrolment:

- Suitability advice is provided based on their goals, current skills and course requirements
- LLND is assessed using validated tools
- Students are given accurate pre-enrolment information via the website, course guides and Student Handbook

- Where needed, support or alternative pathways are discussed with the student  
No student will be enrolled until this process is completed and documented.

### 6. Step-by-Step Procedure

Step	Action	Responsible
1	Receive enquiries via website, phone or email	Enrolment Officer
2	Provide pre-enrolment information (via email, including course guide, website link + Student Handbook) information includes CT and RPL information and support services	Enrolment Officer
3	Conduct the LLND assessment using approved AEATS tools	Enrolment Officer
4	Compare LLND outcomes and prior experience against TAS and course entry requirements	Enrolment Officer
5	Provide clear advice to the student on suitability and discuss expectations and outcomes	Enrolment Officer
6	If student is not suited, discuss support options or offer alternative training pathways	Student Support Officer
7	Record decision and LLND results in student file / SMS	Enrolment Officer
8	Monitor and provide LLND or digital support where needed during study	Trainer / Student Support Officer

### 7. Related Documents

- LLND Assessment Tool
- Student Handbook
- Website
- TAS Document
- Student Support Referral Form
- SMS and Student File Records

## PP12 – Student support services policy

### 1. Purpose

This policy outlines how AEATS provides support services, including access to trainers, assessors, and support staff, to ensure that all VET students can progress effectively through their training product. It supports compliance with Outcome Standard 2.3.

### 2. Scope

This policy applies to all enrolled VET students and staff involved in student support, including trainers, assessors, the Student Support Officer, and administrative personnel.

### 3. Definitions

Term	Definition
Student Support Services	Services that assist students with academic and non-academic barriers to progress, including LLND support, study skills, and wellbeing referrals
Support Staff	Includes the Student Support Officer, Enrolment Officer, and Trainers/Assessors
Access Schedule	Structured methods of informing students when and how they can reach support personnel (verbally, written, or online)

### 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011

### 5. Policy Statement

AEATS is committed to providing high-quality and timely support services that are responsive to each student's individual learning needs. Students will have:

- Access to trainers, assessors, and support staff

Information about how and when support can be accessed

- Timely responses to queries
- Tailored support based on identified learning barriers including LLND challenges, personal circumstances, or digital skill needs

## 6. Step-by-Step Procedure

Step	Action	Responsible
1	Identify student support needs via Pre-enrolment conversations and LLND assessment	Enrolment / Student Support Officer
2	Discuss individual support needs with the Trainer and Compliance Manager to ensure a team approach. Record details about the support plan.	Student Support Officer
3	Provide tailored support based on need (e.g. study skills, LLND tutoring, flexible delivery) <ul style="list-style-type: none"> <li>- Havent studied before or in a long time = study skills video /links</li> <li>- LLND = Additional tutoring or extended assessment time frames.</li> <li>- Identify potential learner schedules and offer aligned program (Zoom/express/classroom)</li> <li>- Discuss fees, childminding, study time, what it will be like in class, expectations: arrival times, behaviour/respect, assessment due dates, practical placement.</li> </ul>	Trainer / Student Support Officer / Enrolment Officer
4	Inform students of support options available	Trainer / Student Support Officer / Enrolment Officer
5	Provide students with guidance on how to request support (during orientation and in the Student Handbook)	Student Support Officer / Trainer
6	Provide all students with access to the digital assessment practice page	Enrolment Officer
7	Respond to student queries within 2 business days via phone or email	Relevant Trainer / Team member
8	Follow up ongoing support cases and adjust support plans where necessary	Student Support Officer / Trainer
9	Review and audit support effectiveness annually	Compliance Manager

## 7. Related Documents

- Student Handbook
- Digital Assessment Practice Page
- LLND Assessment Results
- Support Referral Form
- Student Records

## PP13 – LLN and Digital literacy support policy

### 1. Purpose

This policy ensures that all VET students with identified Language, Literacy, Numeracy (LLN) and Digital Literacy support needs receive appropriate, timely, and tailored support to successfully participate in training. It supports compliance with Outcome Standard 2.3.

### 2. Scope

This policy applies to all prospective and enrolled students undertaking nationally recognised training with AEATS, and to all staff involved in delivering or supporting LLN and Digital Literacy services.

### 3. Definitions

Term	Definition
LLN	Language, Literacy, and Numeracy capabilities essential for learning and workplace performance
Digital Literacy	The ability to use digital tools, software, and systems to access and manage information for learning
LLND Assessment	Tools used to assess students' LLND levels at course entry
Support Plan	A documented strategy to support students who require additional assistance.
ACSF	Australian Core Skills Framework (ACSF) is a national reference tool that describes and benchmarks an individual's performance in the five core skill areas (Learning, Reading, Writing, Oral Communication and Numeracy) essential for learning, work, and life.

### 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011
- Foundation Skills Training Package
- ACSF and Digital Literacy Framework

## 5. Policy Statement

AEATS is committed to providing equitable learning opportunities. Where a student's LLN or digital literacy needs are identified, AEATS will:

- Assess needs through LLND assessments during the Pre-enrolment process.
- Provide reasonable support strategies including additional resources, flexible delivery, or referrals
- Use a Support Plan for students who require ongoing support
- Engage qualified trainers and support staff to deliver appropriate interventions
- Monitor student progress and adjust support as needed
- Maintain confidentiality and encourage self-disclosure without discrimination

## 6. Step-by-Step Procedure

Step	Action	Responsible
1	Ensure relevant LLND assessment tools are available and current according to the ACSF requirements.	Compliance Manager
2	Administer LLND assessment as part of the Pre-Training Review process	Enrolment Officer
3	Identify students requiring additional LLN or digital literacy support	Trainer / Student Support Officer
4	Discuss LLND needs with student and propose support strategies	Trainer
5	Develop and implement an Individual Support Plan if required	Student Support Officer / Trainer
6	Provide access to tutoring, extra resources, or technology support	Trainer / Support Staff
7	Provide access to the Digital Assessment Practice Page	Enrolment Officer
8	Monitor student progress and make adjustments as needed	Trainer
9	Document support actions and outcomes	Student Support Officer / Trainer
10	Review effectiveness of LLND support strategies annually	Compliance Manager

## ***7. Related Documents***

- LLND Assessment Tool
- Pre-enrolment discussions
- Support plans
- Student Handbook
- Australian Core Skills Framework (ACSF)
- Digital Assessment Practice Page

# PP14 – Disability support and adjustments policy

## 1. Purpose

This policy ensures that VET students with a disability are supported through appropriate, fair and timely reasonable adjustments to ensure they can access and participate in training and assessment on an equal basis. It supports compliance with Outcome Standard 2.4 of the Standards for RTOs 2025.

## 2. Scope

This policy applies to all prospective and enrolled students who disclose a disability and to all AEATS personnel involved in training, assessment, administration, and student support services.

## 3. Definitions

Term	Definition
Disability	As defined under the Disability Discrimination Act 1992, including physical, intellectual, psychiatric, sensory, neurological, and learning disabilities
Reasonable Adjustment	Modifications made to training or assessment methods to allow a student with disability to participate on an equal basis, without compromising training package or regulatory requirements
Disclosure	Voluntary act by which a student informs AEATS of their disability and/or support needs
Student Support Plan	A tailored plan outlining agreed support measures
Reasonable Adjustment Form	A formal document approved by the Compliance Manager detailing approved accommodations

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.4
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator Act 2011

## 5. Policy Statement

AEATS:

- Encourages voluntary disclosure of disability via the enrolment process
- Ensures all reasonable adjustments are approved, documented, implemented and monitored.

- Guarantees that no adjustment will compromise the training package requirements, rules of evidence, or Principles of Assessment
- Will clearly document and communicate reasons when an adjustment is not possible
- Supports students through confidential, inclusive practices that uphold integrity and student equity

## 6. Step-by-Step Procedure

Step	Action	Responsible
1	Enrolment Form includes section for students to voluntarily disclose any disability	Enrolment Officer
2	Enrolment Officer refers support needs to the Student Support Officer if a disability is disclosed	Enrolment Officer
3	Maintain confidentiality and advise student about rights and support options	Student Support Officer
4	Collect supporting documentation (if applicable) and refer to Compliance Manager	Trainer / Student Support Officer
5	Compliance Manager determines if a reasonable adjustment is appropriate and completes the Reasonable Adjustment plan	Compliance Manager
6	If approved, implement adjustments (e.g., extra time, tech aids) ensuring no compromise to training product requirements	Compliance Manager / Trainer / Student Support Officer
7	If adjustment is not feasible, document reasons and notify student promptly and respectfully	Compliance Manager
8	Monitor student's progress and review adjustment effectiveness periodically	Compliance Manager / Trainer / Student Support Officer
9	File Reasonable Adjustment Form and related records	Student Support Officer

## 7. Related Documents

- Enrolment Form
- Reasonable Adjustment documents & correspondence
- Student Handbook
- Student File

# PP15 – Diversity, inclusion and wellbeing policy

## 1. Purpose

This policy ensures that AEATS provides a safe, inclusive, and culturally respectful learning environment that supports the wellbeing of all VET students, including First Nations students. It outlines how AEATS identifies the wellbeing needs of its student cohort and provides appropriate support, in line with Outcome Standards 2.5 and 2.6 of the Standards for RTOs 2025.

## 2. Scope

This policy applies to all students and staff across all areas of training delivery, assessment, student support, and operations. It applies to all training products delivered under the AEATS scope of registration.

## 3. Definitions

Term	Definition
Diversity	Recognition and respect for individual differences in culture, language, ethnicity, gender, age, disability, religion, and socioeconomic background
Inclusion	Creating equitable access and opportunities for all students to engage and succeed
Cultural Safety	An environment where individuals feel respected, valued and safe in expressing their cultural identity
Wellbeing Needs	Emotional, mental, physical, and social factors that affect a student's capacity to engage in learning
First Nations Peoples	Aboriginal and Torres Strait Islander people as the First Peoples of Australia

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standards 2.5 and 2.6
- National Vocational Education and Training Regulator Act 2011
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Equal Opportunity Act 2010 (VIC) or equivalent

## 5. Policy Statement

AEATS is committed to:

- Fostering a safe, inclusive, and culturally safe learning environment
- Promoting respect for all individuals and cultural backgrounds

- Ensuring staff have cultural competence and uphold inclusive practices
- Identifying the wellbeing needs of students through training product requirements and student profiles
- Offering wellbeing support services suitable to the cohort's needs and actively informing students how to access them

### 6. Step-by-Step Procedure

Step	Action	Responsible
1	Include diversity and wellbeing values in all staff and trainer induction programs	Compliance Manager / HR
2	Embed inclusive and culturally safe practices into training delivery and support	Trainer / Support Officer
3	Provide cultural awareness and mental health professional development annually for staff	Compliance Manager
4	Identify wellbeing needs through student declaration and Trainer observation.	Trainer / Student Support Officer
5	List available wellbeing and crisis support services on the website	Managing Director
6	Inform students during orientation and in-class sessions about how to access support services	Trainer / Student Support Officer
7	Enable students to raise wellbeing or inclusion concerns confidentially	Student Support Officer
8	Investigate and resolve all concerns fairly and respectfully	Compliance Manager
9	Review effectiveness of inclusion and wellbeing practices annually	Compliance Manager

### 7. Related Documents

- Student Support page of website
- Wellbeing Services List
- Induction and Orientation Resources

## PP16 – Feedback, compliant and appeal policy

### 1. Purpose

This policy outlines AEATS integrated and transparent approach to managing feedback, complaints, and appeals. It ensures that all stakeholders, especially students, are supported in raising concerns or challenging decisions that affect them, in line with Outcome Standards 2.7 and 2.8 of the Standards for RTOs 2025.

### 2. Scope

This policy applies to:

- All current and prospective VET students;
- All AEATS staff and third-party providers;
- Any matter relating to training delivery, student support, assessment, administration, enrolment, or contractual obligations.

It covers informal feedback, formal complaints, and formal appeals processes.

### 3. Definitions

Term	Definition
Feedback	Positive or negative comments, opinions, or suggestions about AEATS services.
Complaint	A formal expression of dissatisfaction with a decision, service, behaviour, or policy.
Appeal	A formal request to review a decision made by AEATS that adversely affects a student.
Procedural Fairness	Ensuring all parties are heard, treated without bias, and decisions are made based on evidence.
CI Register	Continuous Improvement Register used to log issues or improvements resulting from feedback or complaints.
Independent Reviewer	A third-party individual/organisation used to review unresolved appeals without conflict of interest.

### 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8
- National Vocational Education and Training Regulator Act 2011
- ASQA Guidelines on Complaints and Appeals
- Australian Privacy Principles

## 5. Policy Statement

AEATS promotes a culture of openness and continuous improvement where feedback is valued, and complaints and appeals are addressed promptly and fairly. Students and stakeholders are encouraged to raise issues or request reviews of decisions without fear of retribution. All submissions are recorded, tracked, and used to improve the AEATS practices and services. AEATS is committed to:

- Responding to all complaints and appeals in a timely, fair, and transparent manner;
- Ensuring procedural fairness, including the right to respond and access an independent review;
- Keeping thorough records of all feedback, complaints and appeals;
- Promoting access to information through induction, the Student Handbook, and the AEATS website.

## 6. Step-by-Step Procedure

### 1. Feedback Handling Process

Step	Action	Responsible Person	Timeframe
1	Promote feedback opportunities via class discussions. Feedback forms and management quality check phone calls.	Trainers/ Compliance Manager /Managing Director	Ongoing
2	Encourage verbal or written feedback from students or stakeholders through the Feedback Form	Trainers / Enrolment Officer	Ongoing
3	Receive and record feedback in the Feedback, complaint and appeal register	Compliance Manager	Within 2 business days
4	Evaluate feedback for trends or risk indicators and determine whether an informal resolution or system improvement is required	Compliance Manager / Managing Director	Within 5 business days
5	If relevant, initiate improvement action and update Continuous Improvement Register	Compliance Manager	As required
6	Provide acknowledgment or follow-up response to the person who submitted the feedback (if identifiable)	Compliance Manager	Within 10 business days

## 2. Complaint Resolution Process

Step	Action	Responsible Person	Timeframe
1	Provide access to the Complaint Form and outline the complaint process in the Student Handbook and website	Admin / Compliance Manager	Ongoing
2	Receive completed Complaint Form (hard copy or email)	Admin Officer	Upon submission
3	Acknowledge receipt of the complaint in writing	Compliance Manager	Within 10 business days
4	Register complaint in the Feedback, Complaint and Appeal Register	Compliance Manager	Within 5 business days
5	Investigate complaint: gather evidence, review records, consult involved staff	Compliance Manager / Managing Director	Within 15 business days
6	Offer the complainant a chance to present their case and be accompanied by a support person (if applicable)	Compliance Manager	At arranged meeting
7	Determine the outcome and issue a written decision with reasons	Compliance Manager	Within 20 business days of receipt
8	If systemic issues are identified, raise in CI Register and develop preventive actions	Compliance Manager	Post-investigation
9	If unresolved, Student request to do appeal process.	Compliance Manager	Within 10 days of conclusion

## 3. Appeal Process

Step	Action	Responsible Person	Timeframe
1	Inform students of the right to appeal in the Student Handbook	Enrolment Officer	Ongoing

Step	Action	Responsible Person	Timeframe
2	Student submits completed Complaint and Appeal Form with relevant documentation	Student	Within 20 business days of original decision
3	Acknowledge appeal in writing and register in the Complaint, Appeal & Compliments Register	Compliance Manager	Within 10 business days
4	Verify if the appeal is eligible and has supporting evidence	Compliance Manager	Within 5 business days
5	Investigate the appeal with procedural fairness – allow all parties to respond	Compliance Manager	Within 15 business days
6	If needed, appoint an impartial review panel or independent reviewer with no conflict of interest	Managing Director	As required
7	Provide a written appeal outcome with reasons	Compliance Manager	Within 20 business days of lodgement
8	If student is unsatisfied, inform them of external appeals options and provide contacts	Compliance Manager	Within 10 business days of outcome
9	Implement any decision or recommendation in favour of the student as soon as possible.	Compliance Manager	As soon as possible
10	Update the CI Register if improvement is required	Compliance Manager	Post-resolution

## 7. Related Documents

- Feedback Form
- Complaint and Appeal Form
- Complaint, Appeal and Compliment Register
- Continuous Improvement (CI) Register
- Student Handbook
- Privacy and Confidentiality Policy

# PP18 – Discrimination and Harassment policy

## 1. Purpose

This policy affirms AEATS commitment to providing a learning and working environment that is free from all forms of discrimination and harassment. It ensures all students and staff are treated with respect, fairness, and dignity, and outlines procedures for reporting, manage, and prevent such behaviour in accordance with relevant legislation and Outcome Standards 2.1, 2.4 and 2.5.

## 2. Scope

This policy applies to all VET students and staff of AEATS, including third-party providers, contractors, and visitors across all learning settings—on campus, during online delivery, in the workplace, and in community-based learning environments.

## 3. Definitions

Term	Definition
Discrimination	Unfavourable treatment based on personal characteristics such as race, gender, disability, age, religion, sexuality, or cultural background.
Harassment	Unwanted, offensive, humiliating, or intimidating behaviour. This includes sexual harassment, bullying, and vilification.
Reasonable Adjustment	Modifications made to training or assessment to accommodate students with disability without compromising course integrity
Cultural Safety	A learning environment that is spiritually, socially, emotionally, and physically safe for people, particularly for First Nations people.

## 4. Legislative References

- Standards for RTOs 2025 – Outcome Standards 2.1, 2.4, 2.5
- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Equal Opportunity Act (relevant state-based legislation)
- National Vocational Education and Training Regulator Act 2011

## 5. Policy Statement

AEATS has zero tolerance for any form of discrimination or harassment. We foster an environment where:

- All VET students feel safe and valued regardless of background, disability, gender, or beliefs.
- First Nations learners are supported through culturally appropriate and inclusive training practices.
- All students are provided with equitable access to support and complaint resolution processes.
- Reports of discrimination or harassment are addressed swiftly, fairly, and confidentially.

## 6. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Promote the Discrimination and Harassment Policy through orientation, Student Handbook	Compliance Manager
2	Ask students to disclose disability or support needs via the Enrolment Form (optional and voluntary)	Enrolment Officer
3	Discuss support needs and inclusion commitments during pre-enrolment discussions	Enrolment Officer
4	Ensure all staff complete induction training on inclusive practice, cultural safety, and anti-discrimination	Compliance Manager
5	Immediately respond to reports or observations of discriminatory or harassing behaviour	All team members (report to mgt)
6	Provide the student with a copy of the Discrimination and Harassment Policy and Complaints Form	Trainer/ Enrolment Officer
7	If a formal complaint is lodged, follow the PP16 Feedback and Complaints Management Policy procedures	Compliance Manager
8	Make reasonable adjustments to support affected students (refer to PP14 – Disability Support and Adjustments Policy)	Compliance Manager
9	Where needed, involve external support services or refer to counselling	Student Support Officer
10	Record incidents and outcomes in the Feedback, Complaint and Appeal Register	Compliance Manager
11	Review complaints trends annually as part of the CI (Continuous Improvement) cycle	CEO / Compliance Manager

## ***7. Related Documents***

- PP16 – Feedback and Complaints Management Policy procedures
- PP14 – Disability Support and Adjustments Policy
- Student Handbook
- Code of Conduct – Students and Staff
- Cultural Safety Guidelines
- CI (Continuous Improvement) register
- Complaint, Appeal and Compliments Register
- Complaints and Feedback Forms

## PP28 – Child safety and welfare policy

### 1. Purpose

This policy outlines the commitment of AEATS to protect the safety, welfare, and wellbeing of all students under the age of 18. It ensures that all training and assessment delivery to minors is undertaken in compliance with the National Principles for Child Safe Organisations, as well as the NVETR Act section 191A.

### 2. Scope

This policy applies to:

- All students under the age of 18
- All staff

### 3. Definitions

Term	Definition
Child	A person under the age of 18.
Child Safe Organisation	An entity that fosters a culture of child safety, supports child wellbeing, and takes steps to prevent child abuse or harm.
Mandatory Reporter	A person who is legally required to report suspected child abuse or neglect.
Working with Children check	The Working with Children Check is a Government screening process for assessing or re-assessing people who work with or care for children

### 4. Legislative References

- Standards for RTOs 2025 – Outcome Standard 4.3
- National Principles for Child Safe Organisations
- Child Safety and Wellbeing Act (as applicable per state)
- National Vocational Education and Training Regulator Act 2011 – s191A

### 5. Policy Statement

Australian Employment and Training Services (AEATS) is committed to ensuring the safety, welfare, and wellbeing of all students, including those under the age of 18, who engage in our training and assessment services. Our commitment to being a Child Safe Organisation:

- To protect children and young people from harm, abuse, neglect, and exploitation while engaged in training and assessment with AEATS.
- To ensure staff and trainers are aware of their responsibilities in relation to child safety and welfare, including mandatory reporting requirements where applicable.
- To foster an environment where the rights of minors are respected, their voices are heard, and their safety and wellbeing are prioritised.

- To implement risk management strategies that consider the presence of students under the age of 18 in adult learning environments.
- To ensure policies and procedures are regularly reviewed and updated to remain compliant with relevant child safety legislation and standards.

### 6. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Identify under-18 students at the time of enrolment through the Enrolment Form. Flag and communicate with Compliance Manager before confirming enrolment.	Enrolment Officer
2	Each student under the age of 18 will require a Parent or Guardian consent form.	Enrolment Officer
3	Discuss the training content, delivery mode, and delivery environment with the guardian.	Enrolment Officer/ Student Support Officer
4	Ensure all trainers working with students under 18 have a valid Working with Children Check (WWCC) and have participated in the staff induction process that covers child safety requirements.	Compliance Manager
5	Provide Child Safety and Mandatory Reporting training to all staff during induction.	Managing Director
6	Include child safety topics during staff meetings when required	Compliance Manager
7	For work placement, confirm host organisation has child safety policies and WWCC-compliant staff.	Placement Coordinator
8	Provide age-appropriate safety, wellbeing, and support contact information to students (via email and conversations with the Student and their Guardian).	Student Support Officer
9	Respond immediately to disclosures or suspicions of harm. Notify relevant authorities.	Managing Director
10	Record all incidents and update any risk controls as needed.	Compliance Manager
11	Annually review the child safety and welfare policy and processes.	Compliance Manager

### ***7. Risk Management Measures discussed with Guardian***

- Age-based risk assessments for delivery mode (e.g. online vs face-to-face).
- As we deliver courses in Aged Care, Disability and Child Care, there will be course content that covers topics that are considered adult conversations such as: Death, Abuse, Nudity. Is their minor mature enough and ready for such topics.
- Emergency contact and parent/guardian authority recorded in SMS and provided to the Trainer Assessor.

### ***8. Monitoring and Review***

- Child safety procedures are reviewed annually or earlier if an incident occurs.
- Annual internal audit includes a review of child safety practices and WWCC validity.
- The Compliance Manager leads investigations and ensures corrective actions.

### ***9. Related Documents***

- Child Safety Code of Conduct
- Incident Response Flowchart – Child Harm
- Risk Register
- Trainer Induction Checklist (includes Child Safety content)
- National Principles for Child Safe Organisations

## PP31 – Enrolment policy

### 1. Purpose

This policy outlines the systematic and compliant enrolment process at AEATS. It ensures that all prospective students are enrolled only after completing the required pre-enrolment procedures and that all relevant data is collected, verified, and stored in alignment with Outcome Standards 2.1 and 2.2. The process supports fair, transparent, and well-informed student admission decisions.

### 2. Scope

This policy applies to all students enrolling into nationally recognised training courses offered by AEATS. It also applies to staff involved in student enrolment, administration, support, and training delivery.

### 3. Definitions

Term	Definition
Pre-Enrolment Review	A formal review of a student's needs, LLND abilities, prior learning and suitability for the training product.
Enrolment	The process of formally registering a student into the SMS and issuing required documentation for training commencement.
SMS (Student Management System)	The system is used to record and manage student enrolment data, course progress, and communications.
LLND	Language, Literacy, Numeracy and Digital literacy evaluation conducted before enrolment.
Induction Form	The induction form is used to ensure understanding of pre-enrolment information provided.

### 4. Legislative and Regulatory References

- Standards for RTOs 2025 – Outcome Standards 2.1 and 2.2
- National Vocational Education and Training Regulator Act 2011
- VET Data Policy
- Student Identifiers Act 2014
- Privacy Act 1988

## 5. Policy Statement

AEATS ensures all students are enrolled into training only after completing a compliant pre-enrolment process that includes: confirmation of the student's suitability and needs, provision and verification of all required documentation, secure enrolment into the AEATS SMS, and clear communication of course commencement details.

## 6. Enrolment Procedure – Step-by-Step

Step	Action	Responsible Person
1	Students enquire about course. Use template email responses that: Provide full details of the course, including the Course Guide, Student Handbook, Student Support, Fee-Payment Plan (if applicable).	Enrolment Officer
2	Provide enrolment form link	Enrolment Officer
3	Collect and verify: Signed Enrolment Form, Valid photo ID, Visa (if applicable), USI, Course-specific requirements.	Enrolment Officer
4	Provide students with the LLND assessment appropriate for their chosen course: <ul style="list-style-type: none"> <li>- All students complete AQF appropriate LLN assessments via the LLN Robot</li> <li>- Some programs require low Digital skills and consequently, they complete a digital questionnaire and are provide appropriate tutoring if required.</li> <li>- Business qualifications, and higher-level qualifications will complete the LLN Robot Digital assessment.</li> </ul>	Enrolment Officer
5	Review all documentation and confirm eligibility for enrolment. Share indicators for possible learning support with the Student Support officer.	Enrolment Officer
6	Student Support introduction phone call (if applicable)	Student Support Officer
7	Student Support Officer records any necessary support notes and discusses details with relevant Trainer and Compliance Manager. Creates Support Plan.	Student Support Officer Trainer Assessor Compliance Manager
8	Enter student record in SMS with all required enrolment data	Enrolment Officer
9	Send a templated Welcome Email with course commencement date and timetable	Enrolment Officer

10	Notify allocated trainer with student name, details and start date	Enrolment Officer
11	Store all records securely in student file.	Enrolment Officer Student Support Officer
12	Conduct course entry interview and induction process.	Trainer Assessor
13	Audit files for completeness and compliance regularly	Compliance Manager

### 7. Related Documents

- PP11 Student Pre-enrolment Policy
- Course Entry Interview and Induction process document
- LLND Assessment Tools
- Enrolment Form
- Student Correspondance Templates
- Student Management System (SMS)
- Student Support Register
- Student Handbook
- Timetable

## PP32 – Fee management and refund policy

### 1. Purpose

This policy ensures that AEATS manages fees, prepaid fee protection, and refund processes in a fair, transparent, and compliant manner. It meets the obligations under Clause 18 and Clause 2.1 of the Standards for RTOs 2025. It ensures that fees are charged fairly, transparently, and that appropriate safeguards are in place for any prepaid amounts exceeding \$1,500.

### 2. Scope

This policy applies to all prospective and current students, including trainees and apprentices, and to all AEATS staff involved in course delivery, enrolment, finance, and student support.

### 3. Definitions

Term	Definition
Prepaid Fees	Fees collected in advance before services (training, assessment) are delivered.
Threshold Prepaid Fee	The maximum amount AEATS will collect in advance is: \$1,500.
Undelivered Services	Training, assessment, or materials that the student has paid for but not yet received or commenced.
Australian Consumer Law (ACL)	The Australian Consumer Law (ACL) is a national law that protects the rights of consumers—including students enrolling in courses with Registered Training Organisations (RTOs).

### 4. Legislative References

- Standards for RTOs 2025 – Compliance Standards Section 18 and section 20 and outcome standard Clause 2.1
- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements
- Acts Interpretation Act 1901 (re: definition of “person”)
- Data Provision Requirements 2023

## 5. Policy Statement

### Information about fees and charges

- Australian Employment & Training Services protects the fees that are paid in advance by students.
  - Australian Employment & Training Services does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
  - Fee information relevant to a course is outlined in detail on the Australian Employment & Training Services website, summarised in the Course Guide as well as detailed in the Tuition Fee Payment Plan Application form. In line with Section 18 & 20 of the Compliance Standards and Outcome Standard 2.1, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including all materials fees
  - Payment terms
- The Student Handbook which is provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students acknowledge this policy and those found within the Student Handbook as part of the enrolment process.
- Where an employer is paying for a student's course, an *Employer Fee Agreement* will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course via direct marketing (e.g. responded to a Facebook advertisement). The cooling off period is from the date they signed their Enrolment form to the end of the second day in class or end of second scheduled training session. To exercise this right, the student may notify Australian Employment & Training Services via email notify our office in writing. Australian Employment & Training Services will refund any payments received within the cooling-off period where the period is applicable.

### Course fee inclusions & exclusions

- Course and tuition fees include:
  - All of the training and assessment items required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Course and tuition fees exclude:
  - In the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This additional re-assessment fee will be dependant on the unit required.
    - Copies of relevant text books are available in the classroom for student use, however, they remain the property of Australian Employment & Training

Services. Please speak with your Trainer should you wish to purchase a copy to keep.

- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion) are included in the course fee. Re-issuance or additional copies of these documents will attract a fee of \$25.00 per document.
- AEATS does not require the purchase of a Uniform: However, students attending Practical Placement are expected to wear work appropriate attire that meets the standards of their chosen industry. *(For example: Child care/Aged or Disability Care students should wear black trousers/ black T-shirt and comfortable black shoes).*
- Australian Employment & Training Services cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

## Payments

- Payments can be accepted by direct electronic transfer, credit or direct debit.
- Credit card payments may incur a surcharge of 1.5% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Australian Employment & Training Services reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## Refunds

- All Students who would like to request a refund must do so by completing the *Refund Application Form*.
- A full refund of any fees paid will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is from the date they signed their Enrolment form to the end of the second day in class or end of second scheduled training session.
- A full refund of any fees paid will apply if Australian Employment & Training Services is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
  - In the unlikely event that Australian Employment & Training Services or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
    - Where Australian Employment & Training Services or any third parties delivering training and assessment on its behalf ceases to operate.
    - Where Australian Employment & Training Services ceases to deliver the course in which a student is enrolled and the agreement is terminated.

- Where Australian Employment & Training Services needs to make a change to the terms of a student's enrolment (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Australian Employment & Training Services will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Refund Application Form*. The application must include the details and reason for the request. Students who have not completed a *Withdrawal Form* and a *Feedback Form* are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Australian Employment & Training Services to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's provided email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

### Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### Publication

- Australian Employment & Training Services will publish in a prominent place on its website the following:
  - Costs for programs Course Guides)
  - This Fees and Refunds Policy.

## 6. Prepaid Fee Protection Measures

AEATS will never collect more than \$1,500 in prepaid fees per student per course, unless it has one of the following protection arrangements in place:

### (a) Unconditional Financial Guarantee

- The RTO holds an agreement with a bank in Australia to cover all prepaid fees over \$1,500.
- This guarantee:
  - Must always equal the total of all excess prepaid fees held.
  - Is paid for by the RTO (not the student).
- **Example:** If 3 students each pay \$2,000 upfront, the RTO must guarantee the extra \$500 × 3 = \$1,500.

### (b) Tuition Assurance Scheme Membership

- The RTO maintains current membership with a government-approved tuition assurance operator.
- This ensures:
  - The student is transferred to an equivalent course at no extra cost; or
  - The excess prepaid fees are refunded if no alternative course is available.

### (c) Other VET Regulator-Approved Fee Protection

- The RTO may use an alternative fee protection method, if it has been approved by the National VET Regulator.

## 7. Schedule of Fees and Charges

Fee Type	Amount	Notes
Tuition Fees	Varies per course	Refer to the course guide on our website.
RPL Assessment (Funded)	Varies per State	Please discuss with enrolment officer
RPL Assessment (FFS)	\$250 application fee \$90 per unit	If eligible and sufficient evidence provided
Credit Transfer	No charge	Verified transcript required
Reassessment Fee (FFS)	\$250 per assessment	After third failed attempt
Reassessment Fee (Funded)	Varies per State	Please discuss with enrolment officer
Certificate Reissue	\$25.00	PDF via email

## 9. Fee Transparency and Communication

To meet Clause 2.1, AEATS ensures:

- All students receive the Student Handbook, website information and pre-enrolment information outlining:
  - Course code and title, delivery method, start dates, and requirements.
  - All fees, charges, payment terms, and refund conditions.
  - Additional costs: textbooks, uniforms, materials, placement (if applicable).
- No hidden costs will be applied after enrolment.
- All changes to course structure, location, fees, or requirements will be communicated as soon as practicable.

### 10. Procedure – Step-by-Step

Step	Action	Responsible
1	Provide all fee and refund information before enrolment via the course guide, the student handbook and the website.	Enrolment Officer
2	Do not collect over \$1,500 upfront unless protection measure is in place	Business Manager/ Enrolment Officer
3	Issue invoice and receipt, record in SMS	Business Manager
4	Monitor prepaid fee status monthly	Business Manager
5	Ensure bank guarantee covers excess prepaid funds	Managing Director
6	Process and document refund applications	Business Manager
7	Maintain records of all transactions and refund evidence	Business Manager
8	Provide refund decision in writing within 20 working days	Business Manager
9	Report unresolved refund disputes to Managing Director for escalation	Business Manager

### 13. Related Documents

- Refund Request Form
- Student Handbook
- AEATS website
- Course Guide
- PP30-Marketing and Advertising Policy
- PP31-Enrolment Policy

## PP33 – Student identifier management policy

### 1. Purpose

This policy ensures that AEATS complies with Clause 12 of the Standards for RTOs and the Student Identifiers Act 2014 by managing the collection, verification, protection, and use of Unique Student Identifiers (USIs) in a secure and lawful manner.

### 2. Scope

This policy applies to all staff and students involved in the collection, use, and storage of student USIs.

### 3. Definitions

Term	Definition
USI (Unique Student Identifier)	A 10-digit alphanumeric reference assigned to each VET student in Australia.
AVETMISS	The Australian Vocational Education and Training Management Information Statistical Standard, which requires valid USIs for national reporting.
Registrar	The national authority responsible for administering the USI system.

### 4. Legislative and Regulatory References

- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Privacy Act 1988
- Standards for RTOs 2025 – Clause 12
- Data Provision Requirements 2012

### 5. Policy Statement

AEATS ensures:

- All students are informed of the USI requirement before enrolment.
- USIs are collected and verified before issuing any AQF certification documentation.
- No training activity is reported to NCVER unless a verified USI is present.
- Personal information used for USI access is collected, stored, and used in accordance with the Privacy Act.

## 6 Step-by-Step Procedure – Student Identifier Management

Step	Action	Responsible Person
1	<b>Collect Personal Information and Consent-</b> The enrolment form collects the students personal information, USI, training records, and other relevant data from the student.- The student sign's consent for data collection and usage as per the Privacy Act and AEATS policies at the bottom of the enrolment form.	Enrolment Officer
2	<b>Secure Data Storage-</b> Enter student and training data into secure systems, including the Student Management System (SMS), financial software (e.g. Xero). Restrict access to authorised personnel only using role-based permissions.	Enrolment Officer / Business Manager
3	<b>Maintain Register of Issued Qualifications-</b> Keep a centralised register of all AQF qualifications and Statements of Attainment issued.- Ensure records align with AQF Qualifications Register Policy.- Records must include student name, USI, qualification code/title, date issued.	Business Manager/ Compliance Manager
4	<b>Retention of Enrolment Records-</b> Store enrolment forms and supporting evidence (e.g. ID, LLND results) for 7 years from completion or withdrawal.	Enrolment Officer
5	<b>Retention of Financial Records-</b> Retain student payment records, invoices, refund processing documentation, and transaction summaries for 7 years, in line with ATO and audit requirements.	Business Manager
6	<b>Retention of Complaints and Appeals Records-</b> Keep copies of submitted complaints and appeals, outcome letters, investigation records, and resolution documentation for 5 years.	Compliance Manager
7	<p><b>Retention of Assessment Evidence (Including RPL)-</b> Retain all assessment evidence (e.g. completed workbooks, observation checklists, assessor marking tools, validation records) for 2 years after the student's completion of the qualification or standalone unit.</p> <ul style="list-style-type: none"> <li>• For RPL, retain application forms, RPL mapping documents, evidence submitted (certificates, work samples), assessor's final judgment, and RPL outcome communication.</li> <li>• Ensure electronic copies are kept in the student's digital file on dropbox or the LMS where applicable.</li> </ul>	Managing Director

Step	Action	Responsible Person
8	<b>Access to Records Upon Request-</b> If a student or former student requests access to their records (e.g. certificate reissue, attendance records), provide access or copies within 4 weeks.- Log all requests in the Access Request Register. Requests must be in writing and sufficient identification required. Must be approved by the Compliance Manager.	Compliance Manager
10	<b>Secure Disposal of Expired Records-</b> Once minimum retention periods are met: - Shred physical documents. - Permanently delete electronic records from all storage systems.- Disposal must be authorised and recorded on a Destruction Log.	Compliance Manager

### **7. Privacy & Consent**

USIs and personal data collected for verification are handled under the Australian Privacy Principles (APPs). Consent for USI creation or access must be recorded through the enrolment form or via written authorisation.

### **8. Third Party Obligations**

Any third party involved in training delivery or student recruitment must comply with this policy and maintain confidentiality of USI information.

### **9. Breach and Compliance**

Failure to comply with this policy may result in:

- Withholding of AQF documentation;
- Breach reporting to the Registrar;
- Disciplinary action for staff or third parties.

### **10. Related Documents**

- enrolment forms
- Student Management System (SMS)
- Certification Register (VETtrak)

## PP34 – Data privacy and record keeping policy

### 1. Purpose

This policy ensures that AEATS manages student and staff records in a manner that protects personal information, meets legislative data privacy obligations, and aligns with Clause 10 of the Standards for RTOs 2025. The policy also ensures that record keeping practices support transparency, accuracy, and regulatory compliance.

### 2. Scope

This policy applies to:

- All personal and training records of students
- AEATS staff, contractors, and third parties who handle personal or sensitive information
- Storage, access, and disposal of physical and digital records

### 3. Definitions

Term	Definition
Personal Information	Information or opinion that identifies or could identify an individual (e.g., name, address, date of birth, USI)
Sensitive Information	A subset of personal information including health, disability, racial background, or religious beliefs
AVETMISS	The data standard used to collect VET sector data
NCVER	National Centre for Vocational Education Research
USI	Unique Student Identifier – mandatory for all nationally recognised training

### 4. Legislative References

- Standards for RTOs 2025 – Clause 10
- National Vocational Education and Training Regulator Act 2011
- Australian Privacy Principles (Privacy Act 1988)
- Archives Act 1983
- Data Provision Requirements 2020
- AVETMISS and USI Reporting Requirements

## 5. Policy Statement

AEATS is committed to:

- Protecting the privacy of personal and sensitive information it collects
- Meeting all legislative requirements for the retention, storage, and security of records
- Ensuring students have access to their records upon request
- Retaining training and assessment records for at least 30 years
- Retaining other required records (e.g., complaints, appeals, enrolment records) for a minimum of seven years, or as otherwise legally required
- Implementing strict access controls and secure disposal practices

## 6. Procedure – Step-by-Step

Step	Action	Responsible Person	Timing
1	Collect personal information only where necessary (e.g., enrolment, LLN, AVETMISS, USI)	Enrolment Officer	At enrolment
2	Ensure all personal data is collected with consent and privacy notice is provided. This is collected via the enrolment form.	Enrolment Officer	During enrolment
3	Store physical records in locked cabinets, then the AEATS official document storage. Digital records are stored in password-protected systems with backups	All staff	Ongoing
4	Provide students access to their personal and training records upon written request	Compliance Manager	Within 10 business days
5	Regularly review access controls and restrict data handling to authorised staff only	Managing Director	Quarterly
6	Back up digital data daily and store backups securely in a secure cloud	Managing Director	Daily
7	Archive training and assessment records securely for 30 years	Managing Director	Ongoing
8	Retain financial, complaint, appeal and enrolment records for 7 years minimum	Managing Director	Ongoing
9	Securely dispose of expired paper records by shredding or certified destruction. Enter record in document destruction log.	Managing Director	As required

Step	Action	Responsible Person	Timing
10	Ensure all staff have signed the Staff Confidentially Agreement on data privacy responsibilities and breach response.	Compliance Manager / Managing Director	At induction
11	Report any data breaches to the Managing Director and investigate in line with the Notifiable Data Breaches Scheme	All staff	As required

### 7. Related Documents

- Student Enrolment Form
- Privacy Notice
- Access to Records Request in writing
- Data Breach Response Plan
- Complaints, Appeals and Compliments Register
- Records Management Procedure
- AEATS Data Retention
- Staff Confidentiality Agreement

# PP35 – Certification issuance policy

## 1. Purpose

This policy ensures that all AQF certification documentation (including qualifications and statements of attainment) issued by AEATS is valid, compliant, and issued in accordance with the Standards for RTOs 2025 (Clause 9 and Clause 11), the AQF Qualifications Issuance Policy, and the NRT Logo Conditions of Use. It supports timely, accurate, and lawful certification of VET student achievements.

## 2. Scope

Applies to all certification issued by AEATS for:

- **AQF qualifications**
- **Statements of attainment**
- This includes full qualifications, partial completion of units, and withdrawal situations where at least one unit is completed.

## 3. Definitions

Term	Description
AQF	Australian Qualifications Framework
Qualification	A nationally recognised credential for completion of a training product
Statement of Attainment	A formal record of partial completion or withdrawal where one or more units are completed
SMS	Student Management System, used to generate official documentation
NRT Logo	Nationally Recognised Training logo for use on compliant certificates

## 4. Legislative and Regulatory References

- Standards for RTOs 2025 – Clause 9 and Clause 11
- AQF Qualifications Issuance Policy
- NRT Logo Conditions of Use Policy
- National VET Regulator Act 2011
- Student Identifiers Act 2014

## 5. Policy Statement

AEATS will only issue AQF certification documentation to individuals who:

- Have been formally assessed as competent in accordance with the training package rules;
- **Have completed either:**
  - A full AQF qualification, or
  - One or more units of competency from an AQF qualification and subsequently withdrawn from the qualification;
- Have met all agreed fee payment requirements;
- Will receive their certification within 30 calendar days of completion of assessment, subject to the above conditions.

All certification is generated through the SMS to maintain standardised, accurate, and compliant document control.

## 6. Certificate Issuance Conditions

### 6.1 AQF Qualifications Must Include:

- RTO's name, registration code, and logo
- Code and full title of qualification (as on training.gov.au)
- NRT logo (as per logo policy)
- Signature of an authorised signatory
- RTO's seal, identifier, or unique watermark
- **Statement:** "The qualification is recognised within the Australian Qualifications Framework" or AQF logo
- **If applicable:**
  - Industry descriptor
  - Occupational/functional stream in brackets
  - "Achieved through Australian Apprenticeship arrangements"
  - Language delivery statement for multilingual delivery

### 6.2 Statements of Attainment Must Include:

- RTO's name, registration code, and logo
- Full title and code of each unit/module
- NRT logo (as per logo policy)
- Signature of authorised signatory
- RTO seal, identifier, or watermark
- Statement: "A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules."
- **If applicable:**
  - Statement of qualification the unit(s) belong to
  - Statement of attainment from partial course
  - Language delivery statement for multilingual delivery

## 7. Procedure – Step-by-Step

Step	Action	Responsible Person
1	<b>Verify Completion:</b> Confirm student has either completed all units of an AQF qualification or completed some units and formally withdrawn from the course.	Admin Officer / Business Manager
2	<b>Compliance Check:</b> Review enrolment, completed assessments, fee status, and USI.	Business Manager
3	<b>Confirm Fees Paid:</b> Ensure all course-related fees have been paid in full.	Business Manager
4	<b>Generate Certificate:</b> Use SMS to generate Testamur + Record of Results or Statement of Attainment. Ensure correct inclusion of required information and logos (as per (Compliance Standards) Section 11 and AQF policy).	Business Manager
5	<b>Final Sign-Off:</b> Check USI, product codes, trainer declaration.	Business Manager
6	<b>Issue Certificate:</b> Email digital copy. SMS keep the log of issued Testamur.	Business Manager
8	<b>Re-issue Requests:</b> Process within 10 business days with proof of ID after the re-issue fees.	Business Manager

## 8. Compliance Assurance

Before issuing a certificate, the following must be verified:

- Student has completed the full qualification or eligible units for a Statement of Attainment (SoA).
- All assessments are valid and completed.
- Student has withdrawn but has completed at least one unit – issue SoA.
- All documentation complies with (Compliance Standards) Section 9-11 (logos, wording, signatures).
- Certification is not issued until all **fees** are paid.
- AQF Logo and NRT Logo are applied in accordance with guidelines.

## 9. Non-Compliance Handling

- If any non-compliance is discovered post-issuance, the certificate will be revoked and a replacement issued once compliance is ensured
- Errors are logged in the Continuous Improvement Register

## ***10. Related Documents***

- Student Management System (SMS)
- Certification Register- SMS
- PP3 – Assessment Tools and Systems Policy
- PP31 - Enrolment Policy
- PP32 - Fee Management and Refund Policy

[Fact sheet - Sample forms of AQF certification documentation.pdf](#)

## PP42 – Academic integrity and plagiarism policy

### 1. Purpose

The purpose of this policy is to uphold academic integrity within AEATS by ensuring all assessments submitted by students are their own work and are free from plagiarism, unauthorised AI use, or collusion. This policy outlines how AEATS monitors, detects, and responds to breaches of academic integrity.

### 2. Scope

This policy applies to all VET students, trainers and assessors, academic staff, and administrative personnel involved in training and assessment.

### 3. Definitions

Term	Description
Academic Integrity	Honest and responsible scholarship.
Plagiarism	Presenting someone else's work or ideas as your own without proper attribution.
Collusion	Unauthorised collaboration with another person in preparing work.
AI Misuse	Use of artificial intelligence tools (e.g., ChatGPT, Jasper, etc.) to generate content without disclosure or validation.
Academic Misconduct	Any behaviour that undermines the integrity of academic assessment.

### 4. Policy Statement

- AEATS is committed to ensuring that all assessment work submitted by students is authentic and meets the requirements of the training package.
- Trainers and assessors are required to apply reasonable methods to confirm the authenticity of a student's work, including verbal questioning and validation techniques.
- Any suspected or confirmed academic misconduct will be managed fairly, consistently, and in line with natural justice principles.

### 5. Methods of Detection and Verification

- **Assessments Validation:** Trainers may select random paragraphs and use online search engines or plagiarism and AI detection tools (e.g., Grammarly) to check authenticity.
- **Verbal Validation:** During practical assessments or where doubts arise, the trainer must ask verbal questions to confirm understanding.

- **Collusion Check:** Where multiple students submit very similar work, collusion is investigated.

### 6. First and Repeat Offences

- **First Offence:** Student will be informed, provided support and education, and must re-submit or re-do the assessment.
- **Repeat Offence:** The student may be required to repeat the entire unit and will receive a formal written warning. Repeated misconduct may result in suspension or cancellation of enrolment.

### 7. Student and Staff Responsibilities

- **Students must:**
  - Submit original work.
  - Avoid using generative AI unless permitted and declared.
  - Acknowledge all sources.
- **Assessors must:**
  - Validate authenticity using available tools and questioning.
  - Keep records of detection activities and outcomes.

### 8. Recording and Reporting

- All misconduct cases are documented using the Academic Misconduct Record Form.
- Records are filed in the student's academic record.
- Serious or repeat misconduct is recorded in the Academic Misconduct Register.

### 9. Step-by-Step Procedure

Step	Action	Responsible Person
1	Educate students on academic misconduct and AI misuse at time of orientation.	Trainer / Support Officer
2	Train staff during induction on using plagiarism/AI tools.	Compliance Manager
3	Review assessment submissions (hard copy or E-copy or LMS).	Trainer
4	Conduct plagiarism or AI checks using tools.	Trainer
5	If doubt exists, ask verbal questions during role play or practical.	Trainer
6	Complete Academic Misconduct Form if misconduct suspected.	Trainer
7	Hold meeting with student for first offence and allow reassessment.	Trainer / Support Officer

Step	Action	Responsible Person
8	Require unit repeat for repeat offences.	Compliance Manager / CEO
9	Record in register and notify student in writing.	Admin Officer
10	Add pattern findings to CI Register for future improvements.	Compliance Manager

### 10. Related Documents

- Academic Misconduct Record Form
- Academic Misconduct Register
- Student Handbook
- Trainer/Assessor Induction documents
- Continuous Improvement Register

## PP47 – Privacy policy

### 1. Purpose

This policy outlines how AEATS collects, uses, discloses, stores, and protects personal information in accordance with the Privacy Act 1988, including the Australian Privacy Principles (APPs). The policy ensures AEATS staff and students understand their privacy rights and the organisation's responsibilities in managing personal and sensitive data.

### 2. Scope

This policy applies to all AEATS personnel, students, and third parties who handle or access personal or sensitive information relating to VET operations, including during enrolment, training, assessment, and support services.

### 3. Definitions

Term	Definition
Personal Information	Information that identifies or can reasonably identify an individual (e.g., name, address, phone number, email, USI).
Sensitive Information	Information such as health status, racial/ethnic origin, disabilities, and other data requiring a higher level of protection.
APPs	Australian Privacy Principles outlined under the Privacy Act 1988.
Data Breach	When personal information is accessed, disclosed, or lost in an unauthorised or accidental manner.

### 4. Legislative References

- Standards for RTOs 2025 – Clause 20
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- National VET Data Policy
- Student Identifiers Act 2014

### 5. Policy Statement

AEATS is committed to protecting the privacy and confidentiality of all individuals' personal and sensitive information. AEATS will:

- Collect only necessary information relevant to enrolment, training, support, and compliance;
- Inform individuals about the purpose of collection and how their data will be used;
- Obtain written consent before sharing data with third parties unless required by law;

- Ensure records are stored securely and retained in accordance with regulatory obligations;
- Respond to privacy complaints or requests to access personal data within 10 business days.

## ***6. Collection and Use of Information***

- Information is collected during the pre-enrolment and enrolment process, including via the Enrolment Form, email and phone conversation.
- **Data collected may include:**
  - Identity details (e.g., name, date of birth)
  - Contact details
  - USI
  - Emergency contact details
  - Health or disability disclosures (with consent)
  - Citizenship/visa status
- **This data is used to:**
  - Provide training and assessment
  - Manage student records
  - Comply with AVETMISS and other government reporting
  - Issue AQF certification

## ***7. Storage and Security***

All personal data is stored securely using:

- Student Management System (SMS) for enrolment and academic records
- Encrypted cloud storage for administrative files
- Access control protocols to restrict data to authorised staff
- Backups and IT security measures to protect electronic files

## ***8. Disclosure***

AEATS may disclose personal information to:

- Commonwealth and State Government departments
- NCVET and other regulatory bodies

No data will be sold or disclosed for marketing without permission.

## ***9. Access and Correction***

- Individuals may request access to their records by contacting the Admin Officer.
- Any incorrect or outdated personal information will be updated upon verification.

## 10. Breach Management

### In the event of a suspected or confirmed privacy breach:

1. The Compliance Manager will conduct an immediate assessment.
2. Individuals affected will be notified if required.
3. The breach will be reported to the Office of the Australian Information Commissioner (OAIC), where applicable.

## 11. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Collect personal and sensitive information at enrolment with consent.	Enrolment Officer
2	Store records in secure systems (SMS, Dropbox, finance tools).	Enrolment Officer
3	Restrict data access to authorised personnel.	Managing Director
4	Share data with government only with consent or as required by law.	Compliance Manager
5	Provide access to records upon student request form verification.	Enrolment Officer
6	Handle correction requests within 10 business days.	Enrolment Officer
7	Investigate and report data breaches promptly.	Compliance Manager
8	Induct staff on privacy principles.	Compliance Manager
9	Review policy every 12 months or after legislative change.	Compliance Manager

## 12. Related Documents

- Enrolment Form
- Student Handbook
- Privacy Consent via enrolment form
- Data Breach Response Plan
- PP34 - Data Privacy and Record Keeping Policy